



Pittsburg State University

Information Technology Strategic Plan



***Pittsburg State University Information Technology Plan
Compiled and Submitted by The Information Technology Council
May - 2016***

The Pittsburg State University information technology strategic planning membership consists of the University Information Technology Council (ITC) members. The ITC is made up of a diverse group of University stakeholders who bring their experiences and suggestions to the Council in order to create a clear information technology direction for the University.

Membership of the Information Technology Council:

Area Represented	Name	Title
Office of Information Services (chair)	Angela Neria	Chief Information Officer
Technology Round Table	Dan Workman	Technical Support Consultant, College of Technology
Faculty At Large	Elizabeth Mascher	Instructor Teaching and Leadership
Faculty Senate Information Services Committee	Khamis Siam	Professor, Chemistry
Undergraduate Student	Cody Lindbloom	Undergraduate Student
Graduate Student	Josh McElhaney	Graduate Student
College Deans	Bruce Dallman	Dean, College of Technology
Axe Library Services	Randy Roberts	Dean, Library Services
Enrollment Management and Student Success	Lee Young, Melinda Roelfs (in L Young's absence)	Dean, Enrollment Management and Student Success
Institutional Effectiveness	Dai Li	Director of Institutional Research and Planning
Academic Chairs	Peter Rosen	Chair, Accounting and Computer Information Systems
Administrative Personnel	Tracey Mussa	Teaching and Leadership Administrative Specialist
Office of Information Services	Barbara Herbert	Assistant Director, Project and Process Management
Advancement Division	Erin Sullivan	Director of Development for Analysis and Strategy

Administration & Campus Life	Joe Ensich	Assistant Director Purchasing
Administration & Campus Life	Sara Peak	Student Life Public Service Administrator
The Center for Teaching, Learning, & Technology	Brenda Frieden	Director/ Professor, Center for Teaching, Learning, and Technology
<i>NOTE: Documentation performed by:</i>	<i>Hilary Unruh</i>	<i>Administrative Officer, Information Systems</i>

The Mission of the Information Technology Council:

Pittsburg State University seeks to create an environment that aggressively employs the application of emerging and proven technologies in support of all aspects of the university's activities and initiatives. The Information Technology Council plays a critical role in creating this environment.

To do so, the ITC provides a mechanism for campus-wide input on the use of information technology resources. The council develops and recommends to the President's Council appropriate policies, standards and procedures that facilitate the effective and efficient use of these critical resources.

In addition, the council will develop an IT plan and oversee its implementation, ensuring the plan is in alignment with the university's strategic plan.

The Information Technology Planning Process of the ITC:

The ITC met each month during the academic year in order to construct a campus wide information technology plan. Throughout the process of strategic IT planning the ITC focused on the six University Goals in order to ensure that the University IT Plan was constructed as a supportive pillar for the University Strategic Plan. The University Goals are referenced in the IT Plan Objectives with the following numeric representation:

1. Academic Excellence
2. Student Success
3. Partnerships
4. Campus Culture

The ITC began the planning process by learning about all University technology services and who offers those services across campus. After visiting with 11 individuals that support technology in 6 different areas across campus, the ITC began the process of evaluating all current campus information technology. The process used during the evaluation phase of planning consisted of a SWOT analysis, with group members examining current University Technology Strengths, Weaknesses, Opportunities, and Threats. Following the SWOT analysis, statements of need were

constructed and ranked by the ITC members. Each action item was evaluated to ensure that it was specific, measurable/observable, achievable, relevant to the University mission, and time bound.

Although challenging, the ITC felt it important to set target dates as goals for each objective. Due to the complex manner of funding, information technology changes, and human resources the target dates listed are based on current known information. Target dates will be reviewed and updated by the ITC as needed.

This process led to the following University Technology Plan Goals and Objectives.

University IT Plan Goals:

1. Expand Information Technology Resources
2. Support Academic and Operational Excellence through Technology
3. Implement Innovative and Sustainable Technology

University IT Plan Goals followed by Objectives and their relationship to the University Strategic Plan Goals. Items highlighted in blue are additions to the plan.

