

Strategic Initiatives

The Action Plans describe a summary of projects based on more broad initiatives. Each action plan is divided into three (3) sections:

PERFORMANCE GOAL: The performance goal represents a general statement regarding the goal that we are attempting to reach. It is essentially the "what" in regards to the goal or objective being sought.

MEASURES / TARGETS: The measures and targets section describes the measurements or objective criteria that is used to determine whether or not the Performance Goal has been met.

TACTICS: The tactics represent the actions that will take place in order to achieve the performance goal. In the action plans that follow, the tactics represent the projects that have been undertaken by Information Technology for the current year. The check box next to each project denotes completion.

oit Initiative I10-A

Performance Goal (what)	Tactics (how)
<p>Ensure that UTSA information, systems, and network resources are secure and protected from unauthorized access.</p>	<p>Cplt? <u>Projects Beginning in 2009</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Encryption of 1300 University-owned Laptops - Phase I (id: IT10-1) <p>Cplt? <u>Projects Beginning in 2010</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Wireless Network Provisioning (id: IT10-13) <input checked="" type="checkbox"/> Implement a university-wide configuration and asset management infrastructure for desktop and laptop computers (id: IT10-18) <p>Cplt? <u>Projects Beginning in 2011</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Establish a university-wide standard for authentication into enterprise-level applications (id: IT10-17) <input type="checkbox"/> Automated Identity Management Processes (id: IT10-47) <input type="checkbox"/> Implement New Risk Assessment Methodology (id: IT10-51) <input checked="" type="checkbox"/> Develop a Departmental Technology Management System (Insight) (id: IT10-61) <input type="checkbox"/> Implement an Infrastructure and Procedures for Scanning of Web Applications (id: IT10-63) <input type="checkbox"/> Enterprise Penetration and Vulnerability Assessments (id: IT10-64) <input checked="" type="checkbox"/> Encryption of Laptops - Phase II (id: IT11-61) <p>Cplt? <u>Projects Beginning in 2012</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Implementation of Microsoft Windows 7 for the majority of the university (id: IT10-2) <input type="checkbox"/> Create StoreFront capability for Credit Card usage (id: IT10-56) <input type="checkbox"/> Network Access Control (id: IT10-60) <p>Cplt? <u>Projects Beginning in 2013</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish a Logical Data Center for PCI-related Servers and Infrastructure (id: IT10-65)
Measures / Targets (outcome)	
<p><u>Targets</u></p> <p>* Information Security Program Index (ISPI)</p> <ul style="list-style-type: none"> -Foundation Score of 8.0 -Practices Score of 7.5 -Compliance Score of 8.0 <p><u>Related Measurements</u></p> <p>Number of Inventoried Laptops Encrypted (Percent)</p> <p>Number of Viruses manually cleaned from computers (Number)</p>	

oit Initiative I10-B

Performance Goal (what)	Tactics (how)
<p>Ensure that data is available, secure, accurate, and consistent across all information systems, and that it meets the needs of users.</p>	<p><u>Cplt?</u> Projects Beginning in 2010</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Creation of a Student Information Center (BlueBook HB2504) (id: IT10-62) <p><u>Cplt?</u> Projects Beginning in 2011</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Populate Active Directory with Complete Information (id: IT10-15) <input checked="" type="checkbox"/> Establish a university-wide standard for authentication into enterprise-level applications (id: IT10-17) <input type="checkbox"/> Rewrite FAIR to ensure it is managed and meets the quality of an enterprise application (id: IT10-20)
Measures / Targets (outcome)	
<p><u>Targets</u></p> <ul style="list-style-type: none"> 1 - Number of data requests less than 5 annually 2 - Zero complaints regarding inaccurate / inconsistent data (in our scope) 3 - No audit findings related to unauthorized access to data <p><u>Related Measurements</u></p>	

