

ITS Goals 09-10: Annual Report of Outcomes										
July 1, 2010										
Unit/Committee Abbreviations										
AAF = Academic Affairs				ITS = Information Technology Services						
ASC = Administrative Systems Committee				SAF = Student Affairs						
BAF = Business Affairs				UA = University Advancement						
EAA = Enterprise Administrative Applications										
Area	Value	Top 12 Relationships	Strategic Area/ Goals	Initiative	Basic Mission Support	Category of Support	Source of Request	Status	Status Notes	FY 10-11 Action
ITS	Transparency	n/a		Campus-wide ITS Project prioritization, project sizing, implementation supporting alignment with Client-driven academic and business needs.	--	Technology Support	ASC, ITS	In process	In FY 09-10, ITS worked with the Administrative Systems Committee (ASC) to implement a project prioritization process in which an allotment of project resource hours is made available for ASC highest priority and divisional priority work at the beginning of the fiscal year. Resource hours are allocated to projects by skillset and tracked across the year. In FY 09-10, hours from appropriate ITS resources were made available for more than 50 ASC/divisional project priorities. ITS also committed significant time to development of the TimeTrack project reporting system to enhance visibility of project effort and status. Additional details on project work follow in this report.	ITS project prioritization in conjunction with the ASC is an ongoing process. Further refinement of the process will occur in FY 10-11. TimeTrack development will continue in response to client and ITS project tracking needs.

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ITS	Collaboration Sustainability	1.7	Access to Education and Student Success	Provide network expansion in support of distance learning and research for faculty and students.	Teaching Research	Technology Support	ITS	Complete	Completion of the metro fiber loop enabled extension of the UNCG campus network to large research units located in downtown Greensboro. It also allowed a second ("redundant") internet connection between UNCG's local network and the internet (via the North Carolina Research and Education Network), further promoting stability and availability of information exchange between UNCG and the wider internet (e.g., more reliable service for on-line learners and others remotely accessing UNCG technology services).	TBD - Further connectivity may be established depending on client requests.
ITS	Collaboration Sustainability		n/a	Continued support of email outsourcing pilot (iSpartan email for faculty/staff) , with possible launch of campus-wide migration	--	Technology Support	Institutional Priority	In process	Following the successful August 2008 launch of iSpartan (Google) student email and a successful FY 08-09 staff email pilot within ITS, a decision was made in Fall 2009 to proceed with a campus-wide opt-in for faculty/staff interested in migrating to iSpartan email (UNCG's Gmail implementation). As of late June 2010, 1,215 faculty and staff have moved to iSpartan. ITS also completed implementation of the Postini email archiving solution and developed solutions for related account management needs.	Faculty/staff migrations will continue through FY 10-11, with a goal of moving all faculty and staff to iSpartan by the end of Summer 2011.

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ITS	Transparency		n/a	Coordination, support and responsiveness for ITS state audit	--	Technology Support	ITS	In process	ITS has completed extensive preparation for the next state audit. As of June 2010, ITS is participating in the annual financial audit which now includes enhanced scrutiny of IT general controls.	The financial audit will continue into FY 10-11, with a broader ITS audit expected to begin in FY 10-11.
ITS	Collaboration Sustainability Transparency		n/a	Complete design and implementation of Microsoft Active Directory and the General Computing Network (AD/GCN) to enhance technology services and security, and to improve operational efficiency and cost effectiveness.	--	Technology Support	Institutional Priority	In process	In fall 2009, ITS moved itself plus 4 other University departments who run "call centers" to the new AD/GCN environment. ITS then focused efforts on support of Windows 7 in the new AD/GCN environment. In Spring 2010, several finance-related departments were successfully moved to AD/GCN with Windows 7. Related project efforts included work to support department quota management and desktop virtualization.	Migrations will continue, with the goal of moving the majority of campus departments to AD/GCN by the end of June 2011.
ITS	Collaboration Transparency Sustainability		n/a	Consolidation of disparate funding models for wired/wireless network and voice services into a single sustainable financial model.	--	Technology Support	ITS	In process	ITS convened in March, 2010, a university-wide Communication Services Funding Model Task Force with a charge to review UNC System best-practice recommendations that were presented to the UNC Chief Information Officers group in January, 2010. The Task Force is working to develop funding model recommendations that best meet faculty, staff and student needs.	The University will review and potentially request ITS implementation of Task Force recommendations

