

# Columbus State University Information Technology FY2006 Level 2 Strategic Plan

## Mission

The Computer Information and Networking Services (CINS) and Instructional Technology Services (ITS) are committed to provide technological services for faculty, students, and staff for use in accomplishing the mission and meeting the goals established by the university.

## Goals

The strategic planning goals required for the Columbus State University technology service units to accomplish the mission above are to provide:

1. Excellent networking and communications infrastructure needed to support modern data, voice, and video communications for all parts of the CSU organization.
2. Data security and personal data privacy to all technology users equal to or greater than legislated requirements of such legislation as HIPAA, FERPA, USA Patriot Act, Sarbanes-Oxley Act, etc.
3. Excellent support for faculty use of technology in the instructional process.
4. The technology tools and services to easily access administrative systems by all campus constituents.
5. Reasonable disaster recovery capabilities and assure that risks are known and accepted.
6. Excellent information access and retrieval capabilities for all constituents.
7. Appropriate technology training for faculty and staff to effectively perform their assigned tasks.
8. Active participation and leadership in assuring that CSU business practices are efficient and effective.
9. Campus-wide awareness of Library, ITS, and CINS services and their value to the institution.
10. Consulting and support services for campus and system-wide collaborative ventures for effective use of technology.

**Columbus State University**  
**Information Technology**  
**ASSESSMENT OF FY 2005 Level 2 Plan**

<u>GOAL*</u>	<u>INSTITUTIONAL</u>	<u>UNIT</u>	<u>PLANNING INITIATIVE</u>	<u>ASSESSMENT OF RESULTS</u>
1,6	1	9	Impress on the CSU administration that technology support is critical to the instructional mission of the institution.	This item is complete for strategic planning purposes, but will remain a part of the tactical efforts in CINS and ITS.
1,3,6	2	4,6,7	Add a Portal Administrator for the Luminis Foundation III Portal	A person was hired to serve as the administrator of the Luminis Portal.
1,3,6	2	4,6,7	Add a CINS Web Designer position.	Funding was not available.
6	2	3,4	Add a technology support position for the Cunningham Conference to handle A/V, PC, and networking.	A position has been transferred to ITS to help address the AV needs of the Conference Center.
6	2	3,4	Add a ITS position to support our uptown campus.	A new ITS position is in the FY06 Budget. This person would provide technical support on the main campus, assist with technology use on the uptown campus, and assist with special events.
1,3,6	2	2,5,8	Add a Information Security Officer	Not funded.
6,7	2	3,4	Seek restoration of ITS Instructional Designer position.	Position is in the FY06 budget.
1,6,7	2	3,4	Hire and train a part-time ITS staff member.	Search for a part-time staff member was unsuccessful. Additional student assistant hours helped alleviate the need.
6,7	2	4	Add a Audio/Presentation Technician for non-academic sound systems to provide training and emergency assistance for over fifteen sound systems (auditoriums, gyms, and athletic areas); operate equipment for special events.	Not funded.
1,6	2	1,2,3,4,8	Increase CINS and ITS participation during the early stages of campus planning for new facilities and renovation of existing buildings.	Participation in planning occurred in FY05. An ongoing effort will be required to continue enhancing procedures for early participation in facilities projects by technologists.

