

Information Technology Services Work Plan for FY12

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FY12 Strategic Priorities for ITS

This draft outlines the FY12 Strategic Priorities for Information Technology at Franklin & Marshall College, which are similar to last years with two significant additions.

Overall Goals

- Provide a Robust, Redundant and Secure Information Infrastructure
- Continue ITS Outreach Efforts to Campus Clients
- Provide Comprehensive Web Services
- Provide Sustainable, Focused, Mission-Critical Services
- Support a Culture of Project Management with Shared Ownership
- Nurture the Board of Trustees Technology Subcommittee
- Coordinate Selection and Beginning Implementation of a new Enterprise Resource Planning (ERP) System
- Review IT Strategic Priorities with appropriate IT governance groups

Specific Tactics

- Align ITS Strategic Priorities with the President's and Provost's initiatives and update the 2005 Strategic Plan for IT as part of the upcoming campus-wide strategic planning process. This would include recommendations on:
 - Cloud computing (mix of F&M hosted and outsourced resources)
 - Establish pilot projects using integrated email, calendar and document collaboration tools
 - Multi-year budget modeling for IT infrastructure and sustainability
 - Establish increased investment to existing physical plant to enable future innovation and collaboration
 - Data Security and Protection Protocols
 - Working with IT governance groups, expand "data backup" program and implement the next phase of enhanced computer security and data protection for employees
 - Mobile Integration of F&M-Centric Resources
 - Pilot projects involving mobile devices to inform strategies
- Engage the Trustee Sub-Committee on Technology to support strategic priorities through educational opportunities that illustrate the effectiveness of current practices and provide examples of exemplar peer programs as well as from other industries.
- Coordinate the ERP Implementation Process, including but not limited to, IT staffing to replace pending retirements, managing consultants, and completing Knowledge Transfer by key IT staff.
- Continued implementation of project management / change management procedures and coordination with all IT governance and advisory groups to ensure that projects are prioritized and completed in a timely manner.