oit Initiative I10-C

Performance Goal (what)	Tactics (how)
<p>Provide convenient, dependable, professional, and comprehensive technology support services to faculty and staff that enhance their productivity and effectiveness.</p>	<p>Cplt? <u>Projects Beginning in 2010</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Establish standard Desktop and Laptop Computer models and configurations (id: IT10-12) <input checked="" type="checkbox"/> Wireless Network Provisioning (id: IT10-13) <input checked="" type="checkbox"/> Implement Updated Email Infrastructure for Faculty and Staff (id: IT10-3) <input checked="" type="checkbox"/> Establish Campus-wide support for Apple computers (id: IT10-32)
<p>Measures / Targets (outcome)</p>	<p>Cplt? <u>Projects Beginning in 2011</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Populate Active Directory with Complete Information (id: IT10-15) <input checked="" type="checkbox"/> Establish a university-wide standard for authentication into enterprise-level applications (id: IT10-17) <input type="checkbox"/> Integrate Chat capabilities in our support model (id: IT10-43) <input checked="" type="checkbox"/> Develop a Departmental Technology Management System (Insight) (id: IT10-61) <input checked="" type="checkbox"/> Combine Customer Service Personnel and Systems into a Single Customer Services Framework (id: IT10-7)
<p>Targets</p> <ul style="list-style-type: none"> - reduction in total number of contacts with the OIT Support Services - Close of request satisfaction survey data 	<p>Cplt? <u>Projects Beginning in 2012</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> SharePoint Implementation for Collaboration (id: IT10-4) <input type="checkbox"/> Provide Infrastructure for Student Web Sites (id: IT10-48) <input type="checkbox"/> Provide Infrastructure for Faculty / Staff Web Sites (id: IT10-49)
<p>Related Measurements</p>	

oit Initiative I10-D

Performance Goal (what)	Tactics (how)
<p>Integrate advancements in Instructional Technology and Online Learning into academic programs of the university to enrich student learning experiences.</p>	<p>Cplt? <u>Projects Beginning in 2010</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Implement Online Course Evaluations (id: IT10-21) <input checked="" type="checkbox"/> Summer Hybrid Academy Development 2010 (id: IT10-76) <p>Cplt? <u>Projects Beginning in 2011</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensure that University supported applications are ADA Compliant (Accessibility) (id: IT10-33) <input checked="" type="checkbox"/> Automate Blackboard Account Management and Login with ABC123 to Bb/ASAP (id: IT10-34) <input type="checkbox"/> Wimba Implementation (id: IT10-35) <input checked="" type="checkbox"/> Faculty Instructional Technology (FIT) Lab (id: IT11-81) <p>Cplt? <u>Projects Beginning in 2012</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish a database of courses, faculty, and Software used in the courses (id: IT10-28)
Measures / Targets (outcome)	
<p><u>Targets</u></p> <ul style="list-style-type: none"> - 5 % increase annually in end-of-course survey question X response values - Educause Core Data Survey in top 00% of related question - 90% of faculty are at least using the lowest level of technology integration <p><u>Related Measurements</u></p>	

oit Initiative I10-F

Performance Goal (what)	Tactics (how)
<p>Provide the campus with voice and data services that are reliable, cost effective, and meet or exceed the requirements and expectations of the university.</p>	<p>Cplt? <u>Projects Beginning in 2010</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Wireless Network Provisioning (id: IT10-13) <input checked="" type="checkbox"/> Network Upgrade Initiative - Phase II (id: IT10-24) <p>Cplt? <u>Projects Beginning in 2011</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Network Upgrade Initiative - Phase III (id: IT10-25) <input type="checkbox"/> Telecommunications Services Upgrades 2010-2011 (id: IT10-36)
Measures / Targets (outcome)	
<p><u>Targets</u></p> <ul style="list-style-type: none"> 1 - Zero complaints regarding unplanned network/phone outages 2 - Zero complaints regarding slow running applications due to network issues 3 - Less than 0.01% probability of losing a mission/business critical system for more than 1 hour due to a network outage. <p><u>Related Measurements</u></p>	