1,2,3,4,5,6	3 4,6,7	Implement the Luminis III Foundation Portal platform.	This complex project was successfully implemented with the web-based mail system starting in November, 2004 and the web-based calendar and the portal itself launching in January, 2005.
1,6	3 1-8,10	Upgrade the campus wide and off-campus communication infrastructure to support to modern data, voice, and video communications throughout the entire organization.	Not funded for 2004-05. The project design and inventory phase is completed (10%).
1,6	3 3,4,6,7	Develop training material for Email/Messaging and Calendaring using Luminis web portal systems. Other training also must include standard university forms CINS team has developed for office automation.	Completed training for portal systems including availability of training material on the web. The university forms training has not been completed.
6	3 1,2,3,4 ,6	Design and develop a method for capturing/reporting network device uptime and utilization metrics.	The outcome: Completed 10%. The network team evaluated Intermapper, Procurve manager plus and Nagios and found that all has its unique features and capabilities. Procurve manager plus has best features that we need for network management. Nagios has the capabilities to provide the network stats and analysis. We require a third party product for such as crystal for reporting all the stats and analysis. The reminder of this project is moved to 2005-06 strategic plans
1,2,6,9	3 4,6	Implement major upgrades to the Banner Student Record System, version 6.X and other patches.	Completed in Fall 2004.
1,6,9	3 1,3,4,6	Complete development of and maintain a schedule for upgrading faculty/staff computers, classroom technology, and lab equipment.	In progress. This schedule will be flexible due to changing circumstances (unexpected equipment failure, room re-purposing, etc.). All classroom instructor computers are being upgraded to a minimum (xxxx), while the last of the VGA projectors are in the process of being replaced as they fail or become economically unfeasible to maintain.
4,6	3 1,2,6	Complete SSN/ID conversion process.	Completed late Fall 2004.
1,6	4 2	Implement a process to automate registration of Dynamic Host Configuration Protocol (DHCP) addresses in conjunction with VLAN for bandwidth management based on application and users.	Completed.
3	4 4,6	Develop a definition and purpose for CSU's web presence	Web policies were developed and meetings initiated with departments to develop definition and purpose for CSU web presence.
1,2,3,4	4 4,6,7	Develop templates and standards for web pages off of the main page.	Completed.
1,2,6	4 4,6	Develop student self-service freshman predictor on the web	Moved to FY 2006.
1,6	4 5	Build redundancy for the email gateway.	Completed.

1,6	4 1	Plan, develop a pilot project for voice over IP (VoIP) technology on the CSU campus using computer networks.	The project started in January of 2005. The current process is to research the VoIP technology and interview selected VoIP vendors who have reasonably sound product, services and solution. The project is 50% completed. Expected completion of the research and analysis will be April 15, 2005 with expected completion within the fiscal year. (This project evaluates the voice over IP technology (VoIP), manufacturer/vendor and the current telecommunication services and its impact on the university network. The project will also develop a report on the financial advantages and quality of service in voice communication services. The project may take 30 hours to 60 hours research and document.
1,2,3,4	4 4,6,7	Develop templates and standards for web pages off of the main page.	Standards and procedures were developed and approved.
1,2,3,6	4 4,6,7	Improve the Enrollment Marketing web site by making it more user friendly and having an outside graphic web designer determine ways to make it more aesthetic in appearance.	Completed by outside consultant.
1,6	4 2	Develop a safe and secure Email/Messaging policy for the university.	The email policy is developed as part of the CougarNet email launch. This document is required to be reviewed every semester with new updates as situations and incidents demands.
1,6,7	4 1,3,4,6	Develop a budget for audio-visual and media presentation equipment and increase the budget for supplies, training, and personnel in Instructional Technology Services.	The FY06 budget has increased personnel for ITS. The supply budget has not increased and there is not a budget for equipment or training. However, due to the Student Technology Fund, \$38,000 was expended on classroom technology. Over \$60,000 was spent on instructional technology from FY04 end-of-year funds.
6	4 1,2,3,4	Plan and begin implementation of Novell Zenworks for Desktop Management.	<p>The project is on track, initial server setup is completed and is expected to complete by mid Fall 2005.</p> <p>This project has a component that includes the purchase of PatchLink to be used for patch updates. The cost for the license is \$8K. (Novell Zenworks for Desktops will allow us to manage the desktop environment with application distribution, remote management, software and hardware inventory, and desktop security features. The product is already part of our academic licensing from Novell. The project does not cost us any additional money. The project will be completed in two phases, first phase includes all the computer labs and the second phase includes staff-faculty. The first phase of the project is scheduled to get completed in spring 2005 and the second phase gets completed by fall 2005.)</p>
1,2,6	4 4,6	Develop a student self-service eligibility look-up/GPA calculator.	To be completed in first quarter of FY 2005-2006.
1,6	4 1,2,3,4	Plan and budget for continuous upgrade of campus data communications infrastructure and bandwidth to support academic instruction and research and administrative systems.	Some progress has been made toward this goal, but much remains to be done.
1,6,9	4 1,3,4	Develop and implement a budget for routine replacement of PCs in faculty offices on a 3-year replacement cycle.	Some funding is available for routine replacement of PCs in faculty offices, but there is a significant shortfall when we consider the 3-year replacement cycle. This effort will continue in FY 2005-2006.

