ITSD 2014-2015 GOALS

Advance Student Success and Development

Student Training Program:
Develop and implement a student training program that allows our students to learn new technologies and grow professionally. (Ed Tech + Client Services)

Cyber-Security Training Program:
Working closely with UITS in developing a cyber-security training program. (Sec)

Student-Run IT Service Desk Pilot Program:
Pilot a student-run IT Service Desk servicing student needs. (Ed Tech + Client Services)

Student Portal Project:
Commence project to develop an UMass Boston Student Portal. (App)

Enrich and Expand Academic Programs and Research

Research Web Templates Project:
Provide research specific web templates to highlight the accomplishments of our researchers. (App + Research Comp)
UMassNet to MGHPCC Network Design Project:
Reconfigure network connectivity for UMassNet offering to MGHPCC to provide higher bandwidth connections to research efforts when requested. (CIS)

Data Storage Project:
Meet educational and research storage needs while reducing costs of data storage and complying with regulatory and information security mandates. (CIS)

Cybersecurity Task Force Project:
Work with UMB Faculty on the Cybersecurity Task Force to put together program on Cybersecurity both at the undergraduate and graduate level. (SEC)

Improve the Learning, Teaching, and Working Environment

LMS & Synchronous/Asynchronous Tools & Mobile Device Project:
Identify resources and develop partnerships to improve the use the LMS and synchronous and asynchronous tools and mobiles devices. (Ed Tech)

Echo360 Classroom Capture Program:
Implement the new echo360 classroom capture system in 20% of the classrooms. (CIS)

Portable echo360 Program:
Make available the portable echo360 system. (Ed Tech + CIS)

Computer Replacement Program / Equipment Refresh Program:
- Undertake the Campus Computer Replace program – 300 computers
- NTT Faculty & Part-Time Staff Computer Replacements – 200 computers
- Computer Labs [maintained by departments] – 180 computers
(Client Services)
Teaching Infrastructure Project:
Replace and upgrade the teaching infrastructure (furniture, projection equipment/screen, and computers). (Ed Tech + CIS)

Mobile Classroom & iPad in the Classroom Project:
Request to purchase of laptops, iPads, carts, server, apps and software. This outlay provides long-term value to the university by (1) advancing student success and development inside and outside the classroom (2) enriching and expanding the academic program and research of faculty and librarians, and (3) improving the learning, teaching and working environment of faculty, students and staff. The benefits of the capital outlay will be shared by several stakeholders: faculty, students, trainers, instructional designers, librarians and technical support staff. It will also engage the collaboration of stakeholders in supporting teaching and learning to increase the number of classroom learning environments available to faculty and students during a period of building construction and relocation of existing classroom space. It will also enable the sharing of technology assets by multiple academic courses across disciplines, and help train faculty and students in how to use mobile devices to fulfill academic and research programmatic needs. In particular, the programmatic needs of nursing and education departments on campus to prepare their students for a professional career in nursing and teaching will be a recipient of the benefits of this capital outlay. (Ed Tech)

Establish a Financial Resources Model

SLA Charge Back Model – Business Process:
Provide a sustainable charge back model that correlates with an enforceable Service Level Agreement. (CIO)

Project Oversight & Project Management:
Provide project oversight and management for upgrades to, addition of new capabilities, and new modules of our PeopleSoft Human Resources, Finance, and Student Administration systems, providing streamlined processes, reporting, business intelligence, and daily operations for departments across the campus. (App)
Develop an Infrastructure Supportive of the Preceding Goals

Virtual Desktop Initiative (VDI) Project:
Enhance the network infrastructure, both wired and wireless to accommodate for the growth in students & faculty research and build a Virtual Desktop Initiative (VDI) allowing students to access the same resources on and off-campus. (CIS + Ed Tech)

Mobile Device Management (MDM) Project:
Implement a Mobile Device Management (MDM) solution that will assist with managing mobile technology, especially iPads in the classrooms. (Ed Tech)

Marketing & Communications Plan:
Develop a marketing and communications plan that uses web, print and social media to publicize IT events, services and “story telling” about IT. Define and publish a support catalogue for all IT services. (Ed Tech)

KACE – Desktop Management System Project:
Implement a desktop management system (KACE) on 50% of all computers on campus (approx. 1,000) that will allow for more efficient management of end point devices. (Client Services)

Fuze Pilot Program:
Convert 20% of analog TEC Classrooms into Digital Classrooms. Continue Fuze Pilot Program which will allow our faculty and staff to meet and collaborate via cloud based meeting tool. (CIS)

Research Offerings & Information Security Initiatives Program:
Develop a structured Research offering and Information Security Initiatives to meet the University research goals. (Research Comp + Sec)
ITIL Service Management System Project:
Implement a Service Management ITIL system to increase the productivity, customer satisfaction, and knowledge of the ITSD and Customer Service (Apps + Client Serv)

Hosted Environment Expansion Project:
Departments using a hosted environment. Expand the offerings of the application teams to provide additional services and administration of applications to more UMB entities. (Apps)

25Live Migration Project:
Complete the migration of R25 to 25Live, improving our ability to schedule classrooms and expanded capabilities for special events. Added integration with the UMB web site to allow schedulers and the ability to serve up real time information to the University community. (Apps)

Xythos Document Management System Upgrade Project:
Upgrade the Xythos document management system. Provide expanded capabilities, security, and maximize performance, scalability, and storage for expected growth. (Apps + CIS)

InfoSec Website Redesign Project:
Website Redesign for Information Security (SEC, APP, UITS)

Secure Storage Solution Project:
Provide a secure storage solution for PII (Personally identifiable information) data for administrative, educational and research purposes (SEC, CIS)

Business Continuity & Disaster Recovery Plan:
Enhance university-wide Business Continuity and Disaster Recovery Solutions for IT Systems (SEC, CIS, APP, and Client Services)

End-Point Security Solution Project:
Implement End Point Security Solution including Data Loss Prevention, Encryption (file, folder and email) and Digital Signatures (SEC, Client Services)
Active Directory Redesign Project:
Redesign current Active Directory (TBD)

Web Traffic Analysis Project:  COMPLETED
Develop an Infrastructure supportive of the proceeding goals. (App & Web Services)

Training Lab Project:  COMPLETED
Procure, configure, install and implement a fully-functional training lab. (App & Web Services)

Tracking / Ticketing System Project:
Implement an ITIL based solution including Service Catalog. (App & Web Services)