

IT Division Plan

(Accreditation) 2017-18

| | IT Division Priority Objectives What is the objective? | Initiatives Through what Activities? | Measures How is Success Defined? |
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| ACCESS | Provide a platform for business intelligence and analytics tools in support of student success.  | Implement/support a Customer Retention Management system (CRM) for University recruiting and admissions. | Ellucian CRM Recruit is installed. In Progress. 99% |
| | | Implement/support predictive analytics, BI reporting, and advising/retention CRM (Hobsons Starfish) for student success. | Critical BI Data identified and install advising/retention analytics CRM (Hobsons Starfish). Reports available and in use by management-Hobsons Starfish. In Progress. 75% |
| | Plan and provide a technology infrastructure that is accessible, secure, and sustainable.  | Continue to maintain, update, and improve infrastructure. | Technology systems and infrastructure planning document is created and ratified by PC. *Wireless density in student center increase. *Rewire FM, Lind Lecture, Kimball Arts, and Student Services CAT 6. *New fibre to FM, RD, HP, A11, A12, and A2. *Increase wireless density in Elizabeth Hall. *Internal fibre in the Browning Ctr. *Outdoor wireless expansion. In Progress. 25% |
| | | Establish an IT long term planning group to develop a five (5) year plan for the University IT infrastructure. | Planning group is established and a five (5) year plan is created and ratified. In Progress. 10% |
| Mitigate the prioritized risks and achieve a high confidence level in security of University IT systems.  | Develop a process to ensure all University workstations are compliant with University policy and 90%+ of the systems to be compliant. | University workstations are compliant with the University security policy. In Progress. 90% | |
| | Three SANS 20 Critical Security Controls upgraded to "managed". | Three SANS Critical Controls are identified and categorized as managed. In Progress. 70% | |
| LEARNING | Establish and maintain processes to ensure the effective and efficient use of IT to enable WSU to achieve its strategic goals.  | Share artifacts from the 2016-17 academic year which demonstrate the process as well as the outcomes with Information Technology Governance Council (ITGC). | Processes are created, managed, and evaluated. In Progress. 95% |
| | | Identify, inform, and implement technology solutions to provide an effective learning environment.  | Develop and publish a classroom database. |
| | Develop a five (5) year plan for updating classrooms. | | Five (5) year plan for updating classrooms is created, evaluated, and communicated. In Progress. 75% |



Academic Affairs



Administrative Affairs



Weber State University



University Advancement



Student Affairs

