

IT Strategic Plan

From itch

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Cross-Cutting

This represents the IT goals that cross divisional boundaries and apply to or affect a wide cross-section of the Evergreen community. Often this category includes goals pertaining to communication.

Manage Resources Effectively

Building academic and administrative systems requires optimizing limited resources to maximize the college IT assets.

Strategies:

Cost Containment

Evaluate and implement cost savings/cost containment measures (e.g., printing, open source solutions, purchasing).

IT Governance

Formalize a clear and effective process for cross divisional IT planning and decision making.

Coordinated Assessments

Coordinate annual assessment of campus IT resources and plans to provide for improvements (e.g., bandwidth, speed, disk space, staffing, facilities).

Effectively Maintain Current Resources

Ensure existing college systems receive support and maintenance as required.

Support Sustainability Initiatives

Comply with the Sustainability Task Force recommendations.

Strategies:

Print Strategies

Reduce energy and paper consumption.

Equipment Purchases

Reduce the number of computers and individual desktop printers and photo copiers.

Provide Effective Communication and Collaboration Resources

Support easy to use technologies for facilitating collaboration, including but not limited to governance work, student activities, academic data sharing, professional staff and faculty development.

Strategies:

Electronic Communications

Identify technologies for electronic communication

Push and Pull Strategies

Develop strategies, tools and training for appropriate push or pull information

Governance Communication

Develop an electronic communication strategy for governance activities such as DTFs

Improve and modernize Evergreens tools for community announcements

Improve communication across IT workgroups

Define, develop and support appropriate methods of communicating with students, staff and faculty

Improve Institutional IT Project Management

Improve success rates for IT projects while reducing development costs.

Strategies:

Project Management Coordination

Standardize project management processes. *Note: Establish project clearing house (communication tool?)*

Project Management Support

Identify and designate management tools, training and staff to provide project management support.

Develop Effective Training Mechanism

"We are unsure what the goal is for this? It relates to training and building knowledge of new technologies as they become available and used by the campus. Does this goal still apply?"

Effective and accessible training opportunities for students, staff and faculty is critical for both attracting and maintaining a savvy, technology-literate population.

Strategies:

Training Assessment and Planning

Assess IT training needs and develop a training plan to meet those needs.

In-house Experts

Make better use of in-house experts to provide training. Provide those experts with "train the trainer" resources

Coordinate Resources

Coordinate and share training resources across work areas.

Student Internships

Develop more internship opportunities for students in technology.

Attract, Develop and Retain a Well-Trained IT Workforce

Develop an innovative, cost effective way of attracting and maintaining an engaged technical workforce.

Strategies:

Increase Training Opportunities

Develop resources and opportunities for IT staff, e.g., explore sabbatical, class attendance, budget and exchange program opportunities for technical staff.

Innovate and Explore

Provide staff opportunities to innovate and explore experimental technologies as it applies to their work area.

Publicize Outstanding and Innovative Work

Publicize outstanding and innovative work done by technical staff.

Create a Safe and Reliable IT Environment

Enhance the reliability of the network, applications and hardware.

Strategies:

Appropriate Use Policy

Maintain, update and distribute a strong appropriate use policy.

Provide System Protection

Adopt and implement effective spyware, malware and virus protection toolsets.

Security Awareness

Implement a dynamic security awareness program.

Electronic Records

Develop and implement a policy on the retention of electronic records (public records).

Content Protection

Develop and implement a policy to protect the privacy of our community members. *Does this cover all areas where we have a need or requirement to secure information?*

Build intuitive pathways for Networked Navigation Making it Easy for Users to Manage Information

Users across the institution expressed a deep interest in improving the ability to navigate and locate electronic resources at Evergreen.

Strategies:

Develop Personalized Web Content

Develop personalized web content and pathways, eg. Portal.

Content

Separate navigation from web content via implementation of a content management system.

Web Plan

Develop an action plan based on the information gleaned from the Web assessment. (Check with Susan.)

Accessibility and Usability Studies

Allocate funds to evaluate and ensure the accessibility and usability of web resources.

Scheduling

Expand web-based scheduling capabilities so that students can view their complete class schedules.

Make Web Publishing Easy

Develop better strategies for creating and maintaining consistent and up to date web content.

Strategies:

Update Content

Fully implement the strategy (CMS, Moodle, Drupal, etc.) to enable non-technical authors to easily and efficiently update and maintain their web content.

Evaluate Support Models

Research and evaluate other support models for web publishers

Teaching and Learning

These are goals specific to the Academic mission of the college. It pertains directly to the activities of and support for teaching and learning at Evergreen.

Enhance the partnership between faculty and academic support staff

Develop an instructional environment that integrates technology with curricular expertise by encouraging innovation, creativity, and the support of early technology adopters.

