

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 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 type="checkbox"/> Wireless Network Provisioning (id: IT10-13) <input type="checkbox"/> Implement a university-wide configuration and asset management infrastructure for desktop and laptop computers (id: IT10-18) <input type="checkbox"/> Implementation of Microsoft Windows 7 for the majority of the university (id: IT10-2) <input type="checkbox"/> Automated Identity Management Processes (id: IT10-47) <input type="checkbox"/> Establish an electronic asset management process (id: IT10-53) <input type="checkbox"/> Develop a Departmental Technology Management System (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 type="checkbox"/> Establish a Logical Data Center for PCI-related Servers and Infrastructure (id: IT10-65) <p>Cplt? <u>Projects Beginning in 2011</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish a university-wide standard for authentication into enterprise-level applications (id: IT10-17) <input type="checkbox"/> Implement New Risk Assessment Methodology (id: IT10-51) <input type="checkbox"/> Create StoreFront capability for Credit Card usage (id: IT10-56) <input type="checkbox"/> Network Access Control (id: IT10-60) <input type="checkbox"/> Encryption of Laptops - Phase II (id: IT11-61)
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>Cplt? <u>Projects Beginning in 2010</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Populate Active Directory with Complete Information (id: IT10-15) <input type="checkbox"/> Create an OIT Data Warehouse (id: IT10-16) <input type="checkbox"/> Rewrite FAIR to ensure it is managed and meets the quality of an enterprise application (id: IT10-20) <input type="checkbox"/> Creation of a Student Information Center (id: IT10-62) <p>Cplt? <u>Projects Beginning in 2011</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish a university-wide standard for authentication into enterprise-level applications (id: IT10-17)
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><u>Cplt?</u> Projects Beginning in 2010</p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish standard Desktop and Laptop Computer models and configurations (id: IT10-12) <input type="checkbox"/> Wireless Network Provisioning (id: IT10-13) <input type="checkbox"/> Populate Active Directory with Complete Information (id: IT10-15) <input type="checkbox"/> Implement Updated Email Infrastructure for Faculty and Staff (id: IT10-3) <input type="checkbox"/> Establish Campus-wide support for Apple computers (id: IT10-32) <input type="checkbox"/> Rowdy Pedia (id: IT10-4) <input type="checkbox"/> Integrate Chat capabilities in our support model (id: IT10-43) <input type="checkbox"/> Setup Computer Imaging to be handled at Vendor's site (id: IT10-44) <input type="checkbox"/> Implementation of Xythos Workflows, Drop Box, and Wiki (id: IT10-46) <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) <input type="checkbox"/> Establish an electronic asset management process (id: IT10-53) <input type="checkbox"/> Develop a Departmental Technology Management System (id: IT10-61) <input type="checkbox"/> Combine Customer Service Personnel and Systems into a Single Customer Services Framework (id: IT10-7) <p><u>Cplt?</u> Projects Beginning in 2011</p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish a university-wide standard for authentication into enterprise-level applications (id: IT10-17)
<p>Measures / Targets (outcome)</p> <p><u>Targets</u></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><u>Related Measurements</u></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><u>Cplt?</u> <u>Projects Beginning in 2010</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Implement Online Course Evaluations (id: IT10-21) <input type="checkbox"/> Establish a database of courses, faculty, and Software used in the courses (id: IT10-28) <input type="checkbox"/> Ensure that University supported applications are ADA Compliant (Accessibility) (id: IT10-33) <input type="checkbox"/> Automate Blackboard Account Management (id: IT10-34) <input type="checkbox"/> Wimba Implementation (id: IT10-35)
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><u>Cplt?</u> <u>Projects Beginning in 2010</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Wireless Network Provisioning (id: IT10-13) <input type="checkbox"/> Network Upgrade Initiative - Phase II (id: IT10-24) <input type="checkbox"/> Network Upgrade Initiative - Phase III (id: IT10-25) <input type="checkbox"/> Integration of Voice Mail into Email Services (id: IT10-36) <input type="checkbox"/> Upgrade of Wireless Network to 802.11N Standards (id: IT10-37)
