

**Liberal Arts Information Technology Operational Plan
Goals and Objectives
January 2017 - May 2018**

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

Information Technology 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)

Ongoing throughout the year

<u>Project</u>	<u>Responsible Department(s)</u>
4.2.1 - Develop a professional development plan including all training of ITLA staff throughout 2017	ITLA Management Team
5.1.1 - Participate in the Liberal Art's Research Computing Advisory Committee. Utilize the RCAC for guidance and recommendations.	IT Director
5.1.2 - Participate in the Dean's Staff IT Advisory Committee. Utilize the Staff IT Advisory Committee for guidance and recommendations.	IT Director
4.2.5 - Participate in PSU professional development programs (IT Mentors/ Mentee, Excellence in Management, Supervisor series, Admin Assistants series, etc.	ITLA

First Quarter 2017 - Completed Projects / Initiatives

<u>Project</u>	<u>Responsible Department(s)</u>
2.3.1 - Finish supporting implementation of AcademicWorks	Applications / PEC teams
2.4.3 - Develop and implement Academic Integrity application - phase 1. Develop college application, work with other colleges to enhance as a University resource.	Applications Team
2.1.1 - Create a reliable, responsive, cost-effective video conferencing environment that meets the various needs of our customers.	CEE Team
3.3.8 - Establish a culture of documentation. Determine number and which days are appropriate for documentation throughout the month.	ITLA Management Team
4.2.1 - 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	ITLA Management Team

Second Quarter 2017 - Completed Projects / Initiatives

<u>Project</u>	<u>Responsible Department(s)</u>
3.3.1 - Identify and document cornerstone services and processes for the CEE team around remote and on-site support.	CEE Team
3.3.2 - Identify and document cornerstone services and processes for the AMT team around computer configuration and deployment.	CEE Team
1.1.2 - Create a reporting environment where customers can create their own reports. Document process, develop resources and establish training for end-users.	Applications Team
2.2.5 - Implement an asset inventory tool. Share inventory with the College.	CEE Team
2.2.2B - Finalize strategy for new and existing storage needs, document resources and communicate via IT Consultant / Onboarding	Infrastructure / PEC / Data Services Teams

2.3.2 - Support the upgrade and implementation of Titanium with a focus on the billing module.	PEC Team
3.1.1 - Create a new employee checklist for onboarding our new customers. Develop a process for meeting our new customers and telling them about our services.	PEC Team
3.1.2 - Document the billing process in the Psych Clinic; compare to the new billing process within Titanium	PEC Team
3.2.1 - Establish curriculum process improvements for LAUS Office	PEC Team
3.3.3 - Develop a process for reviewing / evaluating IT processes and implementing enhancements and improvements; documenting our processes; communicating our processes	PEC Team
### - Update apps develop project Business Case and VOC processes and assumed responsibility to acknowledge and manage all new and / or enhancement apps dev requests	PEC Team
5.2.2 - SIP website	Web Services
5.2.6 - LAUS Curriculum process website	Web Services
5.2.7 - MPS Master of Professional Studies Psych website	Web Services
5.2.12 - Sociology / Criminology website	Web Services
5.2.13 - C2LS website	Web Services
### - Burrowes Digital Signage	Web Services
### - Established new e-commerce environment	Web Services
### - Established on-boarding welcome letter and brochure	PEC
1.1.4 - Utilization of the central IT Help Desk outside of standard 8 AM - 5 PM ITLA work hours.	CEE Team

1.1.3 - Implement a remote access solution where our customer can remotely access services in a secure, reliable, responsive environment (VPN).	Networking Team
3.3.4 - Establish a PII scanning process including documenting and communicating the process.	Infrastructure Team
2.1.8 - Implementation of ServiceNow	ITLA
2.1.3 - Reconcile our software licenses in the Software Asset Management (SAM) tool	ITLA
4.1.1 - Review skills gap and determine best job responsibilities and work area for open ITLA position.	ITLA Managers
5.2.14 - CAN Lab website	Web Services
5.2.15 - CALS Center American Literary Studies website	Web Services
5.2.8 - CLA Center Language Acquisition website	Web Services
5.2.9 - Richtsmeier Lab website	Web Services
(NEW) Asian Studies cross-pacific exchange BC and VOC project discovery phases	PEC Team
(NEW) Kickoff PACS SAS BI system replacement BC/VOC	PEC Team
2.4.5 - Develop and implement the Indexing Application for Rob Hume	Applications Team
2.1.7 - Establish a ServiceNow / FootPrints transition and reporting plan	Data Services / ITLA Management