oit Initiative I10-G

Performance Goal (what)	Tactics (how)
<p>Provide Project Management leadership, expertise and experience, training, and services that will ensure high success levels in projects undertaken by OIT.</p>	<p>Cplt? <u>Projects Beginning in 2009</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Implement Financial Planning Database for OIT (id: IT10-9) <p>Cplt? <u>Projects Beginning in 2010</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Implementation of Team Dynamix Software Tool for Project Management of all OIT Projects (id: IT10-10) <input type="checkbox"/> Project Management Training for all OIT Staff (id: IT10-11) <p>Cplt? <u>Projects Beginning in 2012</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Establish Project Management Standards for OIT Teams (id: IT10-38)
Measures / Targets (outcome)	
<p><u>Targets</u></p> <ul style="list-style-type: none"> 1 – All identified project managers trained. 2 – 100% of projects delivered on Time, at Final Cost Estimate, and to the approved Scope. 3 – 100% of approved project Requirements documented, tested and implemented to production on each project. 4 – 100% of all initiatives accounted for, resourced and planned in TeamDynamix project management software <p><u>Related Measurements</u></p>	

oit Initiative I10-J

Performance Goal (what)	Tactics (how)
<p>Be the model organization in UTSA in budget planning, accounting, and overall fiscal responsibilities.</p>	<p>Cplt? <u>Projects Beginning in 2009</u></p> <p><input checked="" type="checkbox"/> Implement Financial Planning Database for OIT (id: IT10-9)</p> <p>Cplt? <u>Projects Beginning in 2011</u></p> <p><input type="checkbox"/> Create a Long Range IT Infrastructure Planning Model (id: IT10-52)</p> <p>Cplt? <u>Projects Beginning in 2012</u></p> <p><input type="checkbox"/> Modify OIT Funding in support of Research Mission (id: IT10-23)</p>
Measures / Targets (outcome)	
<p><u>Targets</u></p> <ul style="list-style-type: none"> - Zero Audit Findings related to accounting activities - 80% or more of projects delivered within approved budget - Unallocated FY balance forwards < 2% - 100% of accounts reconciled monthly <p><u>Related Measurements</u></p>	

oit Initiative I10-K

Performance Goal (what)	Tactics (how)
<p>Provide unprecedented support to the university's research mission through support of technology infrastructure and services to colleges and faculty.</p>	<p>Cplt? <u>Projects Beginning in 2010</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Network Upgrade Initiative - Phase II (id: IT10-24) <p>Cplt? <u>Projects Beginning in 2011</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Network Upgrade Initiative - Phase III (id: IT10-25) <input checked="" type="checkbox"/> Develop a Departmental Technology Management System (Insight) (id: IT10-61) <p>Cplt? <u>Projects Beginning in 2012</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Modify OIT Funding in support of Research Mission (id: IT10-23)
Measures / Targets (outcome)	
<p><u>Targets</u></p> <ul style="list-style-type: none"> -No. of current independent labs moved to central IT services -No. and amounts associated with successful grant requests (based on proposed support provided by IT) 90% favorable faculty evaluation of services <p><u>Related Measurements</u></p>	

oit Initiative I10-L

Performance Goal (what)	Tactics (how)
<p>Establish efficient, cost-effective, and easy to use electronic mechanisms for communication to the UTSA community.</p>	<p>Cplt? <u>Projects Beginning in 2010</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Allow Students to designate their preferred email (id: IT10-31) <p>Cplt? <u>Projects Beginning in 2012</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Create a Self-service application that provides custom distribution lists (id: IT10-29) <input type="checkbox"/> Create Unified Notification system (id: IT10-30) <input type="checkbox"/> SharePoint Implementation for Collaboration (id: IT10-4) <input type="checkbox"/> Non-Emergency Text Messages to Student Mobile Phones (id: IT10-50) <input checked="" type="checkbox"/> Implement a Mobile Platform Strategy and technology with basic applications (id: IT10-8)
Measures / Targets (outcome)	
<p><u>Targets</u></p> <ul style="list-style-type: none"> -fewer than 5 email distribution lists requested first year after implementation - 30% increase in users accessing RowdySpace (depends whether we offer to students, refer to project IT10-14) - 30% of students select the message by text option offered - 20% of students download our main UTSA mobile application <p><u>Related Measurements</u></p>	