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ITS	Collaboration Responsibility	4.1, 4.4	Economic, Cultural and Community Engagement	Support the planning and design of a joint data center facility for UNCG/NCA&T that serves the needs of both campuses in the most cost effective manner, providing enterprise class computing support required for research.	Research	Technology Support	ITS	Postponed /deferred	UNCG/NC A&T data center planning has been postponed due to the state budget crisis.	TBD - dependent on funding
ITS	Transparency		n/a	Prepare for design and implementation of Enhanced Security Network to offer a high security computing environment for University restricted data users	--	Technology Support	Institutional Priority	In process	Enhanced Security Network implementation was postponed to focus on the Microsoft Active Directory/General Computing Network implementation, but foundational work to support secure desktop virtualization is underway.	In consultation with clients, ITS will complete a full Enhanced Security Network design, and perform a proof of concept test in FY 10-11 for FY 11-12 implementation.

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ITS	Collaboration Sustainability		n/a	Complete the campus Voice over IP (VoIP) implementation to provide enterprise voice services to campus in a cost effective, sustainable manner.	--	Technology Support	Institutional Priority	Complete	In FY 09-10, all campus units were moved to the University's VoIP system which enables the University to leverage its investment in network infrastructure to provide sustainable, cost-effective voice services.	ITS will focus efforts on educating clients about the features of the new VoIP system and the potential to use new features to improve business processes.
ITS		1.5	Access to Education and Student Success	Development and server support for Undergraduate Recruiting and Admissions Portal .	--	Technology Support	AAF	Complete	Completed implementation of Admissions Pros	Anticipate minor enhancement requests from clients
ITS	Collaboration		Economic, Cultural and Community Engagement	Development support of Alumni Online Community Portal.	--	Technology Support	UA	Complete	Completed implementation of the Harris Connect Alumni Online Community Portal	Anticipate minor enhancement requests from clients
ITS		1.5, 1.8	Access to Education and Student Success	Development support for Graduate Recruiting and Admissions Portal.	--	Technology Support	AAF	Complete	Completed implementation of Apply Yourself	Anticipate minor enhancement requests from clients
ITS		1.3	Access to Education and Student Success	Development support of programs to automate and speed student advisor assignment.	--	Technology Support	AAF	In process	ITS is actively engaged in work to implement this functionality with the Banner Batch Assign Student Advisors project	Completion of project
ITS		2.4	Health and Wellness Across the Lifecycle	Provide student data population in support of Intramural Sports Tracking System.	--	Technology Support	SAF	Complete	Project to create Banner interface was completed	None expected

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ITS		1.3	Access to Education and Student Success	Support University Registrar in implementing prerequisite checking for students without disrupting other Banner business.	--	Technology Support	AAF	Complete	Banner Prerequisite Checking project was completed	None expected
ITS		1.5	Access to Education and Student Success	Support for the increased accuracy and speed of setup of work study employees within Banner.	--	Technology Support	ASC/ BAF	Complete	ITS completed projects to implement the <i>Banner Work Study Interface (ASC)</i> and the <i>WebFOCUS Reports and Interfaces for New Graduate Student Federal Work Study Modifications (BAF)</i>	Anticipate follow-up project to cover student employment beyond work study
ITS	Sustainability		Access to Education and Student Success	Support for efficiencies in processing and provisioning billable student services.	--	Technology Support	SAF	Complete	ITS completed the <i>PCI Compliant Product Selection and Implementation for UNGENIE</i> project to support services such as SOAR registration	None anticipated

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ITS	Transparency Sustainability Collaboration		n/a	Begin Phase II Campus-wide Hardware Procurement Program to offer increased discounts for University printer and peripheral purchases.	--	Technology Support	Institutional Priority	In process	In FY 09-10, the focus of this effort changed from printer/peripheral discounts to the launch of the UNC System Combined Pricing Initiative (CPI) to secure even better pricing and services for PC procurement by combining purchasing power across the UNC system. UNCG ITS provided leadership for the UNC CPI Task Group.	A UNCG ITS employee will continue to lead the UNC CPI Procurement Committee. UNCG's CHP program will be integrated with the CPI initiative. Apple contracts will be negotiated following the launch of the PC marketplace.
ITS	Collaboration	3.1, 3.5	Economic, Cultural and Community Engagement; Education and Leadership Development	Begin multi-year effort to develop support and training to meet client collaborative technology needs beyond iSpartan.	Teaching, Research, Community Service	Technology Support	ITS	In process	Based on faculty and instructional technology staff input, ITS has identified several potential areas for expanded service. Testing and implementation of these services was, however, delayed due to resource demands of Institutional priority projects.	Continuation of project

