

2005 OIT Strategic Plan

Mission:

The mission of the Office of Information Technology is to provide leadership and support for the College of Education through best practices in the effective use and advancement of technology for teaching, learning, research, outreach, and administrative programs.

Vision:

The Office of Information Technology will be a key contributor to advancing the College of Education's Strategic Plan. We will be renowned for leadership and expertise in information and instructional technology; for the promotion of partnerships and collaboration to achieve excellence in the use of technology; for collaborative leadership in the development of new models for flexible delivery of instruction; and for responsiveness, reliability, and customer service.

Value Statements

1. We believe that the services we provide are critical to the mission and vision of the College of Education and the University of Georgia.
2. We value honesty, integrity, and the highest standards of ethics as we work with our team and diverse members of our community.
3. We value accountability and personal responsibility.
4. We value life-long learning.
5. We value reliability and service to our community.
6. We value individuality, creativity and diversity.
7. We value open communication and mutual respect.
8. We believe in balance between work and family obligations.
9. We believe in the importance of personal and professional growth.
10. We believe that the technology and technology services we provide add value to the College of Education and to the education and professional development of teachers and professionals who provide educational services.

Critical Success Factors

1. Funding – Exemplary technology programs must have a yearly budget for operations, staff, infrastructure, improvement initiatives, equipment, and software.
2. Training and Professional Development – Annual training opportunities must be provided to attract and retain quality technology professionals. Multiple training opportunities can include conferences, workshops, seminars, certification programs, and online courses. Professional development for faculty and staff is essential for integration of technology into teaching practices. The goal is to support faculty so that our graduates will learn the technology skills required in 21st century classrooms.
3. Standardization – Quality support of technology can be improved through the standardization of hardware and software for business and instructional applications. The goal is to standardize appropriately providing reduced cost and improved customer support while protecting the freedom to choose instructional and informational resources for targeted instructional delivery.

4. Performance Management Process – The development of a performance management process based on the goals and objectives identified in the Strategic Plan will improve each employee’s understanding of their role and expectations for their performance.
5. Communication – Continued two-way communication among the College of Education community is critical to the understanding of needs for instruction, research, service and technology leadership and support.
6. Staffing – OIT services including instructional services, applications development, web services, client services, network administration, systems administration, video production services, classroom scheduling and support, flexible delivery of instruction and IT leadership require qualified personnel paid at the fair market value. Continued efforts to improve compensation and add personnel for expanding programs and services are critical to support the College of Education mission and vision.

Guiding Strategies

1. Focus on the customer through service and programs.
2. Develop and maintain high standard of reliability in systems and services.
3. Expand our development and support of flexible delivery of instruction.
4. Apply technology to automate process and procedure.
5. Attract, retain, and develop a quality technology staff through performance management, training and career development aligned with UGA IT Jobs Model.
6. Develop ongoing, multiple communication opportunities for planning, information, and promotion.
7. Define roles and responsibilities for OIT staff and organize to facilitate delivery of programs and services.
8. Provide leadership and support for the College of Education through an appropriate blend of centralized and local IT services.

Instructional Services

Team: Instructional Services (Global OIT)
 Strategy(s) I, II, III, IV, VIII

| | |
|------------------|--|
| Goal | Develop budget request for O & E and Student Tech Fee |
| Action Step(s) | 1. Survey customers and check three year rotation plan |
| | 2. Research equipment, software, installation, support costs |
| | 3. Prepare O & E Budget – Submit to Dean’s office |
| | 4. Prepare Tech Fee Request |
| | 5. Prioritize and submit Technology Advisory Council Request |
| | 6. Prepare end of year and special project budgets. |
| Ownership | Sandi Glass, Kristi Leonard, Barry Robinson, Scott Smith |
| Expected Results | Operating budget for OIT. Technology to support teaching and learning based on customer need and use. |
| Date Due | O & E Feb. 2005 – Tech Fee March, 2005, End of Year – February development 2005, |
| Status | As of Sept 05 – Items Ron has accomplished -- 2, 4. Freitas – item 4. Other items in process and on target for 05. |

| | |
|----------|--|
| Comments | |
|----------|--|

Team: Instructional Services (Global OIT)
 Strategy(s) II, V, VII

| | |
|------------------|---|
| Goal | Conduct performance review for all OIT staff |
| Action Step(s) | 1. Create performance goals based on Strategic Plan |
| | 2. Conduct mid-year review along with mid-year Strategic Plan Review – Recognize results and recommend improvements if needed |
| | 3. Participate in Peer Review – November |
| | 4. End of Year Performance Review |
| Ownership | Sandi Glass, Kristi Leonard, Barry Robinson, Scott Smith |
| Expected Results | Continuously improving knowledge and skills of staff. Performance aligned with strategic planning goals. |
| Date Due | Jan. 30, 2005 |
| Status | As of Sept. 05 Ron – new assessment form for mid year feedback, Freita – evaluates Heather’s performance. Scott - Mid-Year look complete. |
| Comments | |

