

# WCU Information Services & Technology

## Divisional Strategic Plan

Supporting Student Success Through  
Strategic Information Technology

## University Cyber- infrastructure (UCI)

Provide a core Information Technology infrastructure, including hardware, software, and facilities, that is secure, resilient and adaptable to meet the current and future needs of the WCU community.

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- **UCI Goal 1:** By the end of FY2020, upgrade software virtualization infrastructure to include access to personal cloud storage within virtualized environment.
- **Desired Outcome:** increase student access to university owned software and cloud file storage in more robust and efficient manner for increased productivity and engagement of students and faculty.

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- **UCI Goal 2:** Building on successes in BPMC and Anderson Hall, Phase 3 of collaborative classrooms will begin with active and collaborative learning spaces designed and built for the SECC/Commons Building by August 2020.
- **Desired Outcome:** Meet the request for more active learning classrooms to support increased faculty and student engagement.

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- **UCI Goal 3:** By the end of FY20, IS&T will replicate critical university servers to the cloud.
- **Desired Outcome:** Reduce the potential risk of critical applications being unavailable due to failures of physical resources on campus.

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- **UCI Goal 4:** IS&T will provide storage resources and data backup services to Faculty researchers to support their research data and support their grant application requirements.
- **Desired Outcome:** Faculty will be able to expand their professional research in pursuit of knowledge creation, as well as train and mentor students in use of state-of-art computational tools used by researchers.

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- **UCI Goal 5:** By the end of FY2022, IS&T will install, configure, and maintain the necessary network infrastructure to provide ubiquitous wired and wireless network access across all academic, administrative, and residential campus buildings with 99.9% uptime while maintaining a total utilization of 70% or lower for all network capacity.
- **Desired Outcome:** Increase wireless access to all internal and external network-based resources

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- **UCI Goal 6:** By the end of FY2020, IS&T will complete the migration of WCU's legacy telephone system to a new Unified Communications platform.
- **Desired Outcome:** Enhance student, faculty and staff engagement, work productivity and overall customer satisfaction while communicating electronically across campus.



## Digital Learning (DL)

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- **DL Goal 1:** By the end of FY2020, IS&T will provide the capability for Colleges to conduct student learning data analysis using Standardized Rubrics and Competencies in the Learning Management System (D2L).
- **Desired Outcome:** Provide at least one academic unit with performance data to support university assessment and accreditation.

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- **DL Goal 2:** By the end of FY2020, IS&T will work with faculty to produce five new electronic textbooks to improve access to educational resources for WCU students.
- **Desired Outcome:**
  - Improve student access to free and low-cost educational resources to increase retention.
  - Provide customized learning resources to improve student learning outcomes.
  - Help WCU Students to save over \$45,000 dollars through the use of eTextbooks.

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- **DL Goal 3:** By the end of FY2020, IS&T will support 20% of the courses in the 8 fully online graduate programs to obtain Quality Matters certification to enhance and standardize online course design that align with national standards.
- **Desired Outcome:**
  - Improve student learning experiences across fully online programs to increase retention.
  - Enhance and standardize online course design to support program accreditation.

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- **DT Goal 1:** By the end of FY2020, collaborate with WCU PR on a homogeneous brand that permeates the web site and mobile app aligned with existing marketing initiatives.
- **Desired Outcome:** To streamline the workflow for creating and disseminating consistent-looking and engaging university information in a timely fashion that is mobile responsive and accessible to everyone.

## Digital Transformation of University Business (DT)

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- **DT Goal 2:** By end of FY2019, IS&T will integrate the on-premise instance of SharePoint into the O365 environment.
- **Desired Outcome:** Implement document workflows and improve productivity and collaboration.

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- **DT Goal 3:** By the end of calendar year 2019, IS&T will migrate the WCU faculty, staff and student email system to the Office365 cloud environment.
- **Desired Outcome:** Faculty, staff and students will have access to improved collaboration tools via the ability to integrate their email with other products within the Office 365 productivity suite.



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- **DT Goal 4:** By the end of FY2020, upgrade major elements of PeopleSoft Campus Solutions to provide user interface enhancements to students, including mobile access to myWCU as well as improved administrative support.
- **Desired Outcome:** Students will have access to resources aligned to their university role and status. Students will also be able to easily navigate through myWCU using any device.

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- **ST Goal 1:** By Spring 2020, IS&T will identify and provide 3 alternate modalities for training, resources and support to expand the university community's awareness and understanding of available technologies.
- **Desired Outcome:** To expand opportunities for personal and professional development and improve the university community's technical proficiency to increase their academic and job productivity.

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- **ST Goal 2:** By the end of Fall 2019 IS&T will implement a new IT Service Management System and streamline IT Support Processes.
- **Desired Outcome:** Simplify support, reduce MTTR (Mean Time To Resolution) and improve communication.

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- **ST Goal 3:** IS&T will collaborate with the Office of Services for Students with Disabilities (OSSD) in an ongoing way to strengthen support, awareness, and training opportunities that benefit all members of the university community.
- **Desired Outcome:** Raise the awareness of the technologies on campus that promote digital access and inclusion.

## Governance & Stewardship (GS)

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- **GS Goal 1:** IS&T will ensure the continuous confidentiality, integrity and availability of University systems and data.
- **Desired Outcome:** Information is made available (including in a disaster) to and only to the appropriate University personnel with legitimate business or academic need.

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- **GS Goal 2:** IS&T will strengthen the protection of University physical IT assets by creating a robust asset management system and utilizing modern technology to secure end-user devices, as well as data centers and other technology infrastructure.
- **Desired Outcome:** A protected and well-managed inventory of IT assets to support the University's online activities.



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- **GS Goal 3:** IS&T will manage University computer hardware and software resources at appropriate levels to provide services to the campus as well as deployment of appropriate computer hardware.
- **Desired Outcome:** Utilizing appropriate amounts of software licenses in compliance with contracted services as well as deployment of appropriate computer hardware.

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- **GS Goal 4:** By the end of calendar 2019, establish and maintain a structure of Advisory Committees which provide technologists and functional area personnel a forum that fosters broad input to aid in the strategic direction of technology investments.
- **Desired Outcome:** Technology investments and decisions are informed by functional requirements from business and academic areas to promote cost-effective and reliable technology solutions.