oit Initiative I10-M

Performance Goal (what)	Tactics (how)
<p>Provide the UTSA community with cost-effective, reliable, fail-safe computing infrastructure services that meet user requirements.</p>	<p>Cplt? <u>Projects Beginning in 2010</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Establish a single Storage Management Solution for Faculty, Staff, and Students (id: IT10-14) <input checked="" type="checkbox"/> Implement Updated Email Infrastructure for Faculty and Staff (id: IT10-3) <p>Cplt? <u>Projects Beginning in 2011</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Implementation of Downtown Data Center as a Single Disaster Recovery Site (id: IT10-26) <input checked="" type="checkbox"/> Virtualization Chargeback Process (id: IT10-39) <input type="checkbox"/> Create a Long Range IT Infrastructure Planning Model (id: IT10-52)
Measures / Targets (outcome)	
<p><u>Targets</u></p> <ul style="list-style-type: none"> - 80 % of servers virtualized - 99.8% Availability Metrics (outside maintenance) - Less than 0.01% probability of losing a mission/business critical system for more than 1 hour, or less than 2% probability of losing non-mission/business critical systems <p><u>Related Measurements</u></p>	

oit Initiative I10-N

Performance Goal (what)	Tactics (how)
<p>Provide a superior experience to UTSA students when using the technology services offered by OIT and colleges, the library, or other student service organizations.</p>	<p>Cplt? <u>Projects Beginning in 2010</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Implement Online Course Evaluations (id: IT10-21) <input checked="" type="checkbox"/> Application Delivery System for Access to Common Applications Anywhere (id: IT10-54) <input checked="" type="checkbox"/> Establish a university-wide printing system, policy, and procedures for providing student printing services (id: IT10-6) <input checked="" type="checkbox"/> Creation of a Student Information Center (BlueBook HB2504) (id: IT10-62) <p>Cplt? <u>Projects Beginning in 2011</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Establish a university-wide standard for authentication into enterprise-level applications (id: IT10-17) <input type="checkbox"/> Ensure that University supported applications are ADA Compliant (Accessibility) (id: IT10-33) <input checked="" type="checkbox"/> Combine Customer Service Personnel and Systems into a Single Customer Services Framework (id: IT10-7) <p>Cplt? <u>Projects Beginning in 2012</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> SharePoint Implementation for Collaboration (id: IT10-4) <input type="checkbox"/> Wiki and Blog services for Faculty, Staff, Students (id: IT10-42) <input type="checkbox"/> Provide Infrastructure for Student Web Sites (id: IT10-48) <input type="checkbox"/> Non-Emergency Text Messages to Student Mobile Phones (id: IT10-50) <input checked="" type="checkbox"/> Implement a Mobile Platform Strategy and technology with basic applications (id: IT10-8)
Measures / Targets (outcome)	
<p><u>Targets</u></p> <p>- 4.x on Survey measurement (Graduating senior survey, new survey?,)</p> <p><u>Related Measurements</u></p>	

oit Initiative I10-P

Performance Goal (what)	Tactics (how)
<p>Provide reliable, convenient, secure, and properly managed application services to faculty, staff and students</p>	<p>Cplt? <u>Projects Beginning in 2010</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Implement Online Course Evaluations (id: IT10-21) <input type="checkbox"/> Change Management Processes (id: IT10-27) <p>Cplt? <u>Projects Beginning in 2011</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Populate Active Directory with Complete Information (id: IT10-15) <input checked="" type="checkbox"/> Establish a university-wide standard for authentication into enterprise-level applications (id: IT10-17) <input type="checkbox"/> Rewrite FAIR to ensure it is managed and meets the quality of an enterprise application (id: IT10-20) <input type="checkbox"/> Ensure that University supported applications are ADA Compliant (Accessibility) (id: IT10-33) <p>Cplt? <u>Projects Beginning in 2012</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> SharePoint Implementation for Collaboration (id: IT10-4) <input checked="" type="checkbox"/> Implement a Mobile Platform Strategy and technology with basic applications (id: IT10-8)
Measures / Targets (outcome)	
<p><u>Targets</u></p> <ul style="list-style-type: none"> - No Change management findings in audits (security / change management) - Purchased applications are maintained within 2 major releases - Number of applications retired - Unauthorized Changes are less than 1% - Emergency Changes less than 10% <p><u>Related Measurements</u></p>	

