

West Texas A&M University
Information Technology Strategic Plan 2009 – 2014

Last Updated: April 8th, 2010

GOAL 1: Cultivate campus success by actively engaging, listening, and anticipating the needs of our faculty, staff, and students.

Objective 1.1: Increase the number of technicians that serve the ITSC call center (helpdesk) in order to reduce wait and turnaround time with technical assistance.

Strategy 1.1.1: Strengthen the Information Technology Service Center's (ITSC) overall support capabilities by combining the helpdesk, PC support, open access and remote labs and computerized smart classrooms into a single department. Utilize the bridge area located in the HELC to serve as helpdesk central to proactively engage the campus community's technical needs.

Responsible Persons: Chief Information Officer and ITSC Manager

Objective 1.2: Survey faculty, staff, and students to determine what additional needs they may have that Information Technology can provide.

Strategy 1.2.1: Create and distribute a Zoomerang survey for faculty, staff, and students to determine what additional technology needs can be provided by information technology.

Responsible Persons: ITSC Manager and the Instructional Technology Services Manager

Strategy 1.2.2: Attend departmental meetings within each college to gather input regarding and discuss technology needs and campus security initiatives.

Responsible Persons: Instructional Technology Services Manager and ISO

Objective 1.3: Provide self help portals that provide training material, solutions to common issues, and convey additional information such as security notices and maintenance items.

Strategy 1.2.1: Create a custom portal for WTClass to assist faculty and students to get the most of the Angel Learning platform to maximize productivity and efficiency.

Responsible Persons: Instructional Technology Services Manager

Strategy 1.2.2: Expand Trackit's functionality to include a web-based knowledgebase that can be access by faculty, staff, and students to assist in troubleshooting and resolving common issues.

Responsible Persons: ITSC Manager

Goal 2: Provide outstanding technology infrastructure systems and services to support student safety, student engagement, instructional and experiential learning, teaching and research.

Objective 2.1: Provide an effective and reliable campus emergency notification system by which university officials can communicate health, safety, and emergency information quickly.

Strategy 2.1.1: Continue to expand the number of information kiosks by at least five per year to provide enhanced coverage of emergency notification in public access areas throughout campus.

Responsible Persons: Chief Information Officer and ITSC Manager

Strategy 2.1.2: Enhance Buff Alert by fully integrating the emergency notification system with the university's official Facebook site to future enhance coverage and notification to students.

Responsible Persons: Chief Information Officer and Web Services

Strategy 2.1.3: Continue to develop (video analytics capabilities to report suspicious behavior) and expand the video surveillance infrastructure by increasing the number of cameras and centralized storage by ten percent each year.

Responsible Persons: Chief Information Officer and the Telecommunication Services Manager

Objective 2.2 Expand smart classrooms, technology systems, resources and services in support of face-to-face/hybrid courses.

Strategy 2.1.1: Continue to provide an annual budget of \$300,000 to provide a technology-rich environment in all campus facilities by adding or upgrading at least ten smart classrooms and/or laboratories each year and training for faculty and staff to ensure that the technology is used to the greatest advantage in student engagement.

Responsible Persons: Chief Information Officer and ITSC Manager

Objective 2.3 Expand technology systems, resources and services in support of distance learning.

Strategy 2.2.1: Expand WtClass, the campus Learning Management System (LMS), to include an e-Portfolio system to provide institutional assessments and student artifacts to support and showcase educational growth and learning outcomes.

Responsible Persons: Chief Information Officer and Instructional Technology Services Manager

Objective 2.4 Expand technology systems, resources and services in support of student and faculty engagement and research

Strategy 2.3.1: Provide a federated identity management system to establish a web-based single sign on portal that overlays all campus web applications into an integrated framework.

Responsible Persons: Chief Information Officer, Information Security Officer, Network Services Manager, and Web Services

Goal 3: Enhance the productivity, effectiveness and efficiency of University faculty, staff and students through the effective use of information technologies.

Objective 3.1 Provide outstanding systems and services in support of university recruiting, retention, development and enrollment growth initiatives

Responsible Persons:

Objective 3.2 Provide information technology training for students, faculty and staff

Responsible Persons:

Objective 3.3 Provide effective, efficient and reliable technology communication systems for students, faculty, staff and other constituencies

Strategy 3.3.1: Establish a fully integrated web 2.0 portal for students that pushes relevant, event driven, and personalized information to students through an integrated web-based framework.

Responsible Persons:

Goal 4: Provide students, faculty and staff with access to facilities, equipment, systems and support in order to facilitate the achievement of the University mission.

Objective 4.1 Exemplify good stewardship in the utilization of available information technology funds

Strategy 4.1.1: Consolidate all campus server resources into a single, centralized virtualization framework thereby taking advantage of resources in the university data center without duplication of resources and services.