4,6	4 1,2,6	Develop forms for Registrar Office on the web.	This project was moved to the web development area and placed on the FY 2005-2006 plan. The transfer equivalency lookup was completed.
1,6	5 1,3,4	Plan and develop wireless hot-spots in selected buildings or areas to provide access to internet and luminis web portal using notebook computers and PDAs.	Partially funded. The project is 50% completed and scheduled to be completed by end of summer.
1,2,6	5 4,6	Check financial aid status on students who withdraw from term classes that have not started and the regular term has started.	Completed.
6	5 4,6,7	Develop an automated process to assign faculty advisors for students.	Completed.
1,6	5 4,6	Add Follett book check to web page after student has completed registration.	Completed.
6	5 4,6,7	Put Course and Instructor Evaluations on web.	In beta testing and should be implemented Fall 2006.
3,6	5 4,6,7	Evaluate and begin preparation for implementation of the content management portion of the Luminis Portal.	Funding not available. It is also apparent we should consider alternatives to the Documentum product associated with Luminis.
1,6	5 3,4,6,7 ,8	Continue development of a knowledge base system for the CINS student and faculty/staff help desks.	40% Complete. The server setup and KB software configuration is complete. The major task remains are the update and database updates of server with tech support solution information. (Web-based system allows the help desk support team to efficiently respond to technology questions. The staff will be trained to provide information to CSU technology users effectively. Personnel required: All staff members of CINS must participate in this project to provide complete questions and answers that are required to populate the database. The development of staff skillset database is another project which we started last year, will provide information about tech support staff area of expertise to the helpdesk staff to accurately channel the calls or questions.) A user searchable Knowledgebase type information system is critical in the development of our hardware and software support delivery. Being able to provide the user immediate access to solutions solves potential problems quicker.
1,2,6,9	5 4,6,7	Help develop an imaging system to support the Registrar, Admissions, Financial Aid and other departments..	Preliminary work has been completed.
6	5 6,10	Implement the Universal Catalog and GIL Express modules of GALILEO.	Completed.
1,6	5 3,4	Plan and implement the upgrade to MS Office 2003 in instructional labs and compatible campus desktops.	Completed.

6,7	5 4,10	Replace the sound system in Davidson Student Center Auditorium.	An estimate was provided to Student Activities for an Auditorium sound system capable of supporting lectures, panels, films, talent shows, and so forth with occasional unsupervised participants (not theater or performance center quality) at a cost of \$15,000. Estimates were also provided on installation of a data/video projection system (\$23,000) and replacement of the electric screen (\$4,300).
1,2,6	5 1,6,8	Continue to seek training for ITS and CINS staff in WebCT Vista and other multimedia technologies.	The ITS staff member responsible for WebCT has participated in weekly telephone conferences and one workshop on WebCT. He is currently participating in the online and on-site program to become a certified WebCT trainer. Training in other technologies has been obtained through vendor demos.
6	5 1,2	Upgrade wiring closets to include racks, air conditioning, uninterruptible power supplies, and evaluate relocation of data communication equipment.	Not funded.
6,7	5 6,10	Library, CINS, and ITS will establish a full-service Information Commons in the present Library - offering "one-stop information shopping" to CSU students and faculty. Cost: \$15,000 for 3-4 CINS-variety student assistants.	The library Information Commons was enhanced during the year. Five new student computers were added to the Commons (for a total of 28; 6 of these are for community users). Task chairs have been purchased for the Commons and a scanner has also been added. A PowerPoint practice room has been set up adjacent to the Commons area. However, no additional funding was secured to hire CINS-variety student assistants to work in the area.
6,9	5 1,6,8	Implement a new and improved printing solution from Novell in the CCT Open Lab.	The project planning has started and is on schedule to be completed on time. (Our current network printing strategy is based on Novell's legacy queue-based printing. Upgrading to NDPS architecture would offer scalability and ease of administration along with keeping us current with Novell technology. NDPS is part of the NetWare operating system offerings. The project will be done in two phases, first being done by spring 2005 and the second being done by fall 2005.) The project will include all computer labs that are managed by CINS.
6,7	5 1,6,10	Continue the Library/ITS/CINS collaboration in planning a new library classroom building	This building is currently #14 on the Board of Regents list of approved major capital projects. However, there were no planning activities in FY05.
1,2,6	5 4,6,7	Automate end-of-term processing for Basic Studies students.	Moved to FY 2006 plan.
6,7	6 1,4,6	Determine the feasibility of installing access ports for laptop hook-up in the Library. Install a small number of ports, if the project is deemed feasible.	Both the Schwob Library and the Music Library have been included in the CINS project to install wireless access in selected areas of campus. This project is scheduled to be implemented over the early summer and will be completed by fall semester. This will provide network access to laptop users that have wireless network cards installed in their computers. In addition, CINS is developing a security system to allow users who have laptops with wired network cards to plug into the network. Four network cables for laptops will be provided in the Information Commons area, where there are unused category 5 LAN cables already installed. There are already two additional LAN ports available in the Archives where the public can use their laptops.
1,2,6,9	6 2,3,5	Develop a comprehensive plan for acquisition and use of a campus "one-card" system.	This project was side-tracked by the implementation of the HigherOne Campus Card for students that is associated with CSU payments to students. Although there may be some additional work with the HigherOne Card to provide all the desired functionality, this project is complete.