Third Quarter 2017 - Projects / Initiatives in Progress

Project	Responsible Department(s)
### - Develop Enrichment application	Application Services
### - Develop Scholarships application	Application Services
2.1.5 - Support and incorporate PSU's LionPath initiative	Applications Team

Fourth Quarter 2017 - Future Projects / Initiatives

Project	Responsible Department(s)
1.3.3 - Investigate using the Harvard questionnaire website approach for collecting needs and information from our customers. Implement if appropriate.	PEC Team and Veronica
LA Office of Digital Pedagogy website	Web Services
History website	Web Services

2.1.6 - Support and incorporate PSU's WorkLion initiative	Applications Team
2.4.3 - Develop and implement Academic Integrity application - data integration and testing phase. Develop college application, work with other colleges to enhance as a University resource.	Applications Team
2.4.4 - Develop and implement the Paterno Fellowes application that integrates with University resources	Applications Team
2.4.6 - Update and implement the English Language Proficiency system.	Applications Team
2.3.3 - Investigate the feasibility of pulling faculty information from the HR system (FAIS) into website directories.	Application Services / Web Services
1.2.1 - ADA Standards - Develop best practices and training materials, develop scanning and remediation process, analyze software for compliance.	Application Services / Web Services
3.3.11 - Establish software deployment and update methodology with a focus on IEM, JAMF Pro and SCCM.	CEE Team
4.2.2 - Develop internal training plan around IEM, SCCM, and JAMF Pro.	CEE Team
4.2.3 - Develop internal training plan around selected video-conferencing solutions (Zoom), video recording (Camtasia) and remote support tools (Bomgar). Communicate these tools, services and processes to Liberal Arts.	CEE Team
2.5.2 - Review and update our security policies - determine any gaps and develop new security policies - align with OIS policies Educate customers about policies.	Cross-functional Security Committee
2.2.2 - Assess needs and develop a data storage strategy that is fiscally responsible, meets the needs of our customers and is compliant with University policies.	Data Services Team
3.3.6 - Develop a procedure for upgrading Operating Systems in a timely manner to meet security requirements. Get approval from advisory committees.	Generalists - Asset Management Team
2.2.6 - Develop guidelines and processes to determine EOL methodology - develop a replacement cycle for IT infrastructure	Infrastructure Team
2.2.6(B) - Through a detailed inventory - establish an infrastructure replacement strategy for the college. Share with appropriate individuals / committees (i.e.. PACS, advisory committees, etc.)	Infrastructure Team

5.2.10 - History website	Web Services
#.#.# - Academic Integrity - phase 2	Applications Services
2.5.4 - Establish and implement a least privilege approach that provides a balance of security and providing access requested by the faculty, work with LA and RCCI research faculty advisory committees, educate customers on process and guidelines	CEE Team
3.3.7 - Develop and implement a change management strategy for all aspects of ITLA	ITLA Management Team
2.2.1 - Explore Microsoft Direct Access VPN to determine feasibility for Liberal Arts	Generalists / Infrastructure
2.2.4 - Develop a secure, stable and accessible virtual desktop interface (VDI) that provides flexibility for our customers.	CEE Team
2.3.6 - Complete a physical printer inventory, develop and document an overall proposal for executive management.	CEE Team
2.2.7 - Replace network switches outlined in the infrastructure replacement cycle plan	Infrastructure Team
4.2.4 - Provide the opportunities for two individuals to become Apple Certified Technicians	CEE Team
2.5.3 - Establish a culture of personal responsibility for data by educating our customers on data best practices, storage options, etc.	Data Services Team
2.4.2 - Implement IPv6 protocol on all devices	Infrastructure
2.1.2 - Migrate the Liberal Arts Data Center in Moore into the new PSU Data Center on Tower Road.	Infrastructure Team
2.1.4 - Participate in PSU's OneForest initiative to consolidate all local domains to a single PSU domain	Infrastructure Team
2.2.8 - Implement a log management solution - take into consideration the PSU SIEM initiative	Infrastructure Team