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ITS	Collaboration	4.1, 4.4	Economic, Cultural and Community Engagement	Complete the Greensboro metro fiber loop that extends the high performance/high availability campus network to remote locations including Gateway Research Park South Campus and downtown.	Research, Community Service	Technology Support	ITS	Complete	ITS completed the metro fiber loop, including Networking to South Campus.	Work will continue to distribute network connectivity within buildings at the South Campus
ITS	Collaboration	3.5	Education and Leadership (21st Century Skills)	Implement support and training for collaborative tools available through iSpartan (Google Collaboration Tools - Docs and Sites)	Teaching, Research, Community Service	Technology Support	ITS	In process	Google collaboration tools are available in iSpartan and are in use by many faculty, staff and students across the campus. New students, faculty and staff are directed to Google Sites for their personal web space.	Efforts will focus on expanded education of and assistance to clients in using these tools. Some faculty have started, and more plan to start, using these tools in their classes.
ITS	Collaboration Sustainability		n/a	Design and build a campus identity management solution that will provide enhanced account management, business process management and security compliance.	--	Technology Support	ASC	In process	ITS initiated work on a multi-phase identity management project, and delivered improved processes based on needs identified in an FY 08-09 Identity Management study. Implementation work began in January 2010.	Continuation of the Identity Management initiative - Phase I is expected to complete in Fall 2010.

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ITS			Health and Wellness Across the Lifecycle	Support Student Health by increasing the speed and accuracy of transferring compliance immunization records for students.	--	Technology Support	SAF	In process	ITS actively worked on the Immunization File Import to Banner project	Continuation of project, with additional refinement based on client needs
ITS	Collaboration	1.7	Access to Education and Student Success	Continue Moodle support, development, and hosting work with the Division of Continual Learning (DCL) in preparation for a Fall 2010 iSchool class pilot.	Teaching	Technology Support	AAF	Complete	ITS provided a Moodle test environment for DCL, and also completed work to provide Banner course enrollment data feeds for the School of Health and Human Performance's remotely hosted Moodle environment.	None anticipated - DCL has decided not to pursue the use of Moodle as a Learning Management Systems at this time. A pilot was not completed.
ITS	Collaboration Sustainability		Access to Education and Student Success	Continue campus wide network equipment refresh to ensure high availability of a high performing and secure campus network that meets faculty, staff and student needs.	--	Technology Support	ITS	Complete	End of life network equipment was replaced in approximately 30 campus buildings. Work in all FY 09-10 target buildings was completed.	Ongoing work - 5 year replacement cycle, with focus on data center architecture in FY 10-11

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ITS	Responsibility Transparency		Economic, Cultural and Community Engagement	Work closely with faculty research representatives to identify survey tool needs and identify a possible University-wide solution	Research	Technology Support	AAF	Complete	Working in conjunction with the Research Advisory Council (RAC), Institutional Research, and the Academic Technology Coordinating Committee chair, ITS completed a product-selection project in which the Qualtrics web survey tool was selected and endorsed by the RAC. ITS has acquired a license for Qualtrics and launched an implementation project.	Qualtrics implementation will continue as an Institutional Priority
ITS	Sustainability		n/a	Support investigation and recommendation for a common, compliant standard for accepting credit cards across the campus.	--	Technology Support	ASC	Postponed /deferred	This effort was placed on hold pending the completion of the Blackboard Transaction System implementation and updates to make that system PCI compliant.	This effort will be resumed with an investigation of whether the Blackboard Transaction System could provide the University's enterprise solution to payment card processing.
ITS	Responsibility	2.5	Health and Wellness Across the Lifecycle	Complete operational reporting to help proactively maintain the quality of data used for University emergency messaging.	--	Technology Support	ASC	In process	ITS has completed Pier Phase I work. In 09-10, some operational reporting requirements remained unfulfilled due to resource commitments to other high priority projects. Ad hoc queries were provided by ITS to give clients the needed data.	Work will be performed to develop reports needed by clients