1,2,3,6	6 4,6,7	Enhance University Advancement web site	Completed.
6	6 6,10	Acquire and implement an online electronic resource locator (the SFX product by ExLibris).	Funding for the SFX down payment (\$18,000) was secured through the Student Technology Fee Committee. Plans are to have this product implemented by fall semester 2005.

*\*Institutional goals were established in the University Strategic Plan. Unit Goals address the Institutional Goals.*

**Columbus State University**  
**Information Technology**  
**FY2006 Level 2 Plan**

<b><u>GOAL*</u></b>					
<b>INSTITUTIONAL</b>	<b>UNIT</b>	<b>PLANNING INITIATIVE</b>	<b>COST</b>	<b>PLANNED IMPACT</b>	
1,2,3,6	1 4,6,7	Provide technical support for the SACS accreditation process.			SACS accreditation reporting requirements include electronic and hardcopy formats. Technical person will assist in data collection/production of reports.
1,6	1 2	Network Perimeter Firewall acquisition and implementation.	\$50,000		Enforces first level of network/system security policy. Includes: Developing firewall policy based on system/network security policy, Identification of IT assets, Risk assessment, Research of firewall solutions/technologies, Identify preferred vendor, Acquire/Implement firewall. The lack of a firewall was cited in a recent
1,2,6	1 4,6,7	Define strategic plan for Columbus State University's web presence.			Development of a strategic plan for the CSU web under the direction of the Webmaster will help clarify expected results and determine development priorities.
1,2,6	1 4,6,8	Complete restructure of CSU web site in look/navigation. Implemented on all Level 1 pages. Funding from VPAA?	\$25,000 - Consultant		Restructuring will "put a better face on" CSU to better promote CSU, attract prospective students/faculty/donors, and allow easy access to information.
6	1 4,6,8	Upgrade AdAstra to V6.0 /create reports for departments to help with daily room resource management.			Allows us to use the enhanced web version. Added reports will help departments manage rooms/increase productivity.
1,3,6	1 4,6,7	Add a CINS Web Designer position.	\$35,000 + fringe benefits		Needed to support growing academic/administrative use of the web.
1,2,6,9	1 4,6	Implement major upgrades to the Banner Student Record System, version 7.X and other patches.			The 7X version upgrade focuses on web self-service modules. In addition, there are patches released on a monthly basis that must be applied to the system.
1,3,6	1 2,5,8	Add a Information Security Officer	\$50,000 + benefits		Provide a high level of security solutions to protect networks/systems/ensure information technology secured from viruses/hackers/security breaches. Responsible for design/development of computer/network security solutions; development of data/network/system security standards/procedures for CSU; compliance with federal/state legislation and USG/CSU Network security policies/procedures, and periodic reviews/updates of policies. Also responsible for developing business continuity and security awareness plans and performing periodic security audits.
1,2,6	1 3,4,6	Upgrade Luminis to version 3.3			Adds features/operating efficiencies including enhanced: 1) messaging system, 2) resource management system, and 3) user interface