Instructional Services (Global OIT)
 Strategy(s) II, III, V, VIII, VIII

| | |
|------------------|--|
| Goal | Provide opportunities for management and technology professional development. |
| Action Step(s) | 1. Identify management training opportunity through training and development or degree program through UGA. Report goals to supervisor. |
| | 2. Attend technology training to support current position or career development in new area. This action step can be completed through degree program, training and development, Element K, or conference participation. |
| | 3. Research and identify innovations in technology and provide leadership in innovation to COE. |
| | 4. Include documentation of completion of training goals with end of year performance evaluation. |
| Ownership | All Staff |
| Expected Results | Retention and development of quality IT staff. |
| Date Due | Dec. 2005 |
| Status | Ron- attended J-school seminar. Keeps up to date via online and print media. Freita, attended grant training in NO. Budgeting training/ spreadsheet training, Business Office Meetings. Heather – many on the job training items – see mid year review. Scott – WebCT conference, LiveText Conference by proxy, DEIG, Jr.DITS. |
| Comments | |

Instructional Services (Global OIT)
 Strategy(s) I, II, IV, VI, VII, VIII

| | |
|------------------|--|
| Goal | Continue to develop or refine process, policy and standards for IT services |
| Action Step(s) | 1. Evaluate current procedures, create or develop new process and communicate to customers |
| | 2. Continue implementation of College of Education and campus standards for computing, infrastructure, data, and security |
| | 3. Communicate to customers through multiple delivery methods including Newsletter, OIT web site, and Help Desk |
| Ownership | Sandi Glass, Team Leads, and OIT Staff |
| Expected Results | Streamlined services, quicker support, and shared skill set for standard equipment |
| Date Due | 12/05 |
| Status | Freita – ongoing communication with room scheduling folks. Ron – Kiosk, newsletter contributions, seminars, consulting. Scott – Important UGA announcements re: DE. Classroom Technology Meeting on Oct. 7 th . |
| Comments | |

Instructional Services (Global OIT)
 Strategy(s) I, II, III, IV, VI, VII, VIII

| | |
|------------------|--|
| Goal | Develop opportunities to collaborate with central and local IT units to create better service, reduce duplication, and train staff. |
| Action Step(s) | 1. Leadership team will actively participate in campus IT leadership groups such as DITS, ITMF, ITC, DEIG, UGANET, etc. |
| | 2. Team leads will actively partner with other IT professionals to share resources, skills, and training. |
| | 3. OIT staff will actively participate in campus IT groups such as UGANET and on special projects such as Active Directory, Streaming Media, etc. |
| Ownership | All staff |
| Expected Results | Networking and collaboration with IT professionals will increase IT effectiveness at COE and UGA. Sharing skills and resources will increase customer support. Communication will create the opportunity to show the value of local units. |
| Date Due | Multiple opportunities as assigned. |
| Status | Ron, Scott : DEIG, Online Streaming Group... Scott Jr. DITS |
| Comments | |

Team: Instructional Services
 Strategy(s): I, II, III, IV, VI, VIII

| | |
|----------------|---|
| Goal | Develop and deliver opportunities for professional development for faculty and students with current instructional technologies. |
| | |
| Action Step(s) | Deliver WebCT, LiveText, HorizonLive, and/or IP Video Conferencing orientation/training seminars targeted at departmental |