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ITS	Sustainability		Economic, Cultural and Community Engagement	Support Executive Staff's decision to eliminate the paper University directory by enhancing the content and format of the UNCG online directory.	--	Technology Support	Institutional Priority	Complete	ITS completed enhancements to UNCG's on-line directory at directory.uncg.edu . The paper directory ceased to be printed in 09-10.	None expected
ITS	Collaboration, Sustainability	1.7, 1.1	Access to Education and Student Success	Expand academic software available to students and faculty through the UNCG Virtual Computing Lab, working with departments to meet specialized use needs as appropriate.	Teaching	Technology Support	Institutional Priority	In process	ITS continued work to expand the software available through UNCG's Virtual Computing Lab (VCL) at its.uncg.edu/VCL , and increased the VCL capacity by an additional 84 concurrent seats. ITS also responded to client concerns about initial software load times by making technical changes to substantially reduce software load latency for select high-demand software packages. ITS also tested a solution for large file access/storage in VCL, and enhanced end-user documentation on the VCL site. Usage of VCL, in terms of total # of reservations, increased by 463% in FY 09-10 (5,786 reservations) compared to FY 08-09 (1,026 reservations).	ITS will continue to expand software available in VCL, and will work to increase student and faculty awareness of the service.

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ITS	Collaboration	1.3	Access to Education and Student Success	Partner with UNC GA in support of real-time integration of Banner student data, which will support students' ability to easily register for classes at other NC Universities through the UNC Online Inter-institutional Registration System/Academic Portal.	--	Technology Support	ITS	Complete	ITS collaborated with UNC GA to complete implementation work for web services for inter-institutional registration in 08-09. In 09-10, ITS collaboratively developed an additional web service ("get student") to expand functionality.	ITS anticipates further collaboration with GA in the development of additional web services
ITS	Collaboration, Transparency	4.3	Economic, Cultural and Community Engagement	Support University Advancement maintenance and updates to the WordPress virtual server environment used for the UNCG "inspirechange" website.	--	Technology Support	UA	Complete	ITS worked with University Advancement to set up the environment, including the virtual server and the WordPress application, for UNCG's inspire.change website at ure.uncg.edu/inspirechange . ITS provides technical support as needed for the ongoing operation of the site.	ITS plans to evaluate whether a more cost/resource effective solution could be implemented to provide this service
Items not on initial ITS FY 09-10 Goals list:										
ITS	Sustainability	3.5	Education and Leadership (21st Century Skills)	Implement wireless service to the residence halls in advance of the Fall 2010 semester opening.	--	Technology Support	Institutional Priority	In process	ITS is actively working to implement wireless service to the residence halls as well as making University-wide improvements to wireless service through the implementation of Cloudpath for automated wireless configuration on client laptops, and an 802.11n wireless pilot.	Continuation of the project

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ITS			n/a	Implement Identity Finder software to identify and remediate restricted data (PII) issues for University faculty and staff computers.	--	Technology Support	ITS	In process	Project was initiated in Spring 2010 with distribution of software to campus network computers, and creation of documentation for clients.	Continuation of the project and ongoing support for the remediation process
ITS	Sustainability	May be linked through client division plans	May be linked through client division plans	Support Business Affairs implementation of the SciQuest e-Procurement system.	--	Technology Support	BAF/ Institutional	In process	ITS is actively working on the SciQuest Implementation Phase 1 project, which includes integration between SciQuest and Banner.	The project is an institutional priority for FY 10-11, with a targeted Fall 2010 "go-live" for SciQuest.
ITS	Sustainability, Collaboration	1.3	Education and Leadership (21st Century Skills)	Implement a new web environment which provides client access to "Web 2.0+" dynamic web applications such as blogging and social media tools.	Teaching, Research, Service	Technology Support	ITS	In process	This work was originally planned for FY 10-11, but the project start was moved up in response to tremendous client demand. The website bkised.uncg.edu (Birth through Kindergarten Interdisciplinary Studies in Education) served as a pilot site for testing this new environment.	Continuation of project with campus-wide announcement of new web services

