

Goal 5: Provide IT services that meet campus needs in a coordinated and efficient manner.							
Strategy	Activity Description	1H - FY15 (Jul - Dec 2014)	2H - FY15 (Jan - Jun 2015)	1H - FY16 (Jul - Dec 2015)	2H - FY16 (Jan - Jun 2016)	Beyond	Tim's Notes
1: Expand and Enhance our Shared Services IT Delivery model to Gain Efficiency and Effectiveness	Act on Accenture Shared Services Review and Regents TIER Efficiency Review	Based on Results of UI Shared Services Review and TIER Efficiency Review take actions on accepted recommendations to expand or enhance Shared Services Model for IT Delivery. - <b>T. Evans</b>					
	Investigate specifically more shared software licenses for the campus. (Site licenses, etc.)	Shared Software Licenses: work with central admin to determine if we can implement a method to more easily fund Shared Software Licenses across campus, (Site licenses, etc.) - <b>T. Evans</b>					
	ITS Costs by Service	Complete ITS Cost by Service analysis for FY2014. - <b>L. Smith</b>					
2: RESERVED FOR NEW STRATEGY							
3: Continue to evolve the IT Community and provide collaboration opportunities.	Increase IT Community Awareness and Participation	Define role and hire new ITS Community focused position to replace Mark Hale. - <b>S Fleagle, T. Evans</b>					
		Operationalize efforts to reach out to all campus IT staff to make them aware of various IT communities. <b>T. Evans, L. Racevskis</b>					
	Improve Collaboration between distributed campus IT units.	Engage CITL on potential collaboration efforts between all units (not just with ITS) by developing a collaboration matrix CITL Retreat. <b>CITL Exco</b>					
4: Provide leadership in understanding campus IT needs and coordinating technology solutions that help meet those needs.	Conduct IT Survey for campus			Conduct IT Survey for Campus. - <b>L. Racevskis</b>	Report IT survey results, develop and implement follow up plans - <b>L. Racevskis</b>		
	Identify and Implement better methods to gather customer feedback. (IdeaScale-like service)	Test at least one service or service area using a crowd sourcing tool. (i.e. IdeaScale, etc.) to see if we get better customer feedback. <b>T. Scott, T. Evans</b>					

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5: Improve the efficiency of IT systems and services.	Improve Mass Mail	Conduct a review of the mass mail service/process - <b>T. Scott</b>						
	Improve Software Licensing	Finalize review software licensing process and tracking to determine if there are efficiencies to gain, and ways to get additional dedicated personnel, or provide better						
	Better Define Service Management in ITS	Refine Service Mgmt. definitions, processes and operations and implement them. - <b>T. Evans, T. Scott</b>						
	Improve Desktop Support and HelpDesk Integration Across Campus	Engage CLAS and ITS as test to determine feasibility to standardize desktop support service definitions and processes. - <b>S. Leeman, L. Bolton, S. Potter</b>						
	Data Center Optimization	Reform efforts around Data Center Optimization, based on past experience and any TIER feedback - <b>G. Falsetti, T. Evans, Ben Rogers</b>						
		Finalize and implement ITS data center related service models to facilitate data center optimization. <b>G. Falsetti, T. Evans</b>						
	Reduce PC Acquisition Costs		Lead Regents wide annual PC procurement efforts - <b>Tim Wolf</b>		Lead Regents wide annual PC procurement efforts - <b>Tim Wolf</b>			
	Minimize Internet Service Costs		Work Regents Institutions and ICN to procure Internet services for FY2016 - <b>T. Evans, J. Ford</b>		Work Regents Institutions and ICN to procure Internet services for FY2017 - <b>T. Evans, J. Ford</b>			
	Make Faculty Administrative Applications more Efficient and Effective	Migrate "Pioneer" Colleges (CLAS, Nursing, Graduate, and Pharmacy) to the new APR-U instance. Implement enhanced COI reporting system to support new COI HR and Provost Office policies. Determine strategy to collect Faculty Public Engagement information. - <b>S. Malo</b>						
	Implement Unified Electronic Workflow System (UEW)	Determine form builder deployment strategy. - <b>M. Kaplan, E. Hill</b>						
		Campus UEW Workflow conversions - <b>Campus IT Providers</b>						
	Cloud-based storage services	Refine OneDrive for Business service offering and market more broadly to campus - <b>L. Hafner</b>						
		Shutdown Xythos and Myfiles services (replace by OneDrive) - <b>L. Hafner</b>						
	Upgrade TNS Connect Telecommunication Mgmt System that is no longer supported	Implement Telecommunication Management System based on RFP award. - <b>P. Bulmahn, D. Sabers, L. Smith</b>						
	Migrate Student Email to the Cloud to reduce costs and gain features	Complete migration of Graduate Students to Office 365. <b>R. Lenger, T. Scott</b>						
	Migrate Faculty and Staff to Exchange 2013- <b>R. Lenger, T. Scott</b>							
	Rollout Lync 2013 VoIP telephony services as a production service to campus. - <b>R. Lenger, T. Scott</b>							

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	Implement Advanced Communication and Collaboration Tools for Campus Use	Migrate to Sharepoint 2013- <b>R. Lenger, T. Scott</b>					
		Investigate possibility of implementing Yammer-like service for campus use. <b>T. Scott, R. Lenger</b>					
	Make Campus Data More Accessible to those who should have it	Engage campus to build and publish a list of available open web services and API, terms of use and create a registry of who is using them, what purpose and contact information. <b>R. Bolton and M. Noel</b>					
	Enhance efficiency of Application Development efforts.	Finalize roll out of campus code repository based on Stash. - <b>M Ahrens, E. Hill</b>					
	Improve Efficiency of Research Administration	Implement Electronic Research Administration (eRA) project- ECOI enhancements, Pre-Award Tracking Log, Complete Animal Protocol, and HawkIRB Portal Integration. - <b>J Jimenez</b>					