Indiana State University

2004 - 2005 Administrative Annual Report

Information Technology

Year in Review

Achievements

As you have heard, increasing public awareness of Indiana State University's accomplishments is crucial to building student enrollment, influencing policy makers, and developing a place of pre-eminence in the Midwest. What do you consider to be your department's accomplishments for the 2006-07 year that will contribute to this effort? (Please list in priority order and limit to no more than 8.)

For the Office of Information Technology, 2004 – 2005 has been a year marked with a number of major achievements and successes. Some examples include: - Expansion of Wireless to all academic areas - Publication of Sycamore.Net (IT Newsletter) - Full implementation of faculty technology mini-grants - Journey to Excellence (J2E) quality service initiative - Introduction/implementation of several significant academic tools (Breeze, Webforms, Turnitin, Avid, etc.) - High Performance Computing - Exploration of 3-D and Visualization - Full development of the Instruction and Resource Technology Services (IRTS) area - Publication/distribution of the 2004/2005 Faculty Staff Technology Resource Guide - Full implementation of the Digital Sandbox - Publication/distribution of the 2005 Technology Profile - Preparation of the 2005/2006 Student Technology Resource guide (scheduled for Fall 2005 distribution) - Notebook University initiative (decision pending) - Exploration of Internet 2 applications - Selection and implementation of formal/professional 24 X 7 HelpDesk call center (contracted with Presidium) - Upgrade to Banner Release 6 - Upgrade of MyISU Portal to Luminis - Planned upgrade of 32 discipline specific technology (computer) labs – scheduled for completion over the summer - Reframing of information technology governance (ITAC) - Planned upgrade/addition of technology ready classrooms - Expanded use of LiveText e-Portfolio - Improved network monitoring and management - Continued implementation / expansion of fault tolerant server / storage environment - Update of OIT web pages - Development and approval of numerous policies - Update of the University Information Technology Plan 2005-2007 - Expansion of training and professional development offerings - Upgrade of administrative reporting tools to Cognos ReportNet - Support for implementation of RedDot Content Management software Finally – detailed performance metrics have been developed and track. The full OIT performance report can be found at the following URL: http://www.indstate.edu/oit/irts/pubs/profile/index.htm

Action Steps

In light of the new [strategic direction](#) of the University can you modify your action steps or develop new action steps that will aid in the implementation of the University's Strategic Indicators?

Refer to the University Information Technology Plan 2005-2007

Assessment

What are two ways in which you evaluated the quality or effectiveness in your area last year? What changes did you make based on those assessments?

The Office of Information Technology, and all sub-units, have been actively engaged in a formal quality service improvement project title Journey to Excellence (J2E). As part of this project, OIT

has conducted numerous surveys and focus groups and is actively engaged in the development of formal and measurable goals and objects for all units. In addition, OIT is actively engaged in formal assessment through the collection, tracking, and reporting of performance metrics. The results of those efforts are formally published in our 2005 Technology Profile which can be found at: http://www.indstate.edu/oit/irts/pubs/profile/Tech%20Profile2005.pdf The following excerpt from that document provides more detail: The personnel associated with the Office of Information Technology (OIT) actively work to improve the quality of service and support we provide to our campus. This commitment is formalized and articulated as one of the primary goals in the Information Technology Plan 2005-2007. The achievement of this goal depends on two primary activities: • First, a staff commitment to quality service improvement. Our commitment to service improvement is built on a formal on-going OIT quality service initiative which we have named Journey to Excellence (J2E). • Second, quantitative monitoring and reporting of performance. To address monitoring and reporting, OIT personnel aggressively measure, collect, and compile a comprehensive set of performance metrics that fall into two distinct areas: 1) metrics that reflect Indiana State specific (production) activities that can be used to internally measure and track performance longitudinally (semester to semester and/or year to year); and 2) performance data that can be used to compare the technology-related activities at Indiana State with the activities and performance of a peer group of institutions (source EDUCAUSE Core Data Survey). The Indiana State Technology Profile 2005, is the second annual edition of the publication that serves to document the internal metrics that we began collecting in 2003- 2004. The Profile provides a wealth of information related to organization, budget, service levels, and service delivery in areas such as help desk, computer labs, audio visual services, and training, as well as a significant amount of data relating to campus infrastructure. By providing annual comparative data, we are striving to improve communication with our various campus constituencies and to publicly document our service and support quality and performance.

Future Goals

<u>Future Goals</u>

Please describe the progress you have made on these action steps.

The goals and objectives contained in the University Information Technology Plan 2004-2006 were formally used to guide the activities of OIT. The completion of the various tasks were reported in the numerous publication prepared by our department. The goals for Information Technology were reviewed, updated, and published in the University Information Technology Plan 2005-2007. The full plan can be viewed online at the following URL: http://www.indstate.edu/oit/irts/pubs/Information%20Technology%20Plan_05-07.pdf The plan is fully aligned with the strategic direction of the University and the plan activities are defined in sufficiently broad language to accommodate and dovetail with the long range stated goals of the institution: experiential programs, programs of eminence, and community engagement and economic development. The plan strategies have been selected on the premise that: 1) information technology represents a core competency for the institution; 2) information technology is pervasive in its reach and scope; and 3) information technology (particularly in the areas of infrastructure, application and functionality, currency, and emerging technologies) play an integral part in support of teaching, learning, research, and service delivery. To that end, the following eight technology strategies have been adopted as the baseline activities. - Improve and enhance technology delivery and maximize institutional investment through the consolidation and coordination of support services and procurement. - Support technology-based institutional goals by anticipating and providing for the current and future infrastructure needed to support the teaching and learning and administrative functions of the institution. - Support eminence for ISU through the use and application of new and emerging technologies in instruction and research. - Position ISU as

technology leader (locally, regionally, and nationally) and support technology-based engagement and outreach activities in service to the community. - Increase campus involvement in technology planning and decision-making through expanded collaboration and governance. - Deliver world-class quality service to students, faculty and staff in support of their use and application of technology. - Position the institution for the future through investment in human capital. - Provide continuity and continued currency for existing technology. These strategies/goals, along with the related projects/tasks not only support the primary institutional goals, they will support the core values of service, access and success, and innovation and excellence.