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ITS	Sustainability	May be linked through client division plans	May be linked through client division plans	Through the campus-wide ITS Project Prioritization process, support the <i>University-Level Highest Priorities for Administrative Systems</i> projects as identified by the Administrative Systems Committee (ASC) - Completed projects	--	Technology Support	ASC	Complete	In addition to ASC priorities listed elsewhere on this report, ITS completed work on the following projects in support of ASC highest priorities: AppWorx Upgrade to 7.1, Banner HR Audit File Creation, WEBFOCUS Upgrade to 7.6, and WebFOCUS Security Changes. ITS also provided an administrative systems inventory in support of an ASC priority.	TBD - dependent on ASC FY 10-11 priorities
ITS	Sustainability	May be linked through client division plans	May be linked through client division plans	Through the campus-wide ITS Project Prioritization process, support the <i>University-Level Highest Priorities for Administrative Systems</i> projects as identified by the Administrative Systems Committee (ASC) - In process projects	--	Technology Support	ASC	In process	In addition to ASC priorities listed elsewhere on this report, ITS continues to devote effort to the following projects in support of ASC highest priorities: Banner Duplicate PIDM Prevention Program, Banner HR Data Migration, Banner Mandated Annual Personnel Data File Process, Legacy Reporting Views Retirement, preparatory work for Banner 8.2/Oracle 11g Fall 2010 Upgrades, and follow-up work on the ODS Upgrade to 8.1 which went live in May 2010.	Continuation of projects

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ITS	Sustainability	May be linked through client division plans	May be linked through client division plans	Through the campus-wide ITS Project Prioritization process, support effective use of administrative systems of importance across the University by dedicating ITS resources to high priority cross-divisional items as identified throughout the year by the Administrative Systems User Group - Completed projects.	--	Technology Support	Cross-divisional	Complete	ITS provided resources to complete the following projects identified as priorities on the Enterprise Administrative Applications project list: CleanAddress software implementation, Banner 8.2x upgrades, Banner ORG Changes Research, Banner Expedited Account Creation, and SSAV Processing and Bad ID Monitoring. ITS also completed 4 "small projects" from the EAA project list.	TBD - dependent on client requests
	Sustainability	May be linked through client division plans	May be linked through client division plans	Through the campus-wide ITS Project Prioritization process, support effective use of administrative systems of importance across the University by dedicating ITS resources to high priority cross-divisional items as identified throughout the year by the Administrative Systems User Group - in process projects.	--	Technology Support	Cross-divisional	In process	ITS worked on the following projects identified as priorities on the Enterprise Administrative Applications project list: Banner PIN Randomization, Banner HR Automated Duplicate PIDM Data Transfer Script, and Banner ORG Changes Implementation Phase 1.	Continuation of projects

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ITS	Sustainability	May be linked through client division plans	May be linked through client division plans	Support clients in their efforts to fulfill the University's mission and operational needs by dedicating resources to technology project priorities identified throughout the year by each University division - Business Affairs completed projects.	--	Technology Support	BAF	Complete	In addition to BAF projects included elsewhere in this report, ITS provided resources for the following: Blackboard Transaction System Phase I, MAXIMUS Data Extracts development, Banner Chart for Capital Facilities Foundation, Banner Endowment Module Implementation, Banner Budget Flexibility System Enhancements, NBPMASS FYE Replacement, and Banner environment strategy work. ITS also completed 19 "small projects" from the BAF priority list.	TBD - dependent on client requests
ITS	Sustainability	May be linked through client division plans	May be linked through client division plans	Support clients in their efforts to fulfill the University's mission and operational needs by dedicating resources to technology project priorities identified throughout the year by each University division - Business Affairs in process projects.	--	Technology Support	BAF	In process	In addition to BAF projects included elsewhere in this report, ITS continues to provide resources for the following BAF priorities: IP Surveillance Camera Server Expansion, and Banner HR ORBIT Fixes, as well as 3 "small projects."	Continuation of projects