Responsible Persons: Chief Information Officer and Network Services Manager

Strategy 4.1.2: Upgrade and expand the university's primary Storage Area Network (SAN) to provide additional centralized disk capacity for electronic mail systems, file servers, database servers, and other auxiliary servers.

Responsible Persons: Network Services Manager

Strategy 4.1.3: Implement Desktop Virtualization in the open access and remote labs to reduce environmental costs and operating expenditures.

Responsible Persons: Network Services Manager and ITSC Manager

Strategy 4.1.4: Upgrade the aging Microsoft Exchange infrastructure to provide faculty and staff a more robust and responsive email system with additional storage capabilities.

Responsible Persons: Network Services Manager and ITSC Manager

Objective 4.2 Provide exceptional Information Technology customer service and support

Strategy 4.2.1: Create a tiered level of technicians that will include part time student workers/technicians at tier one, microsystems analysts/technicians at tier two, and the lead technicians at tier three. There is synergy and economies of scale in these areas.

Responsible Persons: Chief Information Officer and the ITSC Manager

Strategy 4.2.2: Adopt a single imaging platform for all user computing resources on campus and have it consistent to maximize security/patch management, version control, quality standards, etc.

Responsible Persons: ITSC Manager

Strategy 4.2.3: Cross train student workers, microsystems analysts, and lead technicians to ensure that there are no gaps in work orders, assignments, and customer support. A greater number of technicians will serve the helpdesk to further enhance customer service and support. ITSC technicians will carry a Blackberry and participate in an on-call rotation schedule.

Responsible Persons: ITSC Manager

Strategy 4.2.4: Replace the existing ITSC call center with a more robust call center platform to support the increased volume of technical support calls from faculty in smart classrooms. The new call center will utilize voice over IP technologies and allow staff members in Amarillo, as well as other campus locations, to join the call center thereby increasing the number of available technicians to support the faculty, staff, and students around the campus.

Responsible Persons: ITSC Manager

Objective 4.3 Deploy, replace and upgrade technology infrastructure to ensure effective, efficient, reliable, and accessible technology systems

Strategy 4.3.1: Develop an Electronic and Information Resources (EIR) accessibility policy, plan, and workgroup team to ensure that such resources that are developed, procured, or modified by the University are accessible and that all users, regardless of disability, can obtain the same information and perform the same functions.

Responsible Persons: Chief Information Officer, Accessibility Coordinator, and the Accessibility Task Force Committee

Goal 5: Provide security, disaster recovery, and business continuation systems and procedures to protect the electronically generated and stored assets of WTAMU.

Objective 5.1 Provide reliable data backup and recovery systems, processes and procedures

Strategy 5.1.1: Identify and document critical business processes, procedures, personnel, and information resources necessary to restore services in the event of a disaster such as a fire, loss of electrical power, loss of commodity Internet connectivity, or a catastrophic storm or flood.

Responsible Persons: Chief Information Officer and the Information Security Officer

Strategy 5.1.2: Provide an annual budget of \$35,000 to implement a supplementary Internet connection at the Amarillo Center to serve as a redundant link in the event of a service interruption at the Canyon campus.

Responsible Persons: Network Services Manager

Strategy 5.1.3: Expand the technology infrastructure at the Amarillo Center to serve as a fully redundant and mirrored hot-site for the primary data center located at the Canyon campus.

Responsible Persons: Network Services Manager

Objective 5.2 Provide superior enterprise information technology security systems, processes and procedures

Strategy 5.2.1: Augment the perimeter firewall controls by adding a distinct second layer of web application firewalls to further protect critical university web applications from malicious attacks.

Responsible Persons: Network Services Manager

Strategy 5.2.2: Optimize perimeter firewall traffic inspection controls by implementing additional packet inspection appliance(s) to further secure, protect, optimize, and troubleshoot ingress and egress traffic flows.

Responsible Persons: Information Security Officer and the Network Services Manager

Strategy 5.2.3: Augment the enterprise messaging virus and malware protection by implementing content scanning to detect and block electronic messages containing confidential information such as social security numbers and credit card numbers.

Responsible Persons: Information Security Officer and the Network Services Manager

Strategy 5.2.4: Implement an industry standard Data Loss Prevention (DLP) solution to discover, identify, monitor, and protect university confidential information, such as social security numbers and credit card numbers across the campus network at the desktop and network layers. Discovery and identification data from this system will be used to augment the campus ISAAC risk assessments to provide an additional level of auditing and verification controls to ensure confidential information is identified throughout the process.

Responsible Persons: Information Security Officer, the ITSC Manager, and the Network Services Manager

Strategy 5.2.5: Implement Day Zero protection on mission critical systems such as the Active Directory domain controllers and the ERP operating system(s).

Responsible Persons: Information Security Officer, Network Services Manager, Information Services Manager