| | |
|------------------|---|
| | faculty meetings or individuals at the beginning and end of the semester. |
| | Deliver WebCT, LiveText, HorizonLive, and/or IP Video Conferencing orientation/training seminars targeted at student groups being asked to use these technologies at the beginning of the semester and as needed in consultation with faculty/students. |
| | Promote training opportunities for current graduate assistant staff in the area of current, new, and emerging instructional technologies. |
| | Using the new help portal as a communications tool, promote training opportunities for faculty and teaching assistants in the area of current, new, and emerging instructional technologies. |
| | Deliver training seminars targeted at faculty and student use of our editing facilities and equipment checkout facilities (1 general training open to the whole COE to be done ever semester, other trainings to be delivered on a per request basis) |
| | Deliver training opportunities to new and existing office managers re: online room scheduling and the use of Astra on an as needed basis. |
| Ownership | D. Scott Smith, Ron Braxley, Ting Hung, Bryan Luce, Erin Adair |
| Expected Results | These seminars will strengthen the skill sets possessed by COE faculty and students. They will encourage the appropriate use of instructional technology in teaching and research efforts. |
| Date Due | 12/05 |
| Status | Tech Seminars (Sand box sessions) delivered throughout spring semester, 2 hours / week for 6 weeks. Numerous individual consultations with faculty and students. Numerous classroom based presentation for faculty re: our applications. |
| Comments | |

Team: Instructional Services

Strategy(s): I, II, IV, V, VII

| | |
|----------------|---|
| Goal | Continually improve the level of customer service offered by OIT – Instructional Services |
| | |
| Action Step(s) | During the hiring process and with our current employees, emphasize customer service skills as critical skills for all. (PROACTIVE) |
| | Provide customer service skill building resources for all Tier 1 folks. (PROACTIVE) |
| | Counsel Tier 1 employees on ways to work with dissatisfied and/or unhappy customers. (REACTIVE) |
| | Document customer service related issues for tracking purposes (Clients and Employees). (PROACTIVE and REACTIVE) |
| | Consider telephone monitoring/recording technologies that would allow for the recording of telephone calls for quality/training purposes... (EXPLORE) |

| | |
|------------------|--|
| | Monitor customer service interactions between GA's and clients, whether they be faculty or students. (PROACTIVE) |
| Ownership | D. Scott Smith, Art Sturgill, Tier 1 Employees, Bryan Luce, Ting Hung, Erin Adair |
| Expected Results | Happy Customers, Customers that feel valued and listened to.. |
| Date Due | On Going – Evaluate mid year and end year |
| Status | Customer service and the client experience is a growing need. We are still largely reactive in our roles ... we need to shift to a more proactive stance in this area. Re-assess at end of year. |
| Comments | |

Team: Instructional Services

Strategy(s): I, II, III, IV, VI, VIII

| | |
|------------------|--|
| Goal | Promote the Flexible Delivery of Instruction and Extended Education Technologies within the College of Education |
| | |
| Action Step(s) | Promote the “Graduate Assistant, Train-the-Trainer” model for rolling out services to departments. (Cite successes with SETWEB, Livetext). Work with Sandi and Karen Watkins to promote this option for extending services to new clients using this scalable and inexpensive model. |
| | Continue service level agreement with SETWEB Program and John Langone. |
| | Continue semester focused instructional services delivered to EPSY2020, EFND2030, Lang Ed online courses, IT courses – IP Tele., Occ Studies courses, Exercise Science Courses. |
| | Encourage the use of LiveText as the appropriate tool for E-portfolios, NCATE and PSC reporting within Teacher Ed programs and other programs where such a tool would be valuable. |
| | Continue to meet and consult with new clients needing information and instruction on the use of Instructional Technology (WebCT, Live Text, Horizon Live, and IP Video Conf.) |
| | Continually review the services we are providing to departments in search of ways for them to become self-sufficient with these tasks – Online resources, one-on-one training, identification of local trainee to help disseminate services. |
| Ownership | D. Scott Smith, Ting Hung, Erin Adair, Bryan Luce, Ron Braxley |
| Expected Results | Satisfied “current” customers – there is a large amount of work we do on behalf of the courses listed above. Continuing this service will lead to ways for departments to become self-sufficient. |
| Date Due | 12/05 |
| Status | Graduate train the trainer model in place with Mathematics Education ... Still pushing it elsewhere. All other areas met so far this year... work is ongoing and on target. Development of TWT portal has been a huge success. Site consistently gets 250+ hits on a given day. |
| Comments | |

Applications and Special Projects

Team Goals for 2005:

Team: Applications and Special Projects (Global OIT)