2,6	1 4,8	Touch Net implementation		Touch Net allows e-commerce at CSU to enhance services to students/others. Allows use of multiple credit/bank cards to pay balances for Banner A/R, Housing, Continuing Education, Orientation, and University Advancement.
6,7	1 1,4,6	Plan and implement a project for voice over Internet Protocol (VoIP) technology at CSU using computer networks.	\$700,000	Research of VoIP technology is under way. Research/analysis should end May 31, 2005; will identify a vendor who meets CSU needs. Project 1) reviews current telecom services, 2) shows impact of VoIP on CSU network, and 3) reports financial advantages/quality of service in voice services.
6	1 3,4,10	Upgrade the Remedy Help Desk System (TP)		Will better align CSU service departments and make it easier for faculty/staff/students to request help via the web. Can develop separate help desk application for: 1) Requests for Printing Services, 2) Hardware/software quotes, 3) New/distribution computer installations, 4) Postal services, 5) Requests for computer labs.
1-4	1 4,6,7	Develop design and project Status of Work for the downtown ring network and fiber connectivity from the main campus (TP).		The project is funded for \$200K for a downtown fiber optic cable ring and \$416K for fiber connectivity from main campus to uptown campus.
6	1 1,2	Develop and Implement virtual local area network (VLAN) scheme in conjunction with Dynamic Host Configuration Protocol (DHCP) addresses for effective bandwidth management based on applications.	\$15,000	Includes: 1) automating DHCP registration using multiple scopes that are developed based on the new network design, 2) provide more efficient network management, and 3) provide bandwidth control for applications that require priority in our enterprise network.
6,7	2 4,10	Replace sound system in Davidson Auditorium; add data/video projection; and replace the electric screen to create a contemporary facility that will meet academic, administrative and student needs.	\$42,300	Davidson Auditorium is heavily used for guest lecturers, awards, faculty meetings, training, orientations, student programming. A temporary sound system was set up in the 1980s. Sound quality reflects poorly on CSU and the system may fail at any time. Projection is done through portable equipment which is awkward and provides a greater risk of problems than installed equipment. The screen is worn.
6,9	2 3,6	Implement ILLIAD Interlibrary Loan management software		ILLiad facilitates ILL for patrons/staff and helps gather ILL statistics.
1,6	2 1-8,10	Upgrade the CSU communication infrastructure to provide excellent support to transmit modern data, voice, and video communications through out the entire organization.	\$4,500,000	Design/inventory phase is complete. Current comm infrastructure limits bandwidth for transmitting high speed data via a 1986 design/technology implementation. This affects performance of staff/faculty/students. Access to critical apps/data are mostly web enabled with rich media content and require new technology. Project will install new fiber optic cable and the latest communication electronics and firmware. Includes phases for design, outside plant installation, inside plant installation, and installation/configuration/testing.
4,6,7	2 3,4	Plan and coordinate AV for new campus facilities.		Ensure new facilities have state-of-the-art AV/presentation technology, ITS will coordinate end-user input about AV/presentation needs as information is conveyed to AV consultants/building planners.
1,2,3,6	2 3,4	Move web development from MS Front Page and Front Page Extensions to Macromedia Dreamweaver.	\$54,000	Provides a flexible tool for multi-language development.

