Information Technology Strategic Plan Update

Michael Dieckmann
Associate Vice President for Information Technology
and Chair, UPC-IT Committee

March 5, 2003

Information Technology Strategic Plan Update

- Overview of planning activities and action plan.
- Review of current UWF information technology environment.
- Vision and strategic goals for information technology.
- Imperatives and priorities for information technology.
- Next steps.
Planning Activities

- Discussions among UPC-IT committee members.
- Review of plans from other universities.
- Survey of divisions, colleges, and departments regarding their IT issues and priorities (still in progress).
- Two planning “mini-retreats” (brainstorming sessions) involving both UPC-IT members and invited subject area experts.
- Input from other processes (ERP process, LMS selection process, student technology fee consultations, consultations with research directors, etc.).

Action Plan

- Mid-course check with UPC on March 5.
- Review final input from the university survey (responses due by April 1).
- Consultation with Dr. Graves for an external-to-UWF viewpoint.
- Brainstorming session with UWF student group, and possibly online survey to students.
- Post draft plan in UPIC and ITS Online and promulgate to university community for comments.
- Brief constituencies (e.g., faculty and staff councils) on the plan and gather feedback.
- Deliver proposed plan to UPC at May 13 meeting.
Current UWF Information Technology Environment

Review of Current UWF IT Environment

- IT Infrastructure
  - Network
  - Facilities and Equipment Inventory
  - ArgoNet Environment
  - Enterprise Systems
  - Software Site Licenses

- IT Management and Support Environment

- Recent Priorities
- Current Major Initiatives
- Pressing Needs and Issues
**UWF IT Circa Mid-1996**

- Computer Services recently split into ASD and ICD; IMC part of Library. (Would be integrated into ITS two years later.)
- Academic IBM mainframe computer still locus of many academic and enterprise systems (lasted until July '97).
- Network still split between fledgling 10 Mbps shared ethernet and mainframe-centric SNA network.
- Minimal web presence at [www.uwf.edu](http://www.uwf.edu); NAUTICAL exists only as a plan on paper.
- Embryonic network dial-in service prototyped by IHMC.
- Desktop support debate (ASD vs. ICD) centers on support of Windows 95 and the non-Microsoft (WordPerfect, Lotus 1-2-3) vs. Microsoft battle.
- Year 2000 not yet on the radar screen.
- CMS or LMS not yet a concept.
- Eight original “high-tech” classrooms had just been equipped.
- Twenty year old AT&T analog telecommunications system.

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**2003: Network**

- Since completing the initial ethernet network in 1997, we have upgraded from 10 Mbps shared to switched ethernet, then to 200 Mbps, and now portions of backbone at 1 Gbps. We are now examining providing researchers with 10 Gbps connectivity.
- In process of completing upgrade of all hard-wired ports to minimum 100 Mbps speed. (Thank you Ebay!)
- Original T1 (1.5 Mbps) Internet connection is now a shared DS3 (45 Mbps) of which UWF regularly consumes 15-20 Mbps.
- ResNet deployed to all but south-side residence halls.
- Approximately 10,000 network-connected devices.
- 276-line dial-up service (46 lines reserved for faculty/staff).
IT Infrastructure Physical Facilities

- Main university data center in Building 79, houses ~ 100 servers, core network equipment, and half of telephone system (other half in Building 12).
- Creating secondary data center in Building 37.
- Creating auxiliary data center at FWB campus.
- 95 communications closets house the backbone network equipment (112 core backbone switches).

Access Facilities

- 48 computer labs with approximately 1000 computers for student use.
  - ITS – 2 labs (SAIL and Cyberlounge)
  - CUTL – 2 labs (IDLS classrooms)
  - CAS – 29 labs
  - FWB – 7 labs
  - COB – 4 labs
  - COPS – 4 labs
- On main campus, 35 technology-equipped classrooms (out of 67, 52%).
- 4 IDLS studio classrooms (videoconferencing) and one IDLS facility at Chipola Junior College.
- Various public-access workstations and kiosks.
“Desktop” Equipment Inventory

As of July 2002, UWF had just over 4200 non-server computers in its inventory.
- 916 (22%) were more than 5 years old.
- 2128 (51%) were 3 old or newer.
- 70 Unix workstations (2%).
- 400 Macintosh (9.5%).
- Of Windows machines, 50% are Dell and 15% are Gateway; 11% are (IBM/Sidus/Apogee/Compaq).