Strategy(s) I, II, III, IV, VIII

| | |
|------------------|--|
| Goal | Develop budget request for O & E and Student Tech Fee |
| Action Step(s) | 1. Survey customers and check three year rotation plan |
| | 2. Research equipment, software, installation, support costs |
| | 3. Prepare O & E Budget – Submit to Dean’s office |
| | 4. Prepare Tech Fee Request |
| | 5. Prioritize and submit Technology Advisory Council Request |
| | 6. Prepare end of year and special project budgets. |
| Ownership | Sandi Glass, Kristi Leonard, Barry Robinson, Scott Smith |
| Expected Results | Operating budget for OIT. Technology to support teaching and learning based on customer need and use. |
| Date Due | O & E Feb. 2005 – Tech Fee March, 2005, End of Year – February development 2005, |
| Status | 1. The Student Technology Fee Special Project Request application was circulated throughout the College through various means of communication (leadership meetings, web site, e-mail) 2, 4, 5. The student technology fee request was submitted March 2005. Four special project requests were funded in addition to the COE-wide base funding for a total of \$384,238. Currently purchasing is in progress and equipment research is being completed. 6. Developed a budget for computer lab renovations and furniture. |
| Comments | |

Team: Applications and Special Projects (Global OIT)

Strategy(s) II, V, VII

| | |
|------------------|---|
| Goal | Conduct performance review for all OIT staff |
| Action Step(s) | 1. Create performance goals based on Strategic Plan |
| | 2. Conduct mid-year review along with mid-year Strategic Plan Review – Recognize results and recommend improvements if needed |
| | 3. Participate in Peer Review – November |
| | 4. End of Year Performance Review |
| Ownership | Sandi Glass, Kristi Leonard, Barry Robinson, Scott Smith |
| Expected Results | Continuously improving knowledge and skills of staff. Performance aligned with strategic planning goals. |
| Date Due | Jan. 30, 2005 |
| Status | 1. 2. A&SP mid-year review is completed and turned in. 3. |

| | |
|----------|----|
| | 4. |
| Comments | |

Team: Applications and Special Projects (Global OIT)

Strategy(s) II, III, V, VIII, VIII

| | |
|------------------|--|
| Goal | Provide opportunities for management and technology professional development. |
| Action Step(s) | 1. Identify management training opportunity through training and development or degree program through UGA. Report goals to supervisor. |
| | 2. Attend technology training to support current position or career development in new area. This action step can be completed through degree program, training and development, Element K, or conference participation. |
| | 3. Research and identify innovations in technology and provide leadership in innovation to COE. |
| | 4. Include documentation of completion of training goals with end of year performance evaluation. |
| Ownership | All Staff |
| Expected Results | Retention and development of quality IT staff. |
| Date Due | Dec. 2005 |
| Status | 1. We are all working on Element K or Training and Development courses 2. We have all attended IT related training based on our current roles and responsibilities 3. Ongoing 4. |
| Comments | |

Team: Applications and Special Projects (Global OIT)

Strategy(s) I, II, IV, VI, VII, VIII

| | |
|------------------|---|
| Goal | Continue to develop or refine process, policy and standards for IT services |
| Action Step(s) | 1. Evaluate current procedures, create or develop new process and communicate to customers |
| | 2. Continue implementation of College of Education and campus standards for computing, infrastructure, data, and security |
| | 3. Communicate to customers through multiple delivery methods including Newsletter, OIT web site, and Help Desk |
| Ownership | Sandi Glass, Team Leads, and OIT Staff |
| Expected Results | Streamlined services, quicker support, and shared skill set for |

| | |
|----------|--|
| | standard equipment |
| Date Due | |
| Status | 1. Webupdate process has been streamlined and cleaned up as we have gone through the redesign of the COE web site. 2. Ongoing 3. Ongoing |
| Comments | |

Team: Applications and Special Projects (Global OIT)

Strategy(s) I, II, III, IV, VI, VII, VIII

| | |
|------------------|---|
| Goal | Develop opportunities to collaborate with central and local IT units to create better service, reduce duplication, and train staff. |
| Action Step(s) | 1. Leadership team will actively participate in campus IT leadership groups such as DITS, ITMF, ITC, DEIG, UGANET, etc. 2. Team leads will actively partner with other IT professionals to share resources, skills, and training. 3. OIT staff will actively participate in campus IT groups such as UGANET and on special projects such as Active Directory, Streaming Media, etc. |
| Ownership | All staff |
| Expected Results | Networking and collaboration with IT professionals will increase IT effectiveness at COE and UGA. Sharing skills and resources will increase customer support. Communication will create the opportunity to show the value of local units. |
| Date Due | Multiple opportunities as assigned. |
| Status | 1. Kristi is currently a member of the campus-wide CMS committee. 2. We have been working with Forest Resources in conjunction with the Course Evaluation System. We will be sharing the code with them Fall 2005. 3. Kristi is currently a member of the campus-wide CMS committee. |
| Comments | |