3,6	2 3,4,6	Develop various enhancements for the Sun One Messenger Express Email interface.		Enhancements will make email users more productive when using the mail client: 1) Enhance spell checker, 2) Enhance user address creation and storage, 3) Enhance ability to send to multiple addresses, 4) Determine resolution for time out issues, 5) Develop email notification application
3,6	2 3,4,6	Make CSU official sites compliant in ADA (508 and W3C Priority 1); during FY06 have 50% of site compliant in Web Standard (HTML 4.0, XHTML, and CSS)		Allows CSU compliance with Federal laws and the latest web standards.
1,6	2 1-4	Plan and budget for continuous upgrade of campus data communications infrastructure and bandwidth to support IP telephony, academic instruction and research, and administrative systems.	\$450,000	The CSU communications network is operating near capacity. Upgrade to higher-speed network equipment has begun and should continue. Continued budgeting for routine replacement and maintenance must be provided. Data networking switch upgrades and replacement: There are several Ethernet switches that require upgrade. The Network team has identified those that require replacement and upgrades as part of this project.
4,6	2 1,2,6	Business Continuity Planning and Disaster Recovery. Consult as necessary if expertise is not available at CSU.	\$15K-25K	Requires full support from central administration. Includes: 1) Listing important business functions/processes, 2) Identifying major assets critical to CSU, 3) Reviewing current insurance policy/contract, 4) Reviewing current warranty services on major equipment/services, 5. Developing plans for business continuity/disaster recovery.
1,6,9	2 1,3,4	Develop and implement a budget for routine replacement of PCs in faculty offices on a 3-year replacement cycle.	\$100,000	Student Tech Fees provide a constant funding source for lab PC replacement. Same is needed for faculty PCs using CSU funds to provide for replacement of PCs in faculty offices on a regular schedule.
6,7	2 3,4,6	Add a Library Electronic Resources staff position.	\$35,000 + fringe benefits	To provide computer support for library users and staff, assist with web-presence
2,3,6	2 3,4	Enhance content for Luminis targeted channels specific to the role of the individual and develop Luminis channels for displaying Campus information from different departments		This Banner/Luminis interface provides special messages to prospective/enrolled students about requirements needed/satisfied. Includes creating channels with recurring event info/eliminates need to send this info as a targeted announcement.
1,6	2 5	Develop policies, procedures and resources for web pages on the CSU web site.		Provides a web framework/guidelines for page coordinators for training and development of future pages.
6	2 3,4,6	Enhance integration between Banner and Luminis		Allows 1) automatic creation of accounts/roles in the Luminis portal and 2) sending of personal announcements using event triggers in Banner.
6	2 1,2,3,4	Plan and begin implementation of Novell Zenworks for Desktop Management and Policy enforcement.	\$8K - PatchLink License	Purchase of PatchLink for patch updates. Zenworks for Desktops allows management of desktop environment with application distribution, remote management, software/hardware inventory, and desktop security features. Project has two phases: 1) computer labs 2) faculty and staff PCs.

6	2 3,4,6	Establish integration between Banner, WebCT/Vista and Luminis. Investigate the possibility of including EZProxy and ILLiad to the Luminis integration.		Establish single sign-on with WebCt/Vista so faculty/students won't have to sign on to each system for each class. New LDI interface moves Banner info to Vista real time.
6	2 6,10	Acquire and implement an online electronic resource locator (the SFX product by ExLibris). Funding for SFX down payment (\$18,000) was secured from Student Technology Fees. Plan to have implement by fall semester 2005.	\$22,000 first year/\$4000 thereafter	SFX allows a database user to link to fulltext electronic version of an article by the click of a mouse—as long as the fulltext version is in a database to which the user's library has access. This type of seamless access will greatly facilitate searching by students/faculty.
4,6	2 4,7	AceWeb implementation and training		The web version of AceWare allows on-line registration/payments for Continuing Education classes. Training for CE staff will be developed/delivered.
1,3,4,6	2 1,6,7	Develop a budget for audio-visual and media presentation equipment and increase the budget for supplies, training and personnel in Instructional Technology Services	\$150,000	Student Tech Fees will provide \$90,000 of instructional technology in FY06. End of year funds will be needed for equipment purchases. An ongoing budget is needed for data/video lamps (\$30,000/yr)/other supplies for ITSactivities.
2,3,6	3 3-6	Purchase Linux server for Luminis and move official CSU web sites from Windows, IIS, ASP and MS Access to Linux, Apache, PHP, and MySQL.	\$13,000 - Server/Training	Provides environment for publishing developed enhancements to Luminis portal, Apache, Tomcat, MySQL, PHP and other interfaces with the portal. Moves CSU to a platform consistent with our other network computers. Allows web staff efficiencies by using latest techniques. Will maintain a computer that has Windows, IIS and .NET required for some sites and student instruction.
4,6	3 2,3,6	Staff training on ProCurve Manager+, Router, and Openview for Networking staff.	\$24,000	Training required to effectively use tools already in place.
1,6	3 1,3,4	Develop the general framework CSU needs to operate under all wireless environment (using PDA, Cell Phones, or Tablet PCs). Review and develop appropriate policies and procedures to support the framework.		Review technologies that are coming out for campus environment used by students/staff/faculty. Technological areas to be reviewed are peer-to-peer communication environment, social applications that effectively use Luminis web portal applications including CougarNet email.
1,6,9	3 1,3,4,6	Complete development of and maintain a schedule for upgrading faculty/staff computers, classroom technology, and lab equipment.		Allows us to move technology in all areas on campus to move forward in a planned manner.
1,2,6,9	3 2,3,5	Enhance group targeted announcement process		Develop a method of sending targeted announcements in the portal without granting administrator privileges through the Admin Tool Kit. The process uses population selection in Banner and sends an announcement to a specific group.
6	3 1,2	Upgrade wiring closets to include racks, air conditioning, uninterruptible power supplies, and evaluate relocation of data communication equipment (TP).	\$250,000	Data communication equipment is critical to CSU success and must be "hardened" against environmental conditions. Managing power to communication closets and establishing proper environmental controls are critical components. Most equipment closets are shared janitorial closets that are inappropriate for this use.