ArgoNet Environment

- Automatic assignment of IT “identity” to faculty, staff, and students upon entry into the university community.
- Two identification mechanisms: NAUTICAL ID/PIN, and ArgoNet username/password.
- Students currently retain ArgoNet identity for three terms after leaving university.
- Two major upgrades planned: ArgoNet II in Spring 2003, ArgoNet III in ???.

Enterprise Systems

- Main administrative computing platforms divided between UWF, NWRDC, and CFRDC.
- UWF data center houses ~ 100 enterprise system servers supported by ITS.
- Approximately 20 non-ITS servers are housed in the UWF data center.
- Approximately 70 enterprise and departmental servers are operated outside the data center.

Enterprise Applications

- Electronic Mail (faculty/staff and student)
- File Storage
- Database Services
- Web Publishing (university and student)
- Calendaring
- Web-based services: NAUTICAL, COMPASS, LightHouse, FirstMate, Crew’s Control
- Learning Management System (Prometheus)
Software Site Licenses

- Microsoft Campus Agreement
- Adobe Acrobat site license
- Anti-virus site license
- Variety of volume licenses, mostly academic (SPSS, SAS, MatLab, Dreamweaver, ...)

IT Management and Support

- Six units operate major portions of the IT infrastructure:
  - ITS
  - Telecommunications
  - Center for University Teaching and Learning
  - Nautilus Card Office
  - Haas Center (parts of www.uwf.edu)
  - Library (FCLA/library systems)
It Management and Support

- 48 local computing support providers (LSPs) in units outside ITS.
- Of those, 25 are full-time IT support staff.
- 42 technical staff in ITS.
- Many departments other than ITS operate major enterprise systems.
  - Facilities management (CMMS and CAD systems)
  - Development and Foundation
  - Housing
  - CAS (GIS – Geographic Information System)
  - University Planning (UPIC)
  - Nautilus Card

UWF Information Technology Environment:

Highly Distributed
Recent UPC-IT Priorities

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<td>IT security</td>
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<td>Data and information systems (e.g., data warehouse)</td>
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Major IT Initiatives at Present

- SCT Banner ERP system
- Prometheus replacement
- Web portal and web content management system
- ArgoNet II and ArgoNet III
- FACTS
- RecruitLine
- Retention System
- Policy Processing System
- Electronic Forms Routing
- New Library Management System

- 100 Mbps network port upgrade
- Network core infrastructure redesign
- Web infrastructure redesign
- Web-based payment services
- Data center infrastructure upgrades
- Research networking
- GIS expansion
Other Pressing Needs and Issues

- Classroom technology
- Wireless networking
- Network infrastructure upgrades, including fiber optic cable plant
- Enterprise services upgrades
- Upgrade IDLS classrooms
- Future of dial-in service

- New calendaring system
- Repair fragmented web information environment
- Fragmented computer labs environment
- Research computing support
- Student-centered technology issues

Student Access to Technology Fee Proposal

uwf.edu/techfee
IT Strategic Planning

Linkage to UWF Strategic Plan

Goal 1: “Promote a learning environment that encourages the development of individual potential in students, faculty, and staff.”

- Priority 1: Electronic/Technology Enhancements
  - Accountability Measure 1: Establish a UWF technology strategic plan and measure successes toward implementing that plan.
Other Direct Linkages to UWF Strategic Plan

- Goal 1, Priority 5: Enhance quality of the learning environment, academic experience, and student services.
- Goal 2, Priority 2: Innovative curricula.
- Goal 2, Priority 5: Students-First initiative.
- Goal 3, Priority 2: Technology transfer.
- Goal 3, Priority 3: Comprehensive data for decision-making.
- Goal 3, Priority 6: Distance learning.
- Goal 4, Priority 5: Institutional effectiveness, accountability, and performance.