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ITS	Sustainability	May be linked through client division plans	May be linked through client division plans	Support clients in their efforts to fulfill the University's mission and operational needs by dedicating resources to technology project priorities identified throughout the year by each University division - Academic Affairs completed projects.	--	Technology Support	AAF	Complete	In addition to AAF projects included elsewhere in this report, ITS provided resources to complete the following: Retire Data Warehouse, Ad Astra Schedule VII Upgrade, Starfish Pilot Implementation, and Millennium Lock access enhancements for the Library. ITS also completed 3 "small projects" for AAF.	TBD - dependent on client requests
ITS	Sustainability	May be linked through client division plans	May be linked through client division plans	Support clients in their efforts to fulfill the University's mission and operational needs by dedicating resources to technology project priorities identified throughout the year by each University division - Academic Affairs in process projects.	--	Technology Support	AAF	In process	In addition to AAF projects included elsewhere in this report, ITS provided resources for the following projects: Banner XML to Blackboard, Weatherspoon Mobius/Web Site Implementation, planning of the Nolij 6.2 Upgrade/Conversion, and worked on 3 "small projects" for AAF.	Continuation of projects

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ITS	Sustainability	May be linked through client division plans	May be linked through client division plans	Support clients in their efforts to fulfill the University's mission and operational needs by dedicating resources to technology project priorities identified throughout the year by each University division - Student Affairs completed projects.	--	Technology Support	SAF	Complete	In addition to SAF projects included elsewhere in this report, ITS provided resources to complete the following: ID Card Towel Pass Function, items remaining from the FY 08-09 Room Management Schedule Implementation project, and 2 "small projects" for SAF.	TBD - dependent on client requests
ITS	Sustainability	May be linked through client division plans	May be linked through client division plans	Support clients in their efforts to fulfill the University's mission and operational needs by dedicating resources to technology project priorities identified throughout the year by each University division - University Advancement projects.	--	Technology Support	UA	Complete	In addition to UA projects included elsewhere in this report, ITS provided resources to complete 1 small project request by UA.	TBD - dependent on client requests

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ITS	Sustainability		n/a	Support the University's mission and operational needs by dedicating resources to ITS technology projects prioritized in accordance with the campus-wide ITS project prioritization process - ITS projects (non-infrastructure).	--	Technology Support	ITS	Complete/ In process	In addition to ITS projects included elsewhere in this report, ITS devoted effort to completing projects that began in FY 08-09 : Remedy 7.0 upgrade, and BMC Patrol Enterprise Monitoring. Work continues on the following projects: Asset Management with bar coding, and Remedy Change Management.	Continuation of in process projects
ITS	Sustainability		Education and Leadership - 21st Century Skills (select items)	Perform maintenance and upgrades necessary to provide a stable, secure and cost-effective computing environment in support of the University's mission and operations - Completed projects (infrastructure)	Teaching (select items)	Technology Support	ITS	Complete	ITS completed the following infrastructure projects: Enterprise Server Logging Solution implementation, migration of Banner/Unix print services and e-Print to a virtualized environment, rearchitecture of the campus SMTP server environment, Fall 2009 and Spring 2010 instructional and open access lab upgrades, telecommunications closets upgrades, and architecture and support work for the campus Aruba wireless network.	Ongoing maintenance work

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ITS	Sustainability		Education and Leadership - 21st Century Skills (select items)	Perform maintenance and upgrades necessary to provide a stable, secure and cost-effective computing environment in support of the University's mission and operations - In process projects (infrastructure)	Teaching (select items)	Technology Support	ITS	In process	ITS continues to devote effort to the following ITS infrastructure projects: Revision of backup procedures for computer systems, completion of remaining items from the Bryan 235 server room upgrade, and preparation for the Fall 2010 instructional and open access lab upgrades.	Continuation of projects
ITS	Responsibility Collaboration			Support the University's service mission through participation in community outreach and other service activities.	Service	Technology Support/ Public and Private Support	ITS	Complete	ITS provided computing labs for the Bryan School-organized "IT is for Girls" event which focuses on developing female student interest in technology-related careers. Two ITS employees served as panelists for the event. An ITS employee served as chair of the Alumni House Committee. ITS employees participated in the University's "Branches of Love" holiday tree donation event. The ITS Staff Advisory Council organized several service activities including food, video and book drives, and a clean-up day at the Natural Science Center.	Some activities are annual or reflect an ongoing commitment