Goal 1			
Expand Information Technology Resources		Target Dates	Status
• Objective A			
○ Expand university technical support			
Action(s):			
1. Research and pilot the use of resources that allow us to expand access to technology resources beyond the walls of campus.	ITS	Summer '17	Research/Pilot Complete Summer and Fall of 2017. Recommendation from ITS to ITC and PC is to adopt Software 2 and implement FY19.
2. Research and pilot the use of an online technical support chat tool. Secondary.	ITS	Spring '18	Complete. Fully operational Spring of 2018.
• Objective B			
○ Seek funding solutions based on IT Cost Recovery Study			
Action(s):			
1. Apply for the federal USAC Healthcare Connect Grant	ITS	Summer '16	Complete and Ongoing. Received Grants for 16/17 and 17/18. Have filed again for 18/19.
2. Institute new residence hall design and pricing	ITS	Fall '18	Complete Summer of 2017.

3. Evaluate campus computer lab use and costs, in order to recommend possible efficiencies and conveniences that could be introduced to campus	ITS	Summer '19	Complete Summer 2019. The recommendations were presented to the Provost and Deans August of 2019.
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Goal 2

Support Academic and Operational Excellence through Technology		Target Dates	Date completed
<ul style="list-style-type: none"> Objective A <ul style="list-style-type: none"> Select and implement a new Student Information System 			
Action(s)			
1. Create a Stakeholder Group to evaluate the needs required in a new SIS	ITS	Spring '16	Complete Spring 2016 and Ongoing.
2. Create a sub group from the Stakeholder Group to serve on the Oracle Cloud SIS Focus Group, given that campus uses other major Oracle Cloud systems	ITS	Fall '21	Complete Fall 2021
3. Evaluate Financial Assistance Packages to replace current home grown system but integrate with any future systems(s)	Financial Assistance and ITS	Spring '20	Complete Spring 2020.
4. Implement new Financial Assistance Package	Financial Assistance and ITS	Fall '23	
5. Evaluate SIS vendors and whether or not their respective products meet our required needs	ITS	Fall '21	Complete Fall 2021
6. Implement a new SIS	ITS	Fall '25 (date changed by vendor. Formerly Fall '24)	
7. Develop New Schedule of Classes and Degree Audit in-house following modern IT development best practices	ITS	Summer '20	Complete Spring 2020:
8. Develop a (Phase I) RoadMap product that will allow students to map out their course schedule semester by semester and access "what if" scenarios.	ITS	Fall '21	Complete Summer 2021
9. Implement a new CMS -Unified	ITS	Fall '21	Complete Summer 2021 with change from Unified to Benchmark and significant work from

			University Marketing and Communications.
<ul style="list-style-type: none"> • Objective B <ul style="list-style-type: none"> ○ Create technology conducive learning spaces 			
Action(s)			
1. Revisit the recommendations of the Renovation and Mediation Committee (sub-group of the Academic Space Utilization Study 2013)	CTLT	Spring '19	On hold due to budget constraints
2. CircleIn Study Space Implementation	Student Success and ITS	Fall '21	Complete Fall 2021

• Objective C			
○ Assist the campus community in embracing existing and emerging technologies	ITS and CTLT		
Action(s)			
1. Continue to ask what types of trainings campus would like and offer those trainings and brown bag opportunities	ITS	Fall '16	Complete Fall 2016.
2. Create a community of users through the use of Yammer and Skype	ITS	Fall '16	Complete Fall 2016.
3. Increase the use of technology through 'willing hearts' and share these stories in order to encourage others to increase the use of technology in their daily work	ITS	Fall '17	Complete Fall 2017 and Ongoing. Examples: Software 2 pilot. Yammer use. Skype use. This is now a way of doing business in ITS.
4. Develop IT web pages for students and employees new to campus	ITS	Fall '17	Complete Fall 2017.
5. Offer professional development opportunities related to the use of technology in F2F, hybrid, and online courses.	CTLT	Ongoing	Ongoing.
6. Migrate from on-premise employee email (Zimbra) to cloud-based email (MS O365)	ITS	Fall '19	Complete June of 2019.
7. Migration of all employee data from the on-premise P Drive storage to cloud-based storage (MS O365)	ITS	Fall '20	Complete Spring 2020.
8. Update University Support Tools: GUS Portal, GUS Bus app integration/web page, and PSU App	ITS	Summer '20	Complete Spring 2020.
9. Upgrade and integration of new Security Camera system	UPD and ITS	Summer '21	Complete Summer 2021.
• Objective D			
○ Explore additional forms of technical assistance to support University online course offerings, as those offerings increase.			

