

Year-end Final Progress Report

Jonathan Enos, CIO, 6/28/10

ITS Work Plan – FY10

This document provides up-to-date information on the status of key FY09 and FY10 projects, the implementation of FY10 ITS Strategic Priorities, and three processes highlighted in the Fall 2008 external review. This year-end final progress report includes a summary (below) and detailed comments *in italics* for each project.

Dashboard Summary:

Project/Process	% Complete/ end date	Done this past semester	What is left?
Disaster Recovery	100% / March 20 '09	System fully operational since 8/09, continued refinements and monitoring	Continue testing every 6 months, expand as appropriate and review with offices about business continuity
Back Up rollout	95% / May 1 Phase one: May Phase two: Oct.	Operational since 11/09 with 20GB per person service – now 190+ employees	Continue to implement across FPS so that all employees data is backed up
Harris (new ITS home)	100% / June 1, '09	Second semester of use also very positive for students and faculty; will review usage patterns and adjust	Continue to obtain feedback and make adjustments in services as appropriate
Wireless 3.0	100% / June 1, '09	FandM-WiFi system operational and promoted by ITS	Phase Two will extend the FandM-WiFi into student bedrooms over time
iTunesU	100% / April 1, '09	175+ lectures added annually; 1,400 downloads from iTunesU since January	Get input on more locations and establish gatekeepers for content
mLearning Pilot	100% / April '10	CAT sponsored, ITS supported, 16 faculty participating; Final presentations in May, results presented at CLAC 2010 Conference	Project has ended, outreach to faculty continues; final results posted on the web
Robust Infrastructure	90% and ongoing	Back up service now operational	Recommend new method of password changes; study methods to classify, then protect data
Web Services	75% and ongoing	Event calendars consolidation completed late in the semester; departmental website support in place; content management system (CMS) replacement project started	Implement new CMS and complete calendar consolidation
Sustainable Services	50% and ongoing	Completed phase one of ITS self-study of services; began to “state-the-case” for multi-year budgeting for IT infrastructure	In-depth review of resources required for each service, then prioritization discussion with committees; budget choices TBD
Project Management (PM)	75% / April 1 '09 (Initial phase) and ongoing	Project Approval Form approved and used this spring; PM database being used internally	Continuing Prof. Dev. for ITS, engagement of stakeholders, refine and revise project sign-off procedures
Communication (ITS Outreach)	80% / June 1 '09 and ongoing	TEC tips newsletter, web clinics and “desk side training” continue, ITS website update completed. IT Liaison Pilot Program launched	Continue to pursue multi-channel approach, expand IT liaison pilot to be ongoing, increased outreach activity.
Governance	85% / April 1 '09 and ongoing	Admin Computing group continues, Learning Spaces group chaired by Registrar met in April; room inventory update completed	Consider an informal CIO council, integrate priority decision making with budget implications for advisory committees

Projects

Strategic

Processes