

IT Strategic Plan Major Goal and Tactical Projects**Status as of April, 2006****Strategic Goal 1 – Empower and Enhance Learning & Research**

Classroom Support Strategy (support unit, funding for upgrades, Classroom Enhancement Council)	Completed
Information Technology Literacy Project	In progress FY06, FY07
Limited scope web-based course projects to demonstrate team model (Instructional designers, Nursing program, Fine Arts, COOL)	Completed
Establish the Research Support Model (Support staff, research cluster)	Completed
Online Course Management System Enhancements (New Blackboard Infrastructure)	Completed

Strategic Goal 2 – Build and Expand Reliable, Robust, Secure Access to Information

Email & calendaring study replacement	Completed study and RFP Inadequate funding to acquire
Campus wide storage/server study implementation	Completed external assessment study In progress
Wireless deployment	Completed
Off-campus wireless cable modem pilot and resulting strategy	Completed evaluation test Decided not to deploy at this time
Proactive workstation management (pushing virus protection, quarantining infected machines from the rest of the network)	Completed
Network architecture and strategy for future growth	Completed
Third Frontier Network migration	Completed
Implement critical incident response process for IT Services	Completed
University Network Security Support Staff	Completed
Commence a security awareness training program	Completed
Implement managed security services	Completed

Strategic Goal 3 - Promote Customer-Centered IT Support and Services

Customer Service Support Model Study Project	Completed assessment Implemented Partnership program Began baseline support needs studies Began Altiris remote support models
Alternative TSR Pilot Project for End-user Workstation Support	Completed
Establish IT customer advocacy role	Completed
Extend support desk hours to 24x5	In progress

IT Strategic Plan Major Goal and Tactical Projects**Status as of April, 2006****Strategic Goal 4 – Ensure Continuous Innovation**

Collaborative Innovations Projects (for example, Miami Notebook, Altiris, iTunes U, etc.)	Completed
Design a virtual collaboration center for managed IT innovation	In progress

Strategic Goal 5 - Support University Administration and Management

Decision Support strategy, plan and organization	Completed study Implementation Phase In Progress FY06
Banner 6 Implementation	Completed, Banner 7 In Progress FY06
Portal and Content Management Study and Strategy Development Project	Completed assessment Completed Phase I: myMiami moved Completed Phase II: definition of functions needed
Banner As It Should Be - Prune Unneeded Mods, Implement Remaining Unimplemented Features & Make More User-Friendly	Completed mod assessment Implementing Online Purchasing, Imaging FY06 Workflow pending

Strategic Goal 6 - Plan and Manage Information Technology

IT Project Management Office	Completed
IT planning process - ensure continuous planning and assist college, schools, libraries and regional campuses in developing their IT plans	Completed
Review and Manage IT Purchases Institutionally	Completed
Software license management	In progress
IT Funding Model - Implement Technology Fee	In progress FY06
CIO Management System (Pinnacle)	In progress FY06
IT governance and policy structure - staffing to support	Completed
IT Services performance management enhancement	Completed
IT staff compensation analysis, definition of standards-based IT job descriptions	Completed Phase I
Address Pent Up Demand - Understaffing at FY04 levels in programming staff, operations center, support center	Completed