

Liberal Arts Information Technology Operational Plan
Goals and Objectives
July 2018 - June 2019

*Leveraging information technology to solve problems and provide strategic solutions
Focusing on our Customers, Communication, Processes, Shared Services and OneIT Approach.*

Information Technology In Liberal Arts (ITLA) 2020 Vision

- To be a trusted partner (customer-centric)
- To focus on value-added services (service focused)
- To enable data-based decision making (data driven)

Goal 1.0 - Enhance the Customer Experience

Objective 1.1 - Ensure excellent services to enable the effective use of technology, resources and systems by the College community.

<u>Project</u>	<u>Achievement Date</u>	<u>Status</u>
1.1.1 - Establish guidelines on what software will be available through our self-help environments for the College community.	2018Q3	
1.1.2 - Utilization of the Penn State IT Help Desk outside of standard 8 AM - 5 PM ITLA work hours.	2018Q4	
1.1.3 - Establish 3-5 business use cases on using Office365 Teams.	2018Q3	
1.1.4 - Establish use cases / scenarios on appropriate situations to utilize Box and OneDrive. Provide training materials on configuration options for OneDrive and	2018Q3	
1.1.5 - Finish deploying the 17-18 computer replacements	2018Q3	In Progress
1.1.6 - Establish a plan for the 18-19 computer replacements.	2018Q3	In Progress
1.1.7 - Migrate the Liberal Arts community to Office 365	2018Q4	In Progress
1.1.8 - Identify and manage researcher lab initiative - ANTH, PolSci 124, IGERT, Lebowitz / Shriver, PSYCH Labs	2019Q1	
1.1.9 - Assist with moving departments in Willard to their temporary locations during Willard's renovations.	2018Q4	

1.1.10 - Replace Bomgar with TeamViewer as computers are appropriately named for EAD 2018Q4

Objective 1.2 - Create / enhance / expand processes that provide a positive, productive experience for our College community.

<u>Project</u>	<u>Achievement Date</u>	<u>Status</u>
1.2.1 - Document the process / experience a researcher will have when receiving a new replacement computer.	2018Q3	
1.2.2 - Document the process / experience a teaching faculty will have when receiving a new replacement computer.	2018Q4	
1.2.3 - Document the process / experience a staff member will have when receiving a new replacement	2018Q4	
1.2.4 - Establish / implement an application / solution development testing plan strategy	2018Q4	
1.2.5 - Expand on-boarding process to include staff and lecturers.	2018Q3	
1.2.6 - Establish and grow a business relationship with LA Grants office	2018Q3	

Objective 1.3 - Improve tracking, quality and timeliness of IT requests and customer service needs.

<u>Project</u>	<u>Achievement Date</u>	<u>Status</u>
1.3.1 - Evaluate customer feedback from 17-18 academic year about IT Services to develop improvement opportunities.	2018Q3	
1.3.2 - Evaluate the computer replacement process to determine how we can reduce the turnaround time and make this process more customer-focused and efficient.	2018Q3	
1.3.3 - Create metrics on the length of time needed by ITLA to provide its various services.	2018Q4	

Goal 2.0 - Establish a sustainable, secure, compliant, robust and reliable IT infrastructure that enables a consistent technology experience for all users.

Objective 2.1 - Leverage shared services to enhance our server and storage environments.

<u>Project</u>	<u>Achievement Date</u>	<u>Status</u>
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2.1.1 - Utilize the Secure VMHosting environment for our PSYC Clinic enclave.	2018Q3	In progress
2.1.2 - Migrate PSYC Clinic servers and video workstations into EAD as a pilot.	2018Q3	
2.1.3 - Migrate remaining servers (Pcare, PKI and SAS BI) to VMHosting. Decommission / sunset our own VMWare cluster environment.	2018Q3	In progress
2.1.4 - Migrate all H: Drive data to either OneDrive or Box	2018Q3	In progress
2.1.5 - Migrate all S: Drive data to either Office365 Teams or Box.	2018Q4	In progress
2.1.6 - Migrate all R: Drive data to either Box or ICS-ACI	2018Q4	In progress
2.1.7 - Migrate CLA servers into EAD	2019Q2	
2.1.8 - Implement a log management solution - migrate our logs to the Penn State Splunk environment	2018Q3	

Objective 2.2 - Leverage shared services to enhance our network environment.

