

2008-2011



# CSU STANISLAUS INFORMATION TECHNOLOGY PLAN SUMMARY

OFFICE OF INFORMATION TECHNOLOGY    AUGUST 2008

California State University | Stanislaus

## Executive Summary

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The most recent CSU Stanislaus information technology (IT) plan was issued in 2003. Significant progress toward fulfilling the aspirations of this plan has been achieved. Addressing unrealized objectives and establishing a comprehensive view of current institutional priorities and technologies is the task of the new plan.

The rapidly changing nature of technology as well as the dynamic environment of higher education argues for a plan that is continuously reviewed for relevance, for alignment with evolving university and community needs, and for fiscal appropriateness. The plan is therefore intended to provide guidance for a rolling period of three academic years. It will be reissued each year to take environmental changes into account, and to permit an annual assessment of progress.

### OIT MISSION AND VISION

The Office of Information Technology advances the university's mission through the provision of technology services to all members of the university community.

OIT strives to create a high-quality, reliable, secure and responsive technology environment to support students, faculty and staff in the pursuit of their educational and work objectives. We seek to enable innovative uses of information technology in instructional, administrative and social applications in harmony with the overall mission of the university. The staff and financial resources required to provide our services must be sustainable over time. Our contributions to the life of the university will be respectful of our differences while building upon our common best interests.

### OIT UNITS

The Office of Information Technology is organized into four major units reporting to the Associate Vice President and Chief Information Officer (CIO). The CIO reports to the president and holds university-wide responsibility for providing leadership for all aspects of campus information technology including academic, instructional and administrative technologies and their associated supporting infrastructure and services.

#### Learning Services

Learning Services now incorporates the Faculty Multimedia Center, Mediated and Distance Learning, the television studio, and all distance and online learning system administration.

#### *Service Focus*

- Enable the development and delivery of fully online courses and degree programs by providing instructional design and implementation support to faculty

- Enhance classroom instruction by providing access to and support for online course materials, collaboration tools, assessment methods, and multimedia technology
- Provide access to classroom-based instruction at strategic alternate off campus locations using interactive audio / video technologies

#### *2008-2009 Initiatives*

- Increase one-on-one support for faculty to assist in transitioning existing courses to an online format, or to develop entirely new courses for the online environment
- Enhance support for making course content fully accessible to students with disabilities

### Information Services

Staff of the former Administrative Computing support group provide programming and data base management support for PeopleSoft and other administrative and academic systems. This area also incorporates the responsibilities of the Information Security Officer (ISO).

#### *Service Focus*

- Understand and help to optimize the administrative functions and workflow of university academic and business offices, meeting needs for process automation and record retention by implementing vendor-written and custom-developed software solutions
- Help to define and promote use of appropriate security, accessibility and compliance policies and procedures
- Maintain the integrity of the university's data infrastructure and promote effective and timely access to analytical management reports
- Assess the impact and potential value of new and emerging technologies

#### *2008-2009 Initiatives*

- Support the implementation of the Student Administration modules of the PeopleSoft software
- Help to define and implement campus-wide information security policies and procedures
- Begin implementation of a campus-wide, shared document management system capable of supporting the full life-cycle of university business information
- Define an architecture and reporting strategy for a data warehouse to serve as a repository of legacy Banner data as well as new management information derived from the PeopleSoft system
- Evaluate available alternatives for a campus-wide web content management system

## Technology Services

All computer room, network and telecommunications operations have been consolidated into the former Networking and Communications group.

### *Service Focus*

- Develop and sustain a technology infrastructure capable of providing the foundation for campus-wide data, video, and voice creation, manipulation, transmission, storage, and reproduction
- Help to ensure the continuity of the university's educational mission in the event of a catastrophic disruption of normal activity
- Plan for and manage the evolution of infrastructure technology to maximize its contribution to the university's mission within a sustainable financial framework

### *2008-2009 Initiatives*

- Foster academic creativity and administrative productivity by enabling all faculty, students and staff to have access to adequate network resources to share information, store data securely, and manage large files which cannot or, for security reasons, should not be stored on local computer storage media
- Provide a common network backup system capable of replicating copies of critical information in the event of a physical disaster
- Provide 100% wireless coverage for all campus facilities – indoors and out – and upgrade existing network equipment as needed throughout campus to keep pace with growth in network usage
- Implement a campus-wide video distribution capability

## Client Services

The functions formerly assigned to Academic and Instructional Technology Services, the Help Desk, and the Instructional Media Center have been consolidated into a unified Client Services group. Client Services is the public face of OIT, and is responsible for desktop technical support, classroom and computer lab support, training and communications outreach, as well as coordination of all OIT web site content.

### *Service Focus*

- Be a comprehensive source of easy-to-understand and reliable technical information
- Provide in-person and remote technical assistance for both software and hardware problems encountered by all members of the university community

- Provide academic program support through management of multiple general-purpose student technology labs and classrooms

#### *2008-2009 Initiatives*

- Implement a comprehensive three-year replacement cycle program for all faculty, staff, and OIT-managed lab and classroom computers, including equipment acquisition and disposal and software image management
- Improve OIT communications through enhancement of the OIT web site and the development of specialty publications
- Enhance the professional abilities of the Help Desk staff through appropriate training and access to enhance software problem diagnostic and management tools

### CMS Project

As the Common Management Systems (CMS) project transitions from its implementation phase to ongoing-operations, the executive sponsorship of the project for the Stanislaus campus has moved to OIT.

#### *Service Focus*

- Provide project management services to support implementation of the PeopleSoft software suite
- Begin to evaluate the utility, priority, and level of effort associated with future implementation of optional licensed PeopleSoft components

#### *2008-2009 Initiatives*

- Complete implementation of the remaining core application modules
- Begin a gradual transition to broader IT project management responsibilities in support of all OIT service areas

### FUNDING – CLEARWIRE PARTNERSHIP

The university has leased its licensed broadcasting spectrum to the Clearwire Corporation for use in its mobile Internet wireless network. The annual compensation received, when coupled with existing OIT budget resources, is sufficient to meet the technology needs described in the 2003 Academic Technology Plan.

Providing central base funding for all campus-wide information technology infrastructure requirements from an external revenue source will result in a reduced need for increased IT funding from the state general fund and relief to individual campus department budgets. Resources which would have been needed for IT support can be reallocated to other institutional priorities.