

Status of Original (2005) Tactical Projects

Status as of April 2008

IT Strategic Plan Major Goal and Tactical Projects	32 projects completed; 3 projects in progress; 1 project cancelled
Strategic Goal #1: Empower and Enhance Learning & Research	4 of 5 projects completed; 1 project cancelled
Classroom Support Strategy (support unit, funding for upgrades, Classroom Enhancement Council)	Completed
Information Technology Literacy Project	Cancelled as a stand-alone project in favor of an increased focus on technology skill development as new technologies are released.
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	11 of 11 projects completed
E-mail & calendaring study replacement	Completed
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	3 of 4 projects completed; 1 projects in progress
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	Completed; will be 24x7 as of 7/08

Status of Original (2005) Tactical Projects Continued...

Strategic Goal #4: Ensure Continuous Innovation	2 of 2 projects completed
Collaborative Innovations Projects (for example, Miami Notebook, Altiris, iTunes U, etc.)	Completed
Design a virtual collaboration center for managed IT innovation	Completed via Tech Fee process

Strategic Goal #5: Support University Administration and Management	2 of 4 projects completed; 2 of 4 in progress
Decision Support strategy, plan and organization	Completed study Implementation Phase In Progress
Banner 6 Implementation	Banner v6 & 7 Completed
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 Implemented Online Purchasing Imaging Workflow in progress

Strategic Goal #6: Plan and Manage Information Technology	10 of 10 projects completed
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	Completed
IT Funding Model - Implement Technology Fee	Completed
CIO Management System (Pinnacle)	Completed
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	Phase 1 completed; Phase 2 dependent upon available survey data and funding.
Address Pent Up Demand - Understaffing at FY04 levels in programming staff, operations center, support center	Completed