oit Initiative IT10-Q

Performance Goal (what)	Tactics (how)
<p>Ensure alignment of all OIT Policies and Procedures with actual or planned practices.</p>	<p>Cplt? <u>Projects Beginning in 2011</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Update Current Policies and Standards (id: IT10-69) <input type="checkbox"/> Identify Other Policies Needed (id: IT10-70) <input type="checkbox"/> Data Ownership Program (id: IT10-75) <p>Cplt? <u>Projects Beginning in 2012</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Create Policies to be Associated w/ Departmental Management/Compliance (id: IT10-71) <input checked="" type="checkbox"/> Revise and Enhance Disaster Recovery Plan (id: IT10-72) <input type="checkbox"/> Develop Procedures for Operational Areas (id: IT10-74)
Measures / Targets (outcome)	
<p><u>Targets</u></p> <p>100% of TAC 202 covered by policies Item B-13 on ISPI rates 9.5 20% Improvement in Practices section of ISPI</p> <p><u>Related Measurements</u></p>	

oit Initiative IT10-R

Performance Goal (what)	Tactics (how)
<p>Provide a unsurpassed technology experience for UTSA First Year Freshman.</p>	<p>Cplt? <u>Projects Beginning in 2010</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Implement Online Course Evaluations (id: IT10-21) <input checked="" type="checkbox"/> Allow Students to designate their preferred email (id: IT10-31) <input checked="" type="checkbox"/> Application Delivery System for Access to Common Applications Anywhere (id: IT10-54) <input checked="" type="checkbox"/> Establish a university-wide printing system, policy, and procedures for providing student printing services (id: IT10-6) <input checked="" type="checkbox"/> Creation of a Student Information Center (BlueBook HB2504) (id: IT10-62) <input checked="" type="checkbox"/> Upgrade of Student Computer Lab Facilities 2009-2010 (id: IT10-66) <input checked="" type="checkbox"/> Library Information Commons / OIT SCS MS Lab Transition (id: IT10-67) <p>Cplt? <u>Projects Beginning in 2011</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Establish a university-wide standard for authentication into enterprise-level applications (id: IT10-17) <input type="checkbox"/> Integrate Chat capabilities in our support model (id: IT10-43) <p>Cplt? <u>Projects Beginning in 2012</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish a database of courses, faculty, and Software used in the courses (id: IT10-28) <input type="checkbox"/> Non-Emergency Text Messages to Student Mobile Phones (id: IT10-50) <input checked="" type="checkbox"/> Implement a Mobile Platform Strategy and technology with basic applications (id: IT10-8)
Measures / Targets (outcome)	
<p><u>Targets</u></p> <ul style="list-style-type: none"> - ??? - ??? <p><u>Related Measurements</u></p>	

oit Initiative IT10-S

Performance Goal (what)	Tactics (how)
<p>Establish a highly effective Self Service infrastructure for Faculty, Staff, and Students such that the broadest range IT services are available 24/7 and require minimal or no human intervention.</p>	<p>Cplt? <u>Projects Beginning in 2010</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Establish a single Storage Management Solution for Faculty, Staff, and Students (id: IT10-14) <p>Cplt? <u>Projects Beginning in 2011</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Establish a university-wide standard for authentication into enterprise-level applications (id: IT10-17) <input checked="" type="checkbox"/> Automate Blackboard Account Management and Login with ABC123 to Bb/ASAP (id: IT10-34) <input type="checkbox"/> Integrate Chat capabilities in our support model (id: IT10-43) <input type="checkbox"/> Automated Identity Management Processes (id: IT10-47) <p>Cplt? <u>Projects Beginning in 2012</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Create a Self-service application that provides custom distribution lists (id: IT10-29)
Measures / Targets (outcome)	
<p>Targets</p> <ul style="list-style-type: none"> - ??? - ??? <p>Related Measurements</p>	