Team: Applications and Special Projects

Strategy(s): 1, 2, 4, 6

| | |
|----------------|--|
| Goal | PSC & NCATE – Accreditation Support |
| Action Step(s) | 1. Redesign ncate.coe.uga.edu using same design as www.coe.uga.edu (March 2005) 2. Add COE Course Undergraduate and Graduate Syllabi to web site each semester according to Dean’s Office/UGA deadline 3. Update COE Program Assessment Plans (March 2005) 4. Add COE Faculty Vitae (Due to Dean’s Office April 2005) 5. Develop Livetext Exhibition Center to feed data to ncate.coe.uga.edu (November/December 2005) 6. Identify need for web development assistance as needed to meet overall December deadline 7. Update the report section and supporting links and documents as |

| | |
|------------------|---|
| | requested by Dean's Office (December 2005) |
| Ownership | Kristi, Kim, Dave |
| Expected Results | ncate.coe.uga.edu will be up to date and ready to share with the BOE in December 2005 |
| Date Due | December 2005 |
| Status | <ol style="list-style-type: none"> 1. The NCATE web site has been redesigned. (Completed September 2005) 2. Ongoing 3. Ongoing 4. All vitae that have been collected have been added to the web site and linked to NCATE 5. 6. We have designated a person who can help and are waiting for the go ahead to hire him. 7. Ongoing |
| Comments | |

Team: Applications and Special Projects

Strategy(s): 1, 2, 4, 6, 7, 8

| Goal | Application Development |
|------------------|---|
| | |
| Action Step(s) | 1. Design and Develop COE Student Database |
| | 2. Work with AIS and Registrar's office to ensure we are meeting their standards and obtaining the necessary data for the COE. (January-May 2005) |
| | 3. Manage the COE SDB Project – establishing deadlines for each phase, ensuring deadlines are met (January 2005) |
| | 4. Designate Census Fields for SDB (January 2005) |
| | 5. Obtain security approval from InfoSec – Stan Gatewood prior to beginning programming SDB (January 2005) |
| | 6. Hire and manage CITP programmer to collaborate on development of SDB (January 2005) |
| | 7. FERPA Training for end-users of SDB |
| | 8. Train End-users on use of SDB |
| | 9. Ongoing support and maintenance for college-wide projects such as FSD, FAR, Course Evaluations, etc. |
| | 10. Ongoing support and maintenance for individual projects such as Salary Survey (January 2005), GaChildLit Voting (February 2005) |
| | 11. Documentation of New and Existing projects. (December 2005) |
| | 12. Add a New Instructor tool in Student Course Evaluation Administration Area |
| | 13. Update online FSD utilizing COE printed phone book |
| Ownership | Cary, Kristi, Dave, Kim |
| Expected Results | The COE will have reliable centralized database resources available for student, program, department, and college-wide tracking and reporting purposes, as well as for individual projects. |

| | |
|----------|--|
| Date Due | Ongoing due dates throughout 2005 |
| Status | 1,2,3,4,5,6,7,8. On hold due to UGA centralized look at the University Database needs. 9. Ongoing 10. Ongoing 11. Ongoing 12. Completed 13. Completed |
| Comments | |

Team: Applications and Special Projects

Strategy(s): 1, 2, 4, 6, 8

| | |
|------------------|---|
| Goal | COE Web Support |
| | |
| Action Step(s) | 1. Ongoing Support and maintenance of the COE web site (webupdate@coe.uga.edu) (ongoing) |
| | 2. Complete the Redesign of the COE web site (June 2005) |
| | 3. Documentation of COE Web Site, Dev Areas, and Special Projects (December 2005) |
| | 4. Design and Development of Custom web sites in support of grants, projects, and initiatives as requested (ongoing) |
| | 5. Update and add resources to OIT web site (software compliance, SDB support docs, etc.), update service index (ongoing) |
| | |
| Ownership | Kim, Dave, Kristi |
| Expected Results | OIT's web site will continue to be a growing resource for technology information for out college. |
| Date Due | Ongoing |
| Status | 1. Ongoing 2. We are approximately 2/3s of the way done (September 2005) 3. Ongoing 4. Ongoing 5. Ongoing |
| Comments | |