6	3 1-4,6	Design and develop a method for capturing/reporting network device uptime/utilization metrics.	\$5,000	CSU operations depend on 99.99% uptime of network switches. It is important to monitor/manage/secure them effectively for capacity planning/preventive measures. Metrics are vital for proactively managing mission critical network devices.
1,2,6	3 4,6	Forced Network Interface Card Registration (STP)		Develop a network authentication system for employees/guests/students using eDirectory to access the CSU network. Implement a gateway for all unregistered NIC's.
3,6	3 3,4,7	Training for web development staff and operational systems support staff.	\$35,000	Training staff to use new techniques/technologies increases productivity, enhances operational systems applications, and allows web developers to be current in the field. Includes Dreamweaver, Macromedia Contribute, Linux,
6,7	3 6,10	Continue Library- CINS-ITS collaboration -- with special attention to collaborative efforts in the Library's Information Commons.	\$15,000	Partnership will ensure across-the-board quality of technology to the CSU community; this collaboration is important for the success of the Library's Information Commons, which will provide a one-stop information shop for
2,3,6	3 3,4,6,10	Develop Content Management plan for the CSU web site.	\$110,000	Develop a plan so web coordinators can focus on content. Short term, develop content management plan using Macromedia Contribute/Dreamweaver; long term, work with USG on group pricing for a full Content Management System.
3	3 4,6	Develop a strategy and a plan of action for storage area network for CSU.		Data storage/access needs on the campus network are rising. Efficient management of expanding volumes of data and assured data accessibility at CSU has prompted the move of storage to the network. Increasing complexity of managing many storage devices and much data is driving CSU's business value into software and services. Project will research all aspects of storage area networks and produce a project plan to guide implementation of a campus SAN.
3,6	3 2,3,6	Upgrade primary CSU file servers.	\$105,000	Server support from Dell has been very poor; we feel moving to HP servers will position CSU to support growing end user needs and support the strategic plan to build a SAN (storage area network) to meet growing storage needs for staff/students/faculty.
1,2,6	3 1,6,8	Train ITS staff in WebCT Vista, multimedia technologies, instructional technology, and software.	\$12,000	WebCT is beneficial to students and being embraced by CSU faculty. Training for ITS WebCT administrator/new Instructional Designer in WebCT is essential. Training in Sound is critical for ITS and facilities staff at Cunningham/Turner/Lumpkin/Fine Arts/Rankin. Continued familiarity with instructional technologies/software enables ITS to provide better service to faculty/students.
2,3,6	3 3,4,6	Research/purchase development tools for JSP/PHP/Java.	\$2,000 - Licenses	Identify/acquire development tools to make application development quicker/more efficient.
6	3 1,3,4	Develop and consolidate administration and monitoring tools for Luminis.		Allows the Luminis Administrator to quickly determine/resolve problems, monitor potential problems, and make the administrator's daily tasks more efficient.

