Information Technology Services (ITS) provides information technology and communications resources and services to students, faculty, and staff at the University of West Florida.

ITS’ mission is

- To provide leadership and innovation in information technology strategy, planning, management, and policy;
- To implement a robust, secure, and functional information technology infrastructure that enables UWF to accomplish its mission and vision;
- To develop and deploy effective information systems;
- To deliver responsive and high-quality information technology support services.

ITS pursues all elements of its mission utilizing teamwork and collaboration, both internally and with those we serve, striving to enable our clients to be productive and self-sufficient users of information technology.

Information Technology Services (ITS) Strategic Goals and Objectives for 2002-2003

Adopted by ITS Directors, 24-July-2002
Revised (wording only) 6-November-2002

Mission Area 1: Provide leadership and innovation in information technology strategy, planning, management, and policy.

Strategic Goals and Objectives:

1.1. Provide leadership in IT planning and strategy for UWF.
   a. Establish a comprehensive University plan for student computer labs.
   b. Establish “balanced scorecard” assessment measures for IT and ITS.
   c. Continue development of the UPC-IT Committee into the strategic IT planning and governance council for UWF.

1.2. Provide leadership in developing a sound “IT economy” for UWF.

1.3. Provide leadership in developing improved IT policies for UWF.
   i. Project: Establish policy on networked devices.
   ii. Project: Update technology use/abuse policies.
   iii. Project: Update policy on electronic mail.
   iv. Project: Establish policy on IT services for emeritus and retired employees.

1.4. Improve IT partnerships.
   a. Improve collaboration on web pages publishing with Marketing Communications.
   b. Improve collaboration with Facilities Planning on network, classrooms, and space development plans.
   c. Enhance partnership with Enrollment Services on classroom and classroom technology support. (See related objective 2.6.d.)
   d. Improve communications and information flow from ITS to clients (and vice versa) to allow for better planning and collaboration.

1.5. Provide IT leadership in support of strategic University initiatives.
   a. Support the SACS reaffirmation of accreditation process.
   b. Provide a solution to the requirement for CLEP testing of Bright Futures scholars.

1.6. Establish IT as a “signature” leadership area for UWF.
   a. Increase participation and visibility of UWF in EDUCAUSE and related activities.
**Mission Area 2:** Implement a robust, secure, and functional information technology infrastructure that enables UWF to accomplish its mission and vision.

**Strategic Goals and Objectives:**

2.2. Expand the capacity of UWF’s data network.
   a. Complete the upgrade of all campus network ports to a minimum of 100 Mbps bandwidth.
   b. Upgrade the WAN circuit bandwidth to the FWB campus.
   c. Develop long-range plan for upgrade of the network backbone to gigabit capacity.

2.3. Expand the accessibility of the UWF campus network via wireless connectivity.
   a. Establish a mechanism for authenticating access rights to the UWF campus network.
   b. Conduct wireless pilot projects in accord with University strategic priorities.
      ii. Project: Wireless pilot project in the UWF Library.

2.4. Improve UWF’s ArgoNet IT infrastructure services platform by completing the release of ArgoNet II.
   b. Deploy a central database hosting service based on SQLServer.
   c. Deploy an improved central web hosting service.
   d. Deploy an updated central calendaring and scheduling service.
   e. Provide PQA as a central utility accessible to any ArgoNet student computer lab.
      ii. Project: PQA V4, PQA for decentralized use.
   f. Deploy a new directory middleware service, based on Microsoft ADS, available throughout the ArgoNet network, and based on the eduPerson and eduOrg models.

2.5. Ensure the security of the UWF IT infrastructure.
   a. Complete a comprehensive IT risk analysis and operational continuity plan.
   b. Complete deployment of network firewall and intrusion protection and associated policies and procedures.
   c. Complete deployment of email SPAM protection.
   d. Establish security administration standards for network devices, in particular servers.
e. Develop a computer security and abuse incident tracking database.

f. Deploy an enhanced data backup solution for central storage and enterprise servers.

g. Improve physical security of data centers and communication closets.

2.6. Ensure the ongoing viability of the UWF IT infrastructure.

a. Improve management of the UWF data network.
   i. Project: Establish comprehensive management of the fiber optic cable plant and long-range plan for upgrade of the fiber plant.
   ii. Project: Establish network bandwidth monitoring and management/shaping.
   iii. Project: Establish comprehensive network core device monitoring and management.
   iv. Project: Establish DHCP capability across the UWF data network.

b. Improve UWF data center infrastructure.
   i. Project: Establish satellite data center for FWB campus.
   ii. Project: Get Bldg 79 data center A/C on generator power.

c. Improve open-access student computer labs.

d. Continue collaboration with Enrollment Services on support of classroom technology in generally-scheduled classrooms.

**Mission Area 3**: Develop (or acquire) and implement effective information systems.

**Strategic Goals and Objectives:**

3.1. Build “The Collective” as the foundation information system infrastructure for IT support services and knowledge management for UWF.

3.2. Respond to external mandates and requirements for information systems.
   a. Develop a solution for SEVIS processing.
   b. Continue development of the FACTS.ORG system as mandated by Florida Statutes.
   c. Develop a transition plan for the UWF Payroll System Consortium.
   d. Acquire a suite of integrated financial management, purchasing, human resources, and payroll processing applications to replace State systems removed by the governance devolution.
   e. Develop a solution for the replacement of Prometheus.

3.3. Support StudentsFirst and provide E-Services for UWF prospective and current students.
   a. Deploy online payment processing and credit card processing for strategic student E-Services.
3.4. Improve UWF’s web-based information publishing and services environment.
   a. Deploy an enhanced search engine capability for UWF web sites.

**Mission Area 4:** Deliver responsive and high-quality information technology support services, integrated and coordinated with other University support services.

**Strategic Goals and Objectives:**

4.1. Establish the ITS Support Center and related Tier 0 support as the “front line” for ITS support services.

4.2. Enhance the effectiveness and responsiveness of the Tier 0 – Tier 3 ITS support service delivery process.

4.3. Establish and document the scope, support standards, and funding policies for all ITS services.

4.4. Establish an ITS client liaison program, beginning with ACS clients.

4.5. Nurture the evolution of a coordinated federated technology support system at UWF.

4.6. Establish a server hosting and administration service.
   a. Establish SLA for hosting Millennium servers.
   b. Establish SLA for hosting FundWare servers.
   c. Establish SLA for hosting Financial Aid server.
   d. Establish SLA for hosting Nautilus Card server.

4.7. Transfer from ITS services that are more effectively or efficiently provided by others.
   a. Migrate ResNet support to Housing.
   b. Migrate administrative mainframe printing to a more decentralized model.