

UKIT 2011-2012 Goals

Vince Kellen

CIO, University of Kentucky

Vince.Kellen@uky.edu

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This is a living document subject to substantial revision.

UKIT 2011-2012 Goals

1. Support student retention efforts
 - a. Continue to refine and increase adoption of the Blackboard early student intervention and attendance tracking tool
 - b. Working with enrollment management, finance, development, student affairs, alumni relations, undergraduate education and institutional research, implement a unified student data mart and analytics solution
 - c. Complete the advising systems EAD, implement findings
2. Extend key IT services to mobile and ubiquitous devices
 - a. Add more UKMobile modules in the areas of course registration, student access to grades, faculty access to class rosters, faculty grade entry, advisor meeting schedules, visitor and campus tours, transcript requests, degree planning, student academic networking
 - b. Help College of Pharmacy and College of Education implement a social media strategy for professional development and community engagement. Share the approach/tool with other colleges
 - c. Implement an Internet TV channel for the College of Pharmacy
3. Grow adoption of teaching and learning technology
 - a. Implement a virtual student lab that can handle 500 concurrent users
 - b. Make available the Respondus lock down browser in Blackboard
 - c. Working with Blackboard, improve the Blackboard user interface
 - d. Increase Echo 360 and Adobe Connect Pro adoption, publish adoption metrics
 - e. Improve learning management system adoption to 58% of faculty
 - f. Develop IT recommendations and standards for incoming students
4. Enhance the productivity & effectiveness of the UKIT service desk
 - a. Improve staff skills, all UKIT unit involvement in the service desk
 - b. Implement identity management automation
 - c. Reroute unrelated calls and requests to the suitable support unit
 - d. Improve work order SLA performance, meet all SLAs each month
 - e. Re-implement a ticketing system to meet the service roadmap goals
 - f. Provide for web and/or email support channels
5. Extend support for research and faculty IT support
 - a. Implement the faculty research data repository
 - b. Work collaboratively with the College of Education as it enhances its IT planning and support processes
 - c. Reallocate to add an additional high performance computing support staff member
6. Help reduce university operating costs and risks
 - a. Implement enterprise content management (ECM)
 - b. Support the Administrative Process Improvement (API) project
 - c. Implement curricular changes workflow & three other workflow projects
 - d. Complete the HPC cloud proof-of-concept (POC)
 - e. Implement supplier relationship management in SAP
 - f. Implement the appropriate recommendations from the SAP POC
 - g. Evaluate moving administrative email to a secure Microsoft service
 - h. Working with the College of Agriculture, develop unit-level IT security policy and education materials for general availability
 - i. Develop and conduct campus-wide IT security education sessions
 - j. Implement Converged Fee Chargeback in 2011-12; and design "Kill-the-Bill" chargeback for implementation in 2012.
7. Meet TQM / ITIL milestones
 - a. Successfully complete ITIL/ISO 20000 review and certification
 - b. Automate metric collection process
 - c. Incorporate key Lean concepts into the ITIL framework (8-step problem solving, IT roadmaps, just-in-time, solution education)
 - d. Publish and share with UKIT all 2010-2011 AAR and problem report findings. Document improved and shared processes
 - e. Improve the ratio of maintenance/project time by 15% (from 13% overall to 15% project time, with targeted levels per IT unit)
8. Plan and fund staff development
 - a. Develop and run the next version of the UKIT LDP for 2011-2012
 - b. Implement 'tours-of-duty' and 'cross-working' concepts

UKIT 2010-2011 Goals

1. Support student retention efforts
 1. Develop an automated, analytically driven tool to identify at-risk students early
 2. Develop a robust analytic warehouse to support student success, retention and institutional research
 3. Implement an automated attendance tracking system
2. Enable a rich array of information and interactions for mobile devices for students, faculty and staff
 1. Develop and deploy critical mobile solutions to support student recruiting and student success
 2. Enhance the university's portal
 3. Move student email to the cloud
3. Implement Blackboard Outcomes to improve academic processes and support accreditation
 1. Gen Ed assessments
 2. Strategic plan updates
 3. Course evaluations
 4. Program reviews and accreditations for colleges, where needed
4. Provide support and technical guidance for curricular changes
 1. Distance learning expansion
 2. Gen Ed reform
5. Provide better consulting and programming services for researchers and faculty
 1. Add one position for HPC support and monitoring of research
 2. Consolidate UKIT resources to improve research support services
 3. Improve research data management tools available to researchers
 4. Complete the academic technology realignment
 5. Provide enterprise-wide support for a web content management tool
6. Help reduce university operating costs
 1. Implement print management pilots
 2. Implement supplier relationship management in SAP
 3. Produce a proposal to reform the CNS chargeback/IT funding model
7. Improve the UKIT service desk
 1. Consolidate remote support and self support services for all UKIT services including network support, labs and enterprise systems
 2. Establish SLAs and implement a metrics publishing program
 3. Document the multi-tier tier handoff processes
8. Establish operational governance groups
 1. Student technology fee planning
 2. High performance computing prioritization
 3. Desktop configuration and management standards
 4. Learning management systems prioritization
9. Assess key IT services and publish findings
 1. Workstation labs
 2. High performance computing and research IT support
 3. Wired and wireless network infrastructure gaps
 4. Business process automation opportunities
 5. Student technology fee spending
10. Continue investing in leadership development
 1. Develop the next version of the UKIT LDP
 2. Conduct joint leadership development events with UK Healthcare IT
11. Prepare for ITIL/ISO registration in Q4, 2011
 1. Complete all process documentation
 2. Develop metrics for all services
 3. Complete two rounds of internal audits

UKIT 2009-2010 Goals

1. Deliver a IT strategic plan by 12/15/09
 - Cyberinfrastructure & data center plan
 - Enterprise software plan
 - Facilities and IT plan
 - Data warehousing and analytics plan
 - Ubiquitous computing plan
 - IT Funding model
2. Establish a vibrant Dean's IT group. Help it make significant contributions to the IT strategic plan by 12/15/09
3. Achieve reorganization position moves as planned
4. With UKHC IT, begin an annual IT cost savings program. By 01/15/09, identify \$500,000 for year 1
5. Begin leadership development. Start six UKIT people, staggered, by 6/30/10
6. Begin ITIL implementation by 10/15/09. Hire a TQM leader by 12/15/09. Engage a TQM consultant/coach by 9/15/09
7. Establish the innovation group by 9/1/09
8. Complete by 7/31/09 and begin implementation of the UKIT customer service roadmap by 9/1/09
9. Develop an overall UK IT governance model by 6/30/10
10. Provide technology to help with Gen Ed assessment and with IT solutions to help with teaching Gen Ed courses
11. Complete College of Nursing EAD by 8/15/09, complete two more EADs by 6/30/10
12. Establish a UKIT program review survey (EAD)
13. Implement time entry, project portfolio tracking by 9/30/09
14. Deliver CNS work on the PCF, Good Sam projects
15. Complete data center work at McVey, secure data center space
16. Renegotiate Dell and OfficeMax contracts for potential in \$1,000,000+ in savings
17. Establish regular stakeholder meetings with Senior IT Management and university leadership. Strengthen relationships and improve the dialog
18. Deliver continual DW/BI improvements that help institutional research, enrollment management and other stakeholders
19. Improve throughput within ASG by better prioritization, better planning within business units and best practice adoption on control over the system development process
20. Improve four processes by which enterprise software can help automate, simplify and save significant time
 - Patent management processes
 - Grant pre-approvals workflow, grant processing
 - Certification and training tracking for staff, faculty
 - Support potential BPR for payroll and supply chain management