Team: Applications and Special Projects

Strategy(s): 1, 2, 4, 6

| | |
|----------------|---|
| Goal | Special Projects |
| | |
| Action Step(s) | 1. Software licensing (Ongoing) |
| | 2. Lab & Room Scheduling (Ongoing) |
| | 3. Technology Fee Management (Ongoing) |
| | 4. Print Design (As Needed) |
| | 5. COE Portal Development |
| | 6. OIT Communication (Ongoing) |
| | 7. Facilitate Survey Support (Ongoing) |
| | 8. OIT Newsletter (Once each semester) |
| | 9. Update Dev area Welcome E-Mail (February 2005) |

| | |
|------------------|---|
| | 10. Online Lab Scheduling Form, E-mail Application Form, Etc – update to reflect new COE structure. (February 2005) |
| Ownership | Kristi, Kim, Dave |
| Expected Results | |
| Date Due | Ongoing |
| Status | <ol style="list-style-type: none"> 1. Ongoing updates to database and filing system 2. Ongoing 3. Ongoing 4. (As needed) 5. (not a high priority right now) 6. Ongoing 7. Ongoing 8. Spring 2005 Issue has been completed and distributed. Fall 2005 Issue is currently in progress. 9. No longer needed. 10. completed |
| Comments | |

CSIS

Team Goals for 2005:

Team: CSIS (Global OIT)

Strategy(s) I, II, III, IV, VIII

| | |
|------------------|---|
| Goal | Develop budget request for O & E and Student Tech Fee |
| Action Step(s) | 1. Survey customers and check three year rotation plan |
| | 2. Research equipment, software, installation, support costs |
| | 3. Prepare O & E Budget – Submit to Dean’s office |
| | 4. Prepare Tech Fee Request |
| | 5. Prioritize and submit Technology Advisory Council Request |
| | 6. Prepare end of year and special project budgets. |
| Ownership | Sandi Glass, Kristi Leonard, Barry Robinson, Scott Smith |
| Expected Results | Operating budget for OIT. Technology to support teaching and learning based on customer need and use. |
| Date Due | O & E Feb. 2005 – Tech Fee March, 2005, End of Year – February development 2005, |
| Status | 1. Done - ongoing 2. Done – ongoing 3. Done – ongoing 4. Done – ongoing 5. Done – ongoing 6. Have prepared River’s Crossing Network request; working with Instructional Services to prepare quotes for classroom technology system. Should have quotes by early November 05. |
| Comments | |

Team: CSIS (Global OIT)

Strategy(s) II, V, VII

| | |
|------------------|---|
| Goal | Conduct performance review for all OIT staff |
| Action Step(s) | 1. Create performance goals based on Strategic Plan |
| | 2. Conduct mid-year review along with mid-year Strategic Plan Review – Recognize results and recommend improvements if needed |
| | 3. Participate in Peer Review – November |
| | 4. End of Year Performance Review |
| Ownership | Sandi Glass, Kristi Leonard, Barry Robinson, Scott Smith |
| Expected Results | Continuously improving knowledge and skills of staff. Performance aligned with strategic planning goals. |
| Date Due | Jan. 30, 2005 |
| Status | 1. Completed January 05 2. Complete September 05 3. To Be Done 4. To Be Done |
| Comments | |

CSIS (Global OIT)
 Strategy(s) II, III, V, VIII, VIII

| | |
|------------------|--|
| Goal | Provide opportunities for management and technology professional development. |
| Action Step(s) | 1. Identify management training opportunity through training and development or degree program through UGA. Report goals to supervisor. |
| | 2. Attend technology training to support current position or career development in new area. This action step can be completed through degree program, training and development, Element K, or conference participation. |
| | 3. Research and identify innovations in technology and provide leadership in innovation to COE. |
| | 4. Include documentation of completion of training goals with end of year performance evaluation. |
| Ownership | All Staff |
| Expected Results | Retention and development of quality IT staff. |
| Date Due | Dec. 2005 |
| Status | 1. Mike Mixon – Masters of IT (ongoing) Keith Blankenship – MBA (ongoing) Mark Walters – BrainShare Novell (March 05) Barry Robinson – MBA (ongoing) |
| Comments | Nathaniel Parker has expressed interest in the Master’s of Information Technology program at Terry and would like to take a Java course in the Spring. |