Strategies:

Coordinate support

Coordinate academic technology support across work groups (e.g., Media, Library, Scientific Computing, Academic Computing, Technical Support Services).

Integrate faculty into technology support

Working with the Academic Deans and the Evergreen governance processes, develop strategies to engage faculty in projects around technology adoption, implementation and support.

Promote and expand faculty opportunities

Promote the work of faculty and expand opportunities to integrate new technologies in to the curriculum (e.g., in-house grants like Plato and the Fund for Innovation)

Coordinate new technology initiatives

Coordinate new technology initiatives among faculty, technical staff and academic administration (e.g., Language Technology Lab, eportfolios)

Improve faculty, staff and student IT support

including hardware, software and support for instructional technologies. Given Evergreen's distributed support environment, work to develop/coordinate a more comprehensive approach to providing timely, holistic support for the diverse set of user needs.

Strategies:**Improve Mac support**

as well as cross-platform functionality of enterprise-wide IT applications.

Evaluate IT support models

to identify best possible support mechanisms given available resources

Online self-help

Expand and better coordinate online self-help tools, resources and information.

Student Technology Support

Explore formal structures for student personal technology support.

Coordinate Adaptive and Assistive Technology Support

In partnership with Access Services, improve the coordinated technology support for AT stations across campus

Coordinate the evolution of technology teaching and learning environments

and infrastructure to ensure they continue to meet the needs of the curriculum.

Strategies:**Planning**

Develop mechanisms for understanding curricular needs and introducing new technologies to the curriculum.

Computing spaces

Evolve academic computing and technology teaching spaces to meet curricular needs.

Access to resources

Provide access to technology resources for teaching and learning spaces.

Resource allocation

Evaluate resource allocation strategies (lab upgrades) to ensure efficiency and a direct connection to the curriculum.

Wireless

Prioritize further deployment of wireless on campus.

Technology and Information Literacy

Support the campus wide development of Information Technology literacy.

Strategies:

Technology and Information Literacy Implementation

Once articulated, work to integrate this understanding into more aspects of our teaching, learning and decision-making.

Digital Collections

Improve access to digital collections to enable/enhance both instructional and research needs.

Strategies:

Facilitate access

Develop a strategy to facilitate access to digital collections.

Evaluate curricular needs

Evaluate curricular needs to online content.

Digital conversion

Develop a strategy to manage the formats and conversion of analog materials to digital where appropriate.

Business Processes

Effective support of the academic mission of the college requires a robust set of tools and services. These goals support the administrative foundation of the institution.

Improve the Efficiency and Management of College Business Systems

The college maintains a considerable investment in IT systems. We will take steps to ensure that investment is used to our best advantage.

Strategies:

Imaging System

[ITCH is thinking to change from imaging to a document management strategy] Consider implementing a common imaging system across the college. Registration and Records has extensive experience using optical imaging systems to store documents. Other offices have expressed interest in exploring a similar solution. As the college explores using imaging solutions in other areas, we will seek to implement a common system.

Workflow Solution

Identify business systems that would benefit from the implementation of a workflow solution. The college has purchased a workflow solution. Our recent experience with Banner implementation and the re-design of the narrative evaluation system demonstrate the potential value of thoughtfully implemented workflow projects. The college will identify other systems that could benefit from this kind of project.

Expand Reporting Systems

Expand reporting systems to better support management research and planning. To fully realize the benefits for the Banner system and other IT resources, it is important that the college continue to identify management and planning needs and develop appropriate reports.

Reduce Risk Associated with Individually Managed Business Processes

The college should take steps to ensure that, where there are individually managed business processes critical to the college, reasonable steps are taken to protect the college against the loss of data and other IT related risks.

Strategies:

Identify Processes

Identify individually managed business processes

Develop Plans

Develop plans to either meet these needs through institutionally supported systems or to mitigate risks.

Maintain Adherence to Desktop Standards

Achieving this goal will significantly improve the college's ability to maintain and troubleshoot systems. It is also essential to effectively protect the college's systems from viruses and other threats.

Strategies:

Increase Awareness

Increase awareness of security issues associated with desktop standards.

Create non-Standard Process

Create a clearly defined process for staff or faculty who want to seek a waiver to purchase new equipment that does

not fall within the standards.

Update Standards

An annual update of standards will be linked to the college's budget process so that the cost of replacing or retiring obsolete equipment can be systematically identified.

Improve the Ability to Transact Business Over the Web

The implementation of Banner Registration was a major step. More work remains to be done if the college is to meet the expectations of students, parents and others.

Strategies:

Implement Web admissions tools

Faculty Evaluations

Continue to improve the process of faculty evaluation of students.

Student Learning Contracts

Improve the process for handling student learning contracts.

Student Evaluations

Improve the tools and support for student evaluations.

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