

## ***Information Technology Services Work Plan for FY10***

Jonathan Enos, CIO August 2009

### ***FY10 Strategic Priorities for ITS: Challenges/Opportunities Ahead***

This draft document outlines the FY10 Strategic Priorities for Information Technology at Franklin & Marshall College, as well as what key challenges and opportunities lie ahead. The priorities for the coming year are much the same as last year, with one key addition: that of introducing a culture of structured project management with shared ownership among ITS staff, our clients and key stakeholders.

- Provide a Robust, Redundant Information Infrastructure while Protecting Sensitive Data
  - Introduce limited central management of client computers for professional staff, while providing new methods for backing up data files and helping clients classify and appropriately store confidential data
- Improve ITS Outreach Efforts to Campus Clients
  - Using our new home in Harris as a springboard, concentrate on establishment of a coordinated liaison program
- Provide Comprehensive Web Services
  - Concentrate on support for academic department web pages and new methods for outlining new web-based tools and projects
- Provide Focused, Mission-Critical Services that are Sustainable
  - Through standing committees and working groups, reach consensus on scope of services ITS will provide.
- Introduce a Culture of Project Management with Shared Ownership

***Draft Work Plan for each Strategic Priority*** (each project will be vetted and prioritized with the appropriate committee, working group and/or senior staff)

- Robust Infrastructure
  - Promote new wireless coverage FandM-WiFi with new guest sign-up
  - Implement new system for registering computers that *could* require up-to-date virus software and password changes by clients
  - Data Back-up Pilot (July-Sept) to new service (Oct) of 20GB per client
  - Study methods to classify then protect confidential data for clients
- ITS Outreach
  - Promote new capabilities in Harris Ctr., focusing on the Innovation Zone
  - Engage IT governance committees (CAT, CAS, Learning Spaces, WAG)
  - ITS Liaison pilot programs for campus departments
- Web Services
  - Support Academic Department web pages and functionality
  - Consolidate event calendars (Encore, Academic, Lectures, Athletic)
  - Support web-based College Communications, Admission and Advancement initiatives
  - Review need for a new Content Management System for the main website and issue a Request for a Proposal as appropriate

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- Sustainable Services
  - Self-evaluation of ITS services (time and resources to provide each)
  - Study potential “cloud computing” opportunities for some server and application services (not hosting all of our own services on-site)
  - Reinvestment (equipment & infrastructure) scenarios for the campus
  - Plan for improved systems support for faculty research and academic program in FY11 with a combined Computer Science / ITS position (CPS, Bioinformatics, Astronomy, others)
- Project Management
  - Implement lessons learned in project management workshops to engage both ITS internally and our work with campus partners
  - Work with governance groups on project identification and approval policies
  - Create a single framework for project planning to create structure for periodic sign-offs from all groups involved (project implementers, owners and stakeholders)

### ***Key Challenges and Opportunities***

- Building sustainable service models and technology replacement/maintenance budgets
- Communicating key initiatives to the campus in non-technical terms
- Using the new capabilities in Harris as a “fresh-start” for ITS