Working Model for IT Strategic Planning
## UWF’s Mission for Information Technology

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<th>Student Services</th>
<th>Partnerships &amp; Community Services</th>
<th>Administrative Operations</th>
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<tr>
<td>Use information technology to support the mission of teaching, learning, and research, and to enhance and augment the academic environment.</td>
<td>Use information technology to enhance the student experience through providing a seamless and integrated environment from first interest in the university through graduation and beyond.</td>
<td>Use information technology to make university information and services more accessible to partners and the community, and to enable us to better serve the public.</td>
<td>Use information technology to effectively and productively conduct the university’s administrative operations, by providing access to the information and systems necessary to employ creative and efficient solutions.</td>
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<td>Focus on quality first, convenience second.</td>
<td>“Mobile campus.”</td>
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## UWF’s Vision for Information Technology

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<td>UWF will be perceived as a leader in developing innovative pedagogical techniques based on emerging technologies.</td>
<td>Use technology to provide flexible and innovative services to students in ways not previously possible.</td>
<td>Allow open access to information within legal limits.</td>
<td>Seamless system environment.</td>
</tr>
<tr>
<td>Faculty fluency in IT.</td>
<td>Graduate students that are technology-fluent and have technology “life skills” preparing them for the 21st century.</td>
<td>Provide an open and accessible physical campus, aided by technology.</td>
<td>Integrated data and information environment.</td>
</tr>
<tr>
<td></td>
<td>Student fluency in IT.</td>
<td>Use IT to better collaborate with our partners.</td>
<td>Flexible access.</td>
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<td>Providing IT services to the public (e.g., videoconferencing facilities, training facilities),</td>
<td>Move from paper to electronic methods (workflow, signatures, etc.).</td>
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<td>Staff fluency in IT.</td>
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### IT Imperatives

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<td>Universal and mobile access to instructional technology.</td>
<td>Seamless and universal access, including those with disabilities.</td>
<td>Improve pensness of the campus, aided by technology.</td>
<td>High-quality data and information.</td>
</tr>
<tr>
<td>Standardization of delivery processes.</td>
<td>Use IT to enhance student involvement and engagement.</td>
<td>Open and high-quality information.</td>
<td>Integrated systems and data, eliminating redundant efforts.</td>
</tr>
<tr>
<td>IT support for scholarly and research activities.</td>
<td>Use IT to give students more flexibility.</td>
<td>Use IT to support collaboration and communication.</td>
<td>Workflow, e-signatures, e-forms, and other tools to improve efficiency.</td>
</tr>
</tbody>
</table>

- **Universal access** to technology and information.
- **Keeping the IT infrastructure and environment** current, adequate, and viable.
- **Expectations** and associated support for **fluency in information technology**.
- **A seamless and integrated IT environment**: need to break down “silos” or “islands.”
  - Administrative systems and data.
  - Student learning environment.
  - Student services.
  - Web environment.
  - IT support services.

### IT Priorities

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<td>Universal classroom technology.</td>
<td>Universal, flexible, and more seamless access to IT and services.</td>
<td>Open and flexible access to campus information.</td>
<td>Better integrate the systems and data environment.</td>
</tr>
</tbody>
</table>
| Wireless network access. | • Computer labs.  
• ResNet.  
• Personal mobile devices. | Improve sharing of data. | Provide more open and flexible access to information. |
| Coordinated distance learning efforts. | | Improve quality of data. | Concentrate on efficiency and productivity enhancements (paperless). |
| Integrated instructional delivery environment using IT. | | | |

- Provide flexible and universal access in a seamless, integrated, consistent environment with baseline (minimum) standards that users can trust.
- Provide full life-cycle support for information technology to ensure an adequate and viable environment for all constituencies.
- Establish expectations for being fluent in use of IT in all arenas.
- Provide integrated and responsive IT support services.
Supporting Strategies

- Stakeholder-driven
- Personalized
- Role-based
- Integrated
- Universally available

User-Centric Environment (ArgoNet)

IT Infrastructure

- Personal systems
- "Local" systems
- Access facilities (labs, classrooms, wireless, etc.)
- Software site licenses
- Enterprise systems
- Core services (email, web, storage, etc.)
- Basic network services
- Network and supporting physical facilities

IT Support Services

- Integrated and coordinated, without duplicated effort
- Consistent
- Responsive, with defined service level expectations

IT Planning, Policy, and Management

IT Planning Next Steps

- Final plan must be distilled, validated by the University community, and approved by UPC and administration.
- Plan must be fleshed out with resource needs and assessment measures.
- Plan must also include specific actionable strategies and tactics, coordination mechanisms, and responsibility assignments.