Action(s)			
1. Research and pilot the use of resources that allow us to expand access to technology resources beyond the walls of campus.	ITS	Summer '17	Research/Pilot Complete Summer 2017. Recommendation from ITS to ITC and PC is to adopt Software 2 and implement FY 2019.
2. Research and pilot the use of an online technical support chat tool.	ITS	Spring '18	Complete. Fully operational Spring of 2018.
3. Develop IT web pages for students and employees new to campus	ITS	Fall '17	Complete Fall 2017.

• Objective E			
○ Expand access to instructional design resources			
Action(s)			
1. Increase the number of eLearning Academy courses	CTLT	Fall '17	Ongoing 10-16 eLearning Academy courses are completed each year
2. Provide additional online professional development for second year new faculty	CTLT	Fall '17	Ongoing Second year new faculty take two online PD courses each year

Goal 3			
Implement Innovative and Sustainable Technology		Target Dates	Date completed
• Objective A			
○ Standardize campus technology processes to create efficiency while maintaining our University mission and goals			
Action(s)			
1. Research and pilot the use of resources that allow us to expand access to technology resources beyond the walls of campus	ITS	Summer '17	Research/Pilot Complete Summer 2017. Recommendation from ITS to ITC and PC is to adopt Software 2 and implement FY19.
2. Continue to develop policies and procedures that promote common standards and efficiencies	ITS	Ongoing	Complete and Ongoing. Policies

			reviewed for updates needed. We expect recommendations for changes/additions to be suggested via the recent LPA visit.
a. Develop an IT Lifecycles Policy	ITS	Fall '17	Complete Summer 2017.
b. Develop written procedures and common timelines, that encourage the practice of bulk ordering campus IT resources	ITS	Spring '18	Complete Summer 2017.
c. Develop an IT continuity of operations plan (COOP) utilizing our current disaster recovery (DR) plan	ITS	Spring '18	Complete Fall 2017.
d. Multi-factor Authentication Policy development	ITS	Spring '20	Complete Spring 2020.
3. Centralized IT Support Model (NEW: Added Spring '18)	ITS	Fall '18	Complete Fall 2018.
4. Implement multi-factor authentication for ALL PSU employees	ITS	Spring '22	Complete Spring 2022.
5. Implement multi-factor authentication for ALL PSU employees	ITS	Fall '23	
6. School Dude Physical Plant ticketing system Implementation	Physical Plant and ITS	Fall '22	Fall 2022.
7. Google Gmail GUSMail Transition for Student/Alumni/Former Employee	ITS	Summer '22	Complete Spring 2022.

• Objective B			
○ Create an IT infrastructure plan for campus that meets the increasing demands of campus clients			
Action(s)			
1. Build an IT infrastructure plan, capitalizing on partnerships, and take action to improve campus infrastructure.	ITS	Spring '16	Complete Spring 2016.
2. Campus External Wifi Implementation	ITS	Fall '20	Complete Fall 2020.
3. Administrative System/GUS Classic Hardware Upgrade	ITS	Fall '21	Complete Summer 2022
4. Kelce Data Center Upgrade	ITS	Spring '22	Completed with goods that have arrived. However, there are many devices that are still not on campus due to supply chain issues.
5. Campus Internal Wifi Upgrade	ITS	Spring '22	Completed with goods that have arrived. However, there are many devices that are still not on campus due to supply chain issues.
6. Migrate from Symantec AV to Microsoft Defender AV	ITS	Spring '22	Complete Fall 2021.
7. Replace Current Phone System with a Smaller System and Soft Phones	ITS	Summer '23	Summer 2023.

• Objective C			
○ Enhance campus feedback loop to promote technology innovation.			
Action(s)			
1. Partake and actively engage in campus innovation initiatives EX Disrupters Group with various members from across campus to gather innovative thinkers on a regular basis to share ideas and promote disruptive thinking to stimulate innovative thinking/projects	CIBD	Summer '16	Complete Summer 2016.
2. Develop Block 22 student housing with innovative makerspaces to promote campus innovation and collaborative city partnerships.	CIBD and ITC	Fall '18	Complete Spring 2019.

Evaluation:

The ITC will continue to meet regularly to evaluate the progress of each objective.

In addition, the ITC will annually examine the need for changes in the plan, given changing information technology resources and demands as well as funding sources.