CSIS (Global OIT)
 Strategy(s) I, II, IV, VI, VII, VIII

| | |
|------------------|--|
| Goal | Continue to develop or refine process, policy and standards for IT services |
| Action Step(s) | 1. Evaluate current procedures, create or develop new process and communicate to customers |
| | 2. Continue implementation of College of Education and campus standards for computing, infrastructure, data, and security |
| | 3. Communicate to customers through multiple delivery methods including Newsletter, OIT web site, and Help Desk |
| Ownership | Sandi Glass, Team Leads, and OIT Staff |
| Expected Results | Streamlined services, quicker support, and shared skill set for standard equipment |
| Date Due | |
| Status | 1. Reviewed Tier 1: Feb 05; Reviewed Tier 2: Feb 05; Reviewed Systems Feb 05; . May 05: Tier 2 has activated the DLU policy for all grad students. Ongoing: more applications added to zen application launcher August 05: Reviewed policies adoptable by Tier’s 1 and 2 to provide |

| | |
|----------|--|
| | <p>clear instructions with regards to various work activities</p> <p>September 05: Michael Wisenbaker led a group to narrow down a list of policies to present to OIT leadership for review.</p> <p>2. Implemented Foundry Equipment for Aderhold Network – Foundry is the supplier for EITS/NOC; Purchased HP SANS via recommendation from EITS; September 05 – received Wireless Network Certification from NOC. September 05 – proposed new network equipment for River’s Crossing is EITS/NOC recommended and approved. Spring 05 – migrating all COE email users to UGA email</p> <p>3. Spring 05 – provided emails, handouts, signage for email conversion. Summer 05 – provided emails, handouts, signage for listserv migration.</p> |
| Comments | |

CSIS (Global OIT)
Strategy(s) I, II, III, IV, VI, VII, VIII

| | |
|------------------|---|
| Goal | Develop opportunities to collaborate with central and local IT units to create better service, reduce duplication, and train staff. |
| Action Step(s) | <p>1. Leadership team will actively participate in campus IT leadership groups such as DITS, ITMF, ITC, DEIG, UGANET, etc.</p> <p>2. Team leads will actively partner with other IT professionals to share resources, skills, and training.</p> <p>3. Conversion from COE to UGA email</p> <p>4. OIT staff will actively participate in campus IT groups such as UGANET and on special projects such as Active Directory, Streaming Media, etc.</p> |
| Ownership | All staff |
| Expected Results | Networking and collaboration with IT professionals will increase IT effectiveness at COE and UGA. Sharing skills and resources will increase customer support. Communication will create the opportunity to show the value of local units. |
| Date Due | Multiple opportunities as assigned. |
| Status | <p>1. Ongoing – representation on ITMF, UGANET, UGANOVELL</p> <p>2. Spring/Summer 05 – met with Terry JVDits to promote sharing</p> <p>3. Spring 05 – complete, EITS will maintain forwarding until June 06</p> <p>4. CentBac, Wireless</p> |
| Comments | |

Team: Client Services, Infrastructure and Standards
Strategy(s): I,II,VIII

| | |
|----------------|---|
| Goal | Improve Security of COE Data / Technology |
| Action Step(s) | <p>1. Review and Improve Server Security</p> <p>2. Review and Improve Desktop Security</p> <p>3. Review and Improve Backup Strategy</p> |

| | |
|------------------|--|
| | 4. Review and Improve Physical Security |
| | 5. Develop end user security awareness program |
| | |
| Ownership | 1. Mark Walters, Barry Robinson, Chuck White, Keith Blankenship 2. Michael Wisenbaker, Nat Parker, Mike Mixon, Art Sturgill 3. Mark Walters, Barry Robinson, Chuck White 4. Barry Robinson, Chuck White, Keith Blankenship 5. Nat Parker, Mike Mixon, Brian McCall |
| | |
| Expected Results | 1. Increased Protection of COE Data 2. Increased Protection / Improved Uptime User Machines 3. Increased Reliability of Data Recovery 4. Improved protection of COE Data 5. Improved Protection of User Data |
| | |
| Date Due | 1. March 2005 / December 2005* 2. March 2005 3. January 2005 / December 2005* 4. March 2005 5. March 2005 |
| Status | 1. Committee will meet in September 2. Committee will meet in September 3. Reviewed May 05; Improved May 05 4. Reviewed Feb 05; MDF/IDF key retool; Cameras; lockable server cages 5. Committee will meet in September |
| Comments | |
| | |
| | |

