

Information Technology Services Work Plan for FY11

Jonathan Enos, CIO, September 2010

FY11 Strategic Priorities for ITS

This document outlines the FY11 Strategic Priorities for Information Technology at Franklin & Marshall College, many of which are continuations from last year.

Overall Goals

- Provide a Robust, Redundant Information Infrastructure while Protecting Sensitive Data
- Continue ITS Outreach Efforts to Campus Clients
- Provide Comprehensive Web Services
- Provide Focused, Mission-Critical Services that are Sustainable
- Support a Culture of Project Management with Shared Ownership
- Establish a Technology Subcommittee of the Board of Trustees Academic Affairs Committee

Specific Tactics

- Continue to utilize Project Management procedures while engaging IT Governance groups to ensure that projects are prioritized and completed in a timely manner.
- Support a 2010-2011 Faculty Workshop/Seminar on Integrating Information Technology that will be led by Professor Friedrich. This workshop is modeled after the writing workshop.
- Finalize a multi-year approach to budgeting for the phased replacement of the network infrastructure and the existing technology in our offices, classrooms and shared spaces.
- Work with the appropriate IT Governance groups to implement the next phase of enhanced computer security and data protection for all members of the F&M community.
- Expand “data backup” program to include more members of the community (now 190 participants)
- Continue to work to ensure that the Macheads relationship flourishes
- Engage the appropriate groups on campus to undertake studies and then communicate the rationale and benefit of the recommend options in the following areas:
 - Cost/benefit analysis of the current environment of F&M hosted resources (eDisk, email, etc.) to determine if there are compelling reasons to outsource any of them (termed “cloud computing” with options such as Google, Amazon or Microsoft)
 - Assess business needs and options for a replacement of our 20+ year old Enterprise Resource Planning (ERP) system as recommended by Middle States (MSCHE) (likely a 4-7 year, multi-million dollar migration).