2.3.7 - Decommission the Netscaler appliance	Infrastructure Team
2.4.1 - Utilize the ICS storage services for Liberal Arts' research data	Infrastructure Team
2.5.1 - Explore options to simplify the PACS infrastructure but keep a secure environment.	Infrastructure Team
2.5.5 - Implementation of the Endpoint security application selected by the PSU working group.	Infrastructure Team
accounts according to the account management plan approved by the research faculty advisory committee.	Infrastructure Team
5.1.3 - Refine and develop reports around the recently implemented tools (N-Able)	Infrastructure Team
(NEW) Kickoff Service Now Knowledge module discovery	ITLA Management Team
1.3.1 - Develop a procedure to gather customer feedback about IT services. Use the information to align our services for a customer centric approach.	ITLA Management Team
4.1.2 - Explore the feasibility of creating a culture of job shadowing / job sharing	ITLA Management Team
4.3.1 - Develop a culture of an aligned single OneIT approach with a focus on processes, procedures and approaches.	ITLA Management Team
1.3.2 - Establish a business relationship management (BRM) methodology. Determine goals and expectations by phases. Need to determine PEC team resource structure and responsibilities.	PEC Team
3.2.2 - Establish processes for the Levy Lab	PEC Team
(NEW) CEN Enrichment system BC and VOC project phases	PEC Team
(NEW) Establish new and replacement computer purchasing process	PEC Team
(NEW) Establish/document Maintenance Windows process	PEC Team
3.3.12 - Establish processes for requesting, managing and supporting VM environments.	Infrastructure Team
(NEW) Establish/document VMHosting server process	PEC Team

2.5.6 - Web certificates - authorization	Infrastructure Team
1.1.1 - Enhance and promote our self-help environment for our customers.	ITLA Management Team

First Quarter 2018 - Future Projects / Initiatives

<u>Project</u>	<u>Responsible Department(s)</u>
2.3.8 - Update and implement the Liberal Arts Workshops system	Applications Team
2.1.9 - Implementation of Office365	ITLA
3.3.10 - Develop and periodically test our Disaster Recovery Plan focusing on backups / restores	Infrastructure Team
3.3.9 - Develop a template for a Liberal Arts Business Continuity Plan to ensure continuation of services during technical problems.	ITLA Management Team
5.2.19 - CEMS website	Web Services
5.2.20 - CALPER website	Web Services
5.2.22 - Comp Lit Website	Web Services
5.2.16 - LA Office of Digital Pedagogy website	Web Services

(NEW) Establish/document VPN Access process	PEC Team
(NEW) Kickoff Titanium Cloud infrastructure discovery	PEC Team
Finalize Clinic signature station operational structure	PEC Team / Infrastructure Team
ESL - English Second Language	Web Services
Gene Play Lab project	Web Services
Linguistics website	Web Services
(NEW) Bioethics	Web Services
(NEW) Rock	Web Services
5.2.1 - Install and configure the digital signage for CSC.	Web Services
5.2.11 - CSC - Child Study Center website	Web Services
5.2.17 - Social Through Program website	Web Services
5.2.18 - EPPIC website	Web Services
5.2.21 - CAMS website	Web Services
5.2.23 - Political Science website	Web Services
5.2.3 - Linguistics website	Web Services
5.2.4 - Levy Lab website	Web Services
5.2.5 - ESL - English Second Language	Web Services
2.3.5 - Enhance our Plone infrastructure to create a stable, reliable environment.	Web Services / Applications Team