1,2,6	3 4,6	Develop web self-service applications: 1) Develop a student self-service eligibility look-up/GPA calculator. 2) Develop student self-service freshman predictor on the web. 3) Allow seniors to register for the required outcomes assessment on the web. 4) Develop forms for Registrar Office on the web.		1) Joint project with OIIT will allow students to enter their term grades and see effect on academic and financial aid standing and GPA. 2) Permits prospective students to determine if they would be eligible for admission to CSU. 3) Allows students to register themselves for required outcomes assessment. 4) Forms eliminate some paperwork required for major changes, transient permission, grade changes, and degree evaluation adjustments. 5) Allows academic departments to enter course schedules using edits required by CSU/USG.
3,6	4 4,6,7	Evaluate and begin preparation for implementation of a Web content management system.		Current web content has significant duplication of material that is sometimes contradictory. Web content management systems allow one-time input of data, but allow display of the data in various places/formats.
1,2,3,6	4 4,6,7	Continue the development of Knowledge Base system for the CINS help desk (STP).		Need to update/populate server with tech support solutions/related information. Web-based system allows help desk team to efficiently respond to common technology questions.
6	4 3,6	Blogging software for web site content, faculty, students, and staff.	\$5,000 - licenses	Provides a service to faculty, students, and staff to keep their personal journals; allows us to reach out to our outside audience and help manage content inside and outside the portal through RSS feeds.
2,3,4,6	4 3,4,6	Cooperating Teacher assignment and assessment system.		Enhances the COE data base to allow automatic assignment of students for field experience and the ability to analyze the results of these assignments.
2-4,6	4 4,6	Develop International Student data collection and reporting system.		Provides contact info, mailing/email addresses, phone numbers, etc. for International Student Coordinator.
4,6	4 4,6	Log-in interface and tracking system for Career Center		Interfaces with Banner and allows the Career Center to track applicants.
6	4 2,3,6	Purchase Campus Manager for network and security policy management.	\$54,000	Allows a more positive level of control over PCs and has tools to discover/banish rogue DHCP servers/access points/hubs and switches. Also has tools to automate remediation of PCs and tools for promulgating CSU policies/procedures to students/faculty. Has console views for help desk and administrators that provide the correct level of information/control.
1,2,3,4	4 4,6,7	Develop employee/student orientation and training for general computing, network and security awareness for CSU	\$3,000	Develop more security awareness and sense of responsibility in all computer/network users. Includes developing brochures, helpdesk support procedures, user training material, network computing guide, and security policies/procedures.
6	4 4,6,7	Automate end-of-term processing for Basic Studies students and update Learning Support discrepancies at end of a term.		Now done manually in VPAA Office. Shifts control to Registrar to make the information readily available. Will automatically check enrollment requirements for Learning Support students at end of term when registered for courses in the next term.

	4	Recruitment system for Schwob School of Music. Music teachers and school contact information and reporting system for the Schwob School of Music.		Replaces Dbase systems and integrates them with Banner.
1,6	5 3,4	CSU Enterprise print services and print management.		Goals are to: 1) Add all CSU network printers to P-Counter print management system 2) Develop a secure/accountable printing environment. 3) Provide LAN connectivity to all network printers/copiers. 4) Develop periodic reports to show department use.
1,2,6,9	5 4,6,7	Help develop an imaging system to support Accounting, Admissions, Continuing Education, Financial Aid, Human Resources, Library, Registrar, and other departments. Could also use for thesis preparation.	\$100,000-150,000	This system would store hard-copy records as electronic images and allow access to them from Banner System programs.
6,7	5 1,6,10	Continue the Library/ITS/CINS collaboration in planning a new library classroom building. Building is now #14 on BOR list of approved major capital projects.		These entities need to be involved in design of this high tech facility to ensure that library, information, and technology components are functional and meet needs of the CSU community and library staff.
	6	Purchase a commercial mail scanner to replace the home-grown system now in use.	\$60,000	A commercial system is more: comprehensive, flexible, and easily/quickly updated as new threats become known.

*\*Institutional goals were established in the University Strategic Plan. Unit Goals address the Institutional Goals.*