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 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 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) <input 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 <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? Projects Beginning in 2009</p> <ul style="list-style-type: none"> <input type="checkbox"/> Implement Financial Planning Database for OIT (id: IT10-9) <p>Cplt? Projects Beginning in 2010</p> <ul style="list-style-type: none"> <input type="checkbox"/> Modify OIT Funding in support of Research Mission (id: IT10-23) <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"> - 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><u>Cplt?</u> <u>Projects Beginning in 2010</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Modify OIT Funding in support of Research Mission (id: IT10-23) <input type="checkbox"/> Network Upgrade Initiative - Phase II (id: IT10-24) <input type="checkbox"/> Network Upgrade Initiative - Phase III (id: IT10-25) <input type="checkbox"/> Upgrade of Wireless Network to 802.11N Standards (id: IT10-37) <input type="checkbox"/> Establish a central Research Data Center for use by all faculty at UTSA (id: IT10-5) <input type="checkbox"/> Develop a Departmental Technology Management System (id: IT10-61)
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><u>Cplt?</u> <u>Projects Beginning in 2010</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"/> Allow Students to designate their preferred email (id: IT10-31) <input type="checkbox"/> Rowdy Pedia (id: IT10-4) <input type="checkbox"/> Implementation of Xythos Workflows, Drop Box, and Wiki (id: IT10-46) <input type="checkbox"/> Non-Emergency Text Messages to Student Mobile Phones (id: IT10-50) <input 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 <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><u>Cplt?</u> <u>Projects Beginning in 2010</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish a single Storage Management Solution for Faculty, Staff, and Students (id: IT10-14) <input type="checkbox"/> Implementation of a Data Center Disaster Recovery Plan (id: IT10-26) <input type="checkbox"/> Implement Updated Email Infrastructure for Faculty and Staff (id: IT10-3) <input 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? Projects Beginning in 2010</p> <ul style="list-style-type: none"> <input type="checkbox"/> Implement Online Course Evaluations (id: IT10-21) <input type="checkbox"/> Ensure that University supported applications are ADA Compliant (Accessibility) (id: IT10-33) <input type="checkbox"/> Rowdy Pedia (id: IT10-4) <input type="checkbox"/> Implementation of Portal (id: IT10-41) <input type="checkbox"/> Wiki and Blog services for Faculty, Staff, Students (id: IT10-42) <input type="checkbox"/> Implementation of Xyθος Workflows, Drop Box, and Wiki (id: IT10-46) <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 type="checkbox"/> Application Delivery System for Access to Common Applications Anywhere (id: IT10-54) <input type="checkbox"/> Establish a university-wide printing system, policy, and procedures for providing student printing services (id: IT10-6) <input type="checkbox"/> Creation of a Student Information Center (id: IT10-62) <input type="checkbox"/> Combine Customer Service Personnel and Systems into a Single Customer Services Framework (id: IT10-7) <input type="checkbox"/> Implement a Mobile Platform Strategy and technology with basic applications (id: IT10-8) <p>Cplt? Projects Beginning in 2011</p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish a university-wide standard for authentication into enterprise-level applications (id: IT10-17)
Measures / Targets (outcome)	
<p>Targets</p> <p>- 4.x on Survey measurement (Graduating senior survey, new survey?,)</p> <p>Related Measurements</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? Projects Beginning in 2010</p> <ul style="list-style-type: none"> <input type="checkbox"/> Populate Active Directory with Complete Information (id: IT10-15) <input type="checkbox"/> Create an OIT Data Warehouse (id: IT10-16) <input type="checkbox"/> Rewrite FAIR to ensure it is managed and meets the quality of an enterprise application (id: IT10-20) <input type="checkbox"/> Implement Online Course Evaluations (id: IT10-21) <input type="checkbox"/> Change Management Processes (id: IT10-27) <input type="checkbox"/> Ensure that University supported applications are ADA Compliant (Accessibility) (id: IT10-33) <input type="checkbox"/> Rowdy Pedia (id: IT10-4) <input type="checkbox"/> Implement a Mobile Platform Strategy and technology with basic applications (id: IT10-8) <p>Cplt? Projects Beginning in 2011</p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish a university-wide standard for authentication into enterprise-level applications (id: IT10-17)
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><u>Cplt?</u> <u>Projects Beginning in 2010</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Develop Policies for Summer Splash (id: IT10-68) <input type="checkbox"/> Update Current Policies and Standards (id: IT10-69) <input type="checkbox"/> Identify Other Policies Needed (id: IT10-70) <input type="checkbox"/> Create Policies to be Associated w/ Departmental Management/Compliance (id: IT10-71) <input type="checkbox"/> Revise and Enhance Disaster Recovery Plan (id: IT10-72) <input type="checkbox"/> Establish Cold Site for Recovery (id: IT10-73) <input type="checkbox"/> Develop Procedures for Operational Areas (id: IT10-74) <input type="checkbox"/> Data Ownership Program (id: IT10-75)
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>	