Team: Client Services, Infrastructure and Standards

Strategy(s): I,II,III,IV,VIII

| | |
|------------------|--|
| Goal | Capital Improvements to COE server and network infrastructure |
| | |
| Action Step(s) | 1. Review / Consolidate (with budget approval) Server Usage 2. Review and Purchase/Implement (with budget approval) SAN 3. Review and Purchase/Implement (with budget approval) Firewall 4. Upgrade River's Crossing Network Infrastructure (wba) |
| | |
| Ownership | 1. Barry Robinson, Mark Walters, Keith Blankenship, Mike Mixon 2. Barry Robinson, Mark Walters, Keith Blankenship, Mike Mixon 3. Barry Robinson, Mark Walters, Keith Blankenship, Mike Mixon 4. Barry Robinson, Mark Walters, Keith Blankenship, Mike Mixon |
| | |
| Expected Results | 1. Resource duplication reduction |

| | |
|----------|---|
| | <p>2. Build infrastructure to provide ample storage for COE data, efficient server disaster recovery, and realistic development/testing environments.</p> <p>3. Improve knowledge of and response to unnecessary network traffic</p> <p>4. Build infrastructure to meet needs of today's/future's high bandwidth instruction / research applications.</p> |
| Date Due | <p>1. February 2005 (Review) / May 2005 (Purchase)* / Fall 2005 (Implement)*</p> <p>2. February 2005 (Review) / May 2005 (Purchase)* / Fall 2005 (Implement)*</p> <p>3. February 2005 (Review) / May 2005 (Purchase)* / Fall 2005 (Implement)*</p> <p>4. February 2005 (Review) / Purchase date unknown</p> |
| Status | <p>1. February 2005 (Review) / May 2005 (Purchased)</p> <p>2. February 2005 (Review) / May 2005 (Purchased)</p> <p>3. February 2005 (Review) – decided to focus on server consolidation and SANS this year. Will most likely add Firewall review to next year's plan</p> <p>4. February 2005 (Review) – received a portion of money to implement in Sep 05.</p> |
| Comments | <p>Mike Mixon was promoted from Ramsey Tier 2 to Systems in September 05 and was only then added to the ownership list for this goal.</p> |

Team: Client Services, Infrastructure and Standards

Strategy(s): I,II,IV,VIII

| | |
|----------------|--|
| Goal | Automate Processes and Reduce Service Time |
| Action Step(s) | <p>1. Review / Improve / Document Zenworks development and usage</p> <p>2. Review / Improve / Document Tier 1 support</p> <p>3. Review / Improve / Document Tier 2 support</p> <p>4. Review / Improve / Document System support</p> <p>5. Explore / Implement Customer Awareness of support options</p> <p>6. Define / Promote Standard Configurations</p> |
| Ownership | <p>1. Mark Walters, Keith Blankenship, Art Sturgill, Michael Wisenbaker, Mike Mixon, Nat Parker</p> <p>2. Art Sturgill, Chris Fedorczak, Barry Robinson, Scott Smith</p> <p>3. Mike Mixon, Nat Parker, Michael Wisenbaker, Chris Fedorczak, Brian McCall, Art Sturgill, Mark Walters, Barry Robinson</p> <p>4. Barry Robinson, Keith Blankenship, Mark Walters, Chuck White, Michael Wisenbaker</p> <p>5. Art Sturgill, Brian McCall</p> |

| | |
|------------------|--|
| | 6. Barry Robinson, Art Sturgill, Mike Mixon, Nat Parker |
| Expected Results | <ol style="list-style-type: none"> 1. Improve Automation of desktop support and define additional services. 2. Remove unneeded processes / services and reduce service time 3. Remove unneeded processes / services and reduce service time 4. Remove unneeded processes / services and reduce service time 5. Promote OIT offerings to customers 6. Increase support efficiency, repair options, and uptime |
| Date Due | <ol style="list-style-type: none"> 1. March 2005 2. May 2005 3. July 2005 4. September 2005 5. August 2005 (before Fall Semester Starts) 6. March 2005 |
| Status | <ol style="list-style-type: none"> 1. Team meeting in September 2. Continuous. Hired more student workers who have technical skills, given Art and student workers rights to netware tools. 3. Tier 2 process review underway 4. Meeting in late September 5. Team will work with Tier 2 process team 6. Same as 3 |
| Comments | |