<u>Project</u>	<u>Achievement Date</u>	<u>Status</u>
2.2.1 - Migrate our remaining servers, backup solution (CommVault) and other appliances (Isilon Storage) behind the enterprise firewalls.	2018Q4	
2.2.2 - Complete the discovery phase including an implementation plan of migrating end-points behind the enterprise firewall.	2018Q4	
2.3.3 - Migrate end-points behind enterprise firewall.	2019Q1	
2.2.4 - Decommission / sunset our own Palo Alto firewalls.	2019Q1	

Objective 2.3 - Leverage shared services to enhance our end-point environment including identity management (accounts).

<u>Project</u>	<u>Achievement Date</u>	<u>Status</u>
2.3.1 - Test migration of End-points into EAD	2018Q3	
2.3.2 - Migrate end-points into EAD	2019Q1	
2.3.3 - Rename computers to align with EAD standards	2018Q4	In progress

2.3.4 - Upgrade computers from Win 7 to 10 that will not be replaced during the 18-19 replacement cycle.	2019Q2	In progress
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Objective 2.4 - Explore, evaluate and implement new and emerging technologies and strategies.

<u>Project</u>	<u>Achievement Date</u>	<u>Status</u>
2.4.1 - Review grant requests / application and identify technology, data, storage, hardware, compliance and software needs / requirements.	2019Q1	
2.4.2 - Develop and implement a printer strategy that is fiscally responsible, easy to manage and meets the needs of the Psychology department.	2018Q4	
2.4.3 - Explore secure, stable and accessible virtual desktop interface (VDI) and virtual applications that provides flexibility for our customers.	2018Q4	

Objective 2.5 - Establish an acceptable level of security, risk management, identity management, and compliance that protects IT assets.

<u>Project</u>	<u>Achievement Date</u>	<u>Status</u>
2.5.1 - Establish a security enclave for PSYC clinic	2018Q3	In progress
2.5.2 - Assist Mark Shriver with the security enclave for his research data.	2018Q3	In progress
2.5.3 - Replace Symantec Anti-virus with Cylance End-Point Security	2018Q3	
2.5.4 - Establish and implement an internal security vulnerability scanning plan, process and environment to ensure our custom applications are in compliance with AD95.	2018Q4	
2.5.5 - Review and update our security policies - determine any gaps and develop new security policies - align with OIS policies Educate customers about	2018Q4	
2.5.6 - Establish a culture of personal responsibility for data by educating our customers on data best practices, storage options, data categorization, etc.	2018Q3	

- 2.5.7 - Establish priorities of Liberal Arts services and technology as part of the Liberal Arts Business Continuity Plan to ensure continuation of services during technical problems.
- 2.5.8 - Develop and periodically test our backups / restores

Goal 3.0 - Advance business processes and operational efficiencies.

Objective 3.1 - Spend less time managing infrastructure. Reduce the amount of effort to manage and operate our infrastructure.

<u>Project</u>	<u>Achievement Date</u>	<u>Status</u>
3.1.1 - Determine a Document Management System (DMS) space to house application / solution development documentation, user guides, etc. Manage, control, and archive documentation via version history.	2018Q4	
3.1.2 - Establish a development documentation template that is easy to reference and consistent enabling any developer / employee to utilize.	2018Q4	
3.1.3 - Establish a data dictionary for each application.	2018Q4	
3.1.4 - Review portfolio of applications and identify applications that are not utilized and can be decommissioned	2019Q1	
3.1.5 - Determine data management needs for the portfolio of applications. Add clean-up data fields to project development / enhancement plan.	2018Q4	
3.1.6 - Create a high-level assessment (description, users, considerations) of our application portfolio.	2018Q3	
3.1.7 - Establish a researcher SharePoint database to track and manage LA researchers	2018Q3	
3.1.8 - Enhance our Plone infrastructure to create a stable, reliable environment. Migrate websites to new Plone servers.	2018Q3	In Progress
3.1.9 - Decommission Netscaler in CoLo	2018Q3	In Progress
3.1.10 - Remove SecureDoc on all Liberal Arts computers - install BitLocker on appropriate computers	2018Q4	

Objective 3.2 - Pursue automation

<u>Project</u>	<u>Achievement Date</u>	<u>Status</u>
3.2.1 - Identify paper processes currently conducted within the College.	2019Q1	
3.2.2 - Investigate the feasibility of pulling faculty information from the HR system (FAIS) into website directories.	2018Q3	
3.2.3 - Academic Integrity Application - pilot with HHD and Engineering	2018Q3	
3.2.4 - Sabbatical Leave Application - approval from Old Main	2018Q3	Old Main has put this project on hold from their perspective
3.2.5 - Develop the Online Course Creation Process	2018Q4	
3.2.6 - Develop RGSO Phase II	2018Q3	
3.2.7 - Develop GECD Database	2018Q3	

Objective 3.3 - Pursue third party solutions (purchase) rather than build custom solutions.

