Liberal Arts Information Technology Operational Plan
Goals - Objectives - Projects - Initiatives
June 2019 - July 2020

Leveraging information technology to solve problems and provide strategic solutions
Focusing on our Customers, Communications, 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 - Support Penn State's Missions - Academics - Research - Service

Objective 1.1 - Learn about College directions in research and teaching to provide support for these initiatives.

1.1.1 - Digital Liberal Arts

Objective 1.2 - Expand our support for Research

1.2.1 - Provide support for ATO's and ensure researchers are in compliance
1.2.2 - Identify and manage research lab initiatives
1.2.3 - Provide support for ABRL
1.2.4 - Establish website templates for research projects - labs
1.2.5 - Provide support for researchers with their website needs
1.2.6 - Expand knowledge to support researchers technology needs

Objective 1.3 - Develop custom applications and enhancements to support the missions

1.3.1 - Expand the use of the Academic Integrity Application in other Colleges
1.3.2 - Develop a registration program for World in Conversation

Goal 2.0 - Enhance the College's Experience with IT

Objective 2.1 - Improve tracking, quality and timeliness of IT requests.

2.1.1 - Implement feedback surveys on our support through the service desk and on-campus support
2.1.2 - Evaluate and streamline our service desk ticket flow and work processes
2.1.3 - Customer Journey mapping - Mapping customer experiences, identifying pain points and implementing ways to mitigate the identified pain points

Objective 2.2 - Expand ways the College can get IT Support.

2.2.1 - Implement a chat feature to interact with the Service Desk
2.2.2 - Finish the migration from Bomgar to TeamViewer

Objective 2.3 - Elevate and expand our communications.

2.3.1 - Create an IT annual report
2.3.2 - Microsoft Teams will replace other IM solutions
2.3.3 - Redesign the ITLA website
2.3.4 - Explore alternate communication channels - understand our audience for the apprpriate communication channels

Objective 2.4 - Create strategic partnerships - continue to develop relationships throughout the College

2.4.1 - Expand on-boarding process to include staff and lecturers.
2.4.2 - Continue to grow our strategic partnership with the Grants office.
2.4.3 - Continue to grow our strategic partnership with the Commuications office.
2.4.4 - Continue to grow our strategic partnership with Pedagogy and Scholarship office.
2.4.5 - Expand our researcher Sharepoint database to track and manage LA researchers
2.4.6 - Continue to grow our strategic partnership with Penn State Service Desk
2.4.7 - Do a health check our researchers, faculty and staff to determine what we do can better

Goal 3.0 - Ensure Technology Infrastructure Integrity

Objective 3.1 - Leverage shared services

3.1.1 - Complete migration to Enterprise Active Directory
3.1.1.1 - Migrate PACS servers and workstations to EAD
3.1.1.2 - Migrate PSYC servers and workstations to EAD
3.1.1.3 - Migrate domain laptops and desktops to EAD
3.1.1.4 - Migrate non-domain laptops and desktops to EAD

3.1.1.5 - Collaborate on a resolution for the admin accounts especially in our lab environments

3.1.1.6 - Collaborate on a resolution for a shared account

3.1.2 - Complete migration of storage to Box, OneDrive or ICS

3.1.2.1 - Complete migration of department storage to Box

3.1.2.2 - Complete migration of research storage to ICS or Box

3.1.2.3 - Decommission Isilon storage

3.1.3 - Explore backup solutions

3.1.3.1 - Migrate to shared backup solution

3.1.3.2 - Decommission our CommVault backup solution

3.1.3.3 - Develop and periodically test the backups / restores

3.1.4 - Migrate to the Penn State CyberArk solution

3.1.4.1 - Migrate all accounts to the Penn State CyberArk

3.1.4.2 - Decommission of CyberArk environment

3.1.5 - Explore migrating Tier 1 support to Penn State Service Desk

3.1.5.1 - Create scripts for specific Liberal Arts support

Objective 3.2 - Leverage cloud services

3.2.1 - Streaming Apps Solution

3.2.1.1 - Establish guidelines on what software will be available through our self-help environments for the College community

3.2.1.2 - Establish guidelines on OS upgrades

3.2.1.3 - Estalbish guidelines on application upgrades

3.2.2 - Migrate our Plone environment to a hosted cloud solution

3.2.2.1 - Have an RFP for a hosted cloud Plone environment solution

3.2.3 - Explore and evaluate cloud solutions for our custom applications

Objective 3.3 - Enhance Information Security

3.3.1 - Replace SecureDoc with Bitlocker

3.3.2 - Ensure all required computers and laptops are encrypted

3.3.3 - Mitigate critical, very high and high vulnerabilities indicated in our security dashboard

3.3.4 - Enhance the security awareness throughout the College

3.3.5 - Complete the replacement of Symantec Anti-virus with Cylance Endpoint security

3.3.6 - Scan our custom applications for vulnerabilities.

3.3.7 - Determine data management needs for the portfolio of applications. Add clean-up data fields to project development and enhancement plans.

Objective 3.4 - Establish secure, up-to-date environments

3.4.1 - Upgrade to Plone 5.2

3.4.2 - Modernize our application development methodologies with .NET Core and BootStrap 4

3.4.3 - Implement containerization and docker technologies / methodologies for our custom applications

Goal 4.0 - Enhance College Operations - Advance business processes and operational efficiencies.

Objective 4.1 - Advance business processes and operational efficiencies.

4.1.1 - Sabbatical Leave enhancements

4.1.2 - Streamline our delivery process for printers and peripherals

Objective 4.2 - Evaluate and streamline the technology replacement process

4.2.1 - Establish a plan for replacing computers that can no longer be supported and / or a security risk.

4.2.2 - Establish a plan for replacing computers beyond their warranty period

4.2.3 - Implement a Dell deployment strategy for appropriate computer replacements.

4.2.4 - Complete Win 7 to Win 10 upgrades

4.2.5- Establish and document the process for replacing a computer for a researcher

4.2.6 - Establish and document the process for replacing a computer for teaching faculty - lecturers

4.2.7 - Establish and document the process for replacing a computer for staff

4.2.8 - Support PSYC in their printer reduction strategy

Objective 4.3 - Design and revise websites to meet the needs of the Department / Unit / Lab and the College

4.3.1 - Establish templates to use in appropriate situations - labs, 1 to 3 day events, research

Goal 5 - Build an aligned OneIT team who works together to provide the best customer experience possible.

Objective 5.1 - Promote continuous learning and professional development

Objective 5.2 - Align workforce skills to achieve IT's strategic and operational goals and objectives.