



Division Plan 2018-19

August 29, 2018

	Objectives	Initiatives	Measures	Status
Access	Provide a platform for business intelligence and analytical tools in support of student success.	<ul style="list-style-type: none"> •Implement Ellucian Elevate to interface with Online & Community Education (OCE) products and services, as well as integrate with Banner, Canvas, etc. •Continue to migrate to Ellucian Banner 9 for improved usability and student access. •Implement Reporting Gallery Version 1.0 (first release). •Implement Program of Study Declaration Phase 1 (students declare a major). •Coordinate resources to focus on Student Strategic Enrollment Plan (SEP) projects through the IT portfolios. 	<p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p>	<ul style="list-style-type: none"> •Core functionality has been tested and approved. Awaiting approval of integration with Banner Finance. Expected to go into production in November 2018 (90%). •Two modules planned for FY2019 (51%). •In production and will be launched after Dean's Council scheduled for September 5th. •Project is currently finishing up the planning stage. Initial development is underway. Plan to go live July 2019 (20%). •In the planning stage (0%).
	Plan and provide a technology infrastructure that is accessible, secure, and sustainable.	<ul style="list-style-type: none"> •Hold two (2) events with University departments where long term IT planning (accessibility, security, or sustainability) is the focus. •Retrofit two buildings on campus with wireless coverage. •Create a new SQL Server farm. •Establish a Docker Container environment. •Increase Disaster Recovery (DR) / Business Continuity status to be a yellow (average of green, yellow, and red) or above across campus. •Create a working example of systems and processes for deploying resources to a WSU private cloud with back-ups. 	<p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p>	<ul style="list-style-type: none"> •Held one of two meetings regarding Strategic Planning (50%). •In the planning stages for the Elizabeth Hall and Education buildings (0%). •Licenses have been purchased. Training, project planning, and implementing to begin in the Fall (5%) •Container environment has been set-up, with banner apps running. Planning to work with the web and applications team for them to use the containers (85%). •Worked with AXIOM Recovery to develop a WSU baseline for DR/BPXC. The baseline will be used to determine progress this year (25%). •In the process for state contracting paperwork to be completed (85%).
	Mitigate the prioritized risks and achieve a high confidence level in security of University IT systems.	<ul style="list-style-type: none"> •Create and demonstrate a process that uses Spirion data to reduce University risk. •Deploy a tool that will log network and system activity as part of the Security Information and Event Management (SIEM) project. •Authenticate devices connected to the WSU's wireless network. •Develop a program for training end users, technical (CTC's), and the IT Service Desk on how to react and handle cyber incidents. 	<p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p>	<ul style="list-style-type: none"> •In the process of creating training for the CTC's and informational materials for end-users; this will be completed by October 31st (10%). •The systems team is in the process of purchasing additional storage (50%). •Replaced the data center firewall along with Richfield. In the process of replacing VPN and border firewall (80%). •Training has been developed and being reviewed by the Cyber Insurance carrier (Beazley) (75%).
Learning	Identify, inform, and implement technology solutions to provide an effective learning environment.	<ul style="list-style-type: none"> •Create a policy and a plan that conforms to the Americans with Disabilities Act Sections 508 and 504 of the Rehabilitation Act of 1973 requirements for Electronic and Information Technology (EIT) Accessibility. •Facilitate IT Showcase events in partnership with all colleges as part of the digital literacy initiative. •Deploy LinkedIn Learning and publish online training resources, including interactive multimedia tutorials and JIT information for the most commonly requested services. •Create a baseline of the most critical SLA's needed by determining where Service Level Agreements (SLA's) should exist within the IT division. 	<p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p>	<ul style="list-style-type: none"> •In the beginning stages of creating a policy and plan (10%). •On track to begin in the Fall (0%). •Has been deployed and published in LinkedIn Learning (90%). Next steps (courses with students). •On track to begin in the Fall (0%).