<u>Project</u>	<u>Achievement Date</u>	<u>Status</u>
3.3.1 - Collaborate with Greg Madden on software utilized by researchers. Consider other applications for these software packages. Document these options.	2019Q1	

Goal 4.0 - Build an aligned OneIT team who works together to provide the best customer experience possible.

Objective 4.1 - Align workforce skills to achieve IT's strategic and operational goals and objectives.

4.1.1 - Review skills gap and determine best job responsibilities and work area for open ITLA positions.	As needed	In progress
4.1.2 - Explore the feasibility of creating a culture of job shadowing / job sharing	On-going	
4.1.3 - On-board second consultant to focus on research	2018Q3	Hiring in progress
4.1.4 - On-board our first position focused on procurement	2018Q3	Hiring in progress

Objective 4.2 - Promote continuous learning and professional development

4.2.1 - Identify training opportunities outlined in Skill Builders career / knowledge development plans.	2018Q3	In progress
4.2.2 - Identify a coding security best practices seminar / training for consideration.	2018Q3	
4.2.3 - Participate in professional development opportunities provided by Penn State (i.e. working groups, lunch and learns, user groups, etc)	On-going	In progress
4.2.4 - Foster relationships with units beyond ITLA.	On-going	In progress
4.2.5 - Provide the opportunities for two individuals to become Apple Certified Technicians	On-going	In progress - for a single individual

Objective 4.3 - Develop an aligned management approach

4.3.1 - Create an environment of constructive debate to ensure all managers can support our strategic and operational decisions.	On-going	In progress
4.3.2 - Use data analytics to make strategic and operational decisions	On-going	In progress

Goal 5.0 - Enhance our communications both internally and throughout the College of the Liberal Arts

Objective 5.1 - Optimize the portfolio of IT resources (assets, projects, investments) through effective governance processes.

5.1.1 - Participate in the Liberal Art's Faculty Advisory Committee. Utilize the FAC for guidance and recommendations.	On-going	In progress
5.1.2 - Participate in the Dean's Staff IT Advisory Committee. Utilize the Staff IT Advisory Committee for guidance and recommendations.	On-going	In progress

Objective 5.2 - Create, support and enhance electronic communications and information sharing.

5.2.1 - Create a user's guide for each application and imbed the guide into the application for user reference.	2018Q4	
5.2.2 - McCourtney Institute Website	2018Q1	
5.2.3 - Decommission CDD and CAPR. Jenna implemented both sites into new McCourtney site	2018Q2	
5.2.4 - LER Website	2018Q3	

5.2.5 - Rock Institute Website	2018Q3	
5.2.6 - PACS Website	2018Q3	
5.2.7 - Master of Public Policy	2018Q3	
5.2.8 - Calper Website	2018Q4	
5.2.9 - Zooarchaeology Lab website	2018Q4	
5.2.10 - Philosophy Website	2018Q4	
5.2.11 - Linguistics Website	2018Q4	
5.2.12 - African American Studies Website	2018Q4	
5.2.13 - Latinax Studies Website	2018Q4	
5.2.14 - Daryl Cameron Lab Website	2019Q1	
5.2.15 - Women's, Gender, and Sexuality Studies Website	2019Q1	
5.2.16 - CL Studies Website	2019Q1	
5.2.17 - Deploy the new branding approach on the digital signage throughout Sparks and Burrowes.	2018Q3	In progress

Objective 5.3 - Support effective means of internal and external communications for the Liberal Arts community.

5.3.1 - Meet quarterly with AA's to foster relationships and discuss any technology needs.	2019Q2	
5.3.2 - Create a culture of continuous collaboration, communication and information sharing Establish a methodology that promotes ongoing, clear and transparent communications to ensure individual level understanding of actions	On-going	
5.3.3 - Explore ways to utilize Office 365 as a communication tool within ITLA.	2018Q3	
5.3.4 - Explore ways to utilize Office 365 as a communication tool for ITLA to the College.	2018Q4	
5.3.5 - Continue to build the synergy between Web Services and Strategic Communications especially around PrintWork.	2018Q4	