

Mid-Year Progress Report

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ITS Work Plan – FY10

This document provides up-to-date information on the status of key FY09 projects, the implementation of FY10 ITS Strategic Priorities, and three processes highlighted in last year’s external review. This mid-year 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?
Projects	Disaster Recovery	100% / March 20	Final live testing completed in late August (total switch-over considered too disruptive)	Continue testing every 6 months
	Back Up rollout	90% / May 1 Phase one: May Phase two: Oct.	Hardware for Phase two installed in Sept., faculty test group expanded, 20GB per person service started in November – now 120+ employees	Continue to implement across FPS so that all employees have back up protection
	Harris (new ITS home)	100% / June 1	First semester of use very positive for students and faculty; we reviewed usage patterns and adjusted accordingly	Continue to obtain feedback and make adjustments in services as appropriate
	Wireless 3.0	100% / June 1	FandM-WiFi system operational and promoted by ITS	
	iTunesU	100% / April 1	100+ lectures added (162 total); made “official” by Apple in October	Get input on more locations and establish gatekeepers for content
	mLearning Pilot	75% / April ‘10	CAT sponsored, ITS supported, 16 faculty participating; 5 presentation sessions have occurred	2 presentation sessions & wrap up
	Strategic	Robust Infrastructure	90% and ongoing	Back up service now operational
Web Services		75% and ongoing	Event calendars consolidation nearly completed; departmental website support in place; content management system (CMS) overhaul researched and approved	Implement new CMS and complete calendar consolidation
Sustainable Services		50% and ongoing	Completed phase one of ITS self-study of services	In-depth review of resources required for each service, then prioritization discussion with committees; budget choices TBD
Processes	Project Management (PM)	70% / April 1 (Initial phase) and ongoing	Project Approval Form drafted and will begin to be used in the spring; PM database being used internally	Continuing Prof. Dev. for ITS, engagement of stakeholders, refine and revise project sign-off procedures
	Communication (ITS Outreach)	75% / June 1 and ongoing	TEC tips newsletter, web clinics and “desk side training” continue, ITS website update completed	Continue to pursue multi-channel approach, launch liaison pilot, increased outreach activity.
	Governance	85% / April 1 and ongoing	Admin Computing group continues, Learning Spaces group chaired by Registrar met in September; room inventory update completed	Consider an informal CIO council, integrate priority decision making with budget implications for advisory committees