

Mid-Year Progress Report

Jonathan Enos, CIO, 1/6/11

ITS Work Plan – FY11

This document provides up-to-date information on the status of key FY10 and FY11 projects, the implementation of FY11 ITS Strategic Priorities, and three processes highlighted in Fall 2008 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 / Remote Data Center	100% / March 20, 2009	Operational since 8/09 - capacity of dedicated data connection between campus and DR site doubled in 7/10	Continue testing every 6 months, expand as appropriate and review business continuity with key offices
	Back Up staff computers program	95% / May 1 Phase one: May Phase two: Oct. 2009	Operational since 11/09 with 20GB per person – now 225+ employees using it	Continue to implement across FPS so that all employees have back up protection
	ERP Assessment Study	25% / Jan 31, 2011	Consultant (LECG) engaged for 6 week study, started Nov 29, 2010	Strategic Roadmap with options to be presented to Senior Staff in Feb
	Wireless Expansion	10% / May 15, 2011	Decision made to extend wireless coverage to student bedrooms over the Spring semester. This essentially doubles our network and is to be funded over two fiscal years	Issue RFPs to four firms to install the units one residence hall at a time this spring. Oversee and coordinate the work.
	Teaching Learning Technology Workshop	50% / April '11	CAT sponsored, ITS supported, 10 faculty participating; 4 working sessions have occurred	3 working sessions & wrap up in May
Strategic	Robust Infrastructure	90% and ongoing	Back up service now operational and the campus connection to the Internet expanded four-fold in July 2010	Recommend new method of password changes; study methods to classify, then protect data
	Web Services	80% and ongoing	Content management system (CMS) overhaul implemented this past summer; staff vacancies for most of the semester have slowed progress on other initiatives	Fill remaining ITS staff opening and engage web consultants P'unk Ave. this spring to build on-line directory version 2 (April completion date)
	Sustainable Services	50% and ongoing	Financial Review has delayed multi-year infrastructure replacement budget plans; first multi-year purchase is the wireless expansion into student rooms	Continued review of resources required for each service, then prioritization discussion with committees; budget choices TBD
Processes	Project Management (PM)	80% / April 1 '09 (Initial phase) and ongoing	Project Approval Form being used; PM database being used internally and 6 ITS staff completed PM training in December	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, “desk side training” and IT Liaison Pilot Program continue	Continue to pursue multi-channel approach, launch liaison pilot, increased outreach activity.
	Governance	85% / April 1 '09 and ongoing	Admin Computing group continues, Learning Spaces group led by Registrar did not meet this semester - Trustee sub-committee on Technology formed	Hold initial meetings of Trustee Committee; integrate priority decision making with budget implications for advisory committees