

Office of Information Technology (OIT) Strategic Goals FY 2006

The Office of Information Technology provides university-wide leadership in Information Technology and quality Information Technology services in support of the university's strategic goals, which are to:

- Improve the quality of Rutgers' academic programs, especially in areas where there are comparative advantages and opportunities.
- Enhance the effectiveness of student services, the livability of our residence halls, and the attractiveness and accessibility of our campuses.
- Improve Rutgers' service to and reputation among all the relevant internal and external constituencies.
- Increase Rutgers' resources to the levels of peer AAU public universities and manage those resources more strategically and efficiently.
- Continue to develop an administration that will provide leadership for achieving Rutgers' strategic goals.

OIT accomplishes its mission in a fiscally sound manner, striving to meet the increasing IT needs of Rutgers students, faculty, and staff. OIT's long term strategic goals and areas of emphasis for FY 2006 follow:

1. **Strategic Goal:** Provide IT services that improve the quality of Rutgers' academic programs and administrative services.

Initiatives and Areas of Emphasis for 2005-06

- Pilot the Sakai Collaborative Learning and present results to the university community.
 - Coordinate with the Office of the Senior Vice President and Treasurer, the implementation of PCI (Payment Card Industry) Compliance
 - Complete the following projects that have been prioritized by the IT Project Governance Committee:
 1. Develop a roadmap for integrated administrative financial and human resources applications
 2. Degree Audit and Online Catalog Implementation
 3. Wolffpak Financier Implementation
 4. Direct Deposit of Student Refund Checks
 5. Book Orders with Online Registration
 6. Online Payment of Financial Holds
 7. Electronic Check Payment for Student Term Bills
 8. Integrate Student Photos with Rosters/Grading
 9. Additional Course Information in Online Schedule of Classes
 10. Automated Letters of Recommendation and Processing of Electronic Transcripts
 - Stop using Social Security Numbers as the primary student identifier
 - Investigate the feasibility of establishing a grid computing cluster and the necessity of becoming a node on the National Lambda Rail.
 - In collaboration with the Office of the Vice President for Academic Affairs, continue the CDIGIX pilot coordinating all IT aspects of providing a legal music/video downloading service for students.
2. **Strategic Goal:** Design, develop, operate, and maintain secure IT infrastructures that support research, teaching and learning, outreach, student services, and administration.

Initiatives and Areas of Emphasis for 2005-06

- Upgrade the ASB Data Center including the HVAC system and the installation of a generator
- Develop a Foundation Architecture for Authentication, Authorization and Data Provisioning
- Implement HP OpenView, thus enhancing proactive management of the network
- Assess and plan for the implementation of the next mainframe upgrade for administrative systems
- Implement the RIAS Procure-to-Pay Application and Data Base Upgrades
- Provide training seminars, events, and tools that enhance the University's IT security posture and raise awareness

3. **Strategic Goal:** Communicate about and promote opportunities for the application of IT in teaching, learning, research, and administration.

Initiatives and Areas of Emphasis for 2005-06

- Conduct personal meetings with University leaders at all levels to gather information on their needs and inform them of OIT services.
- Document and develop support plans for a base set of video services
- Continue to review and upgrade the OIT Website
- Finalize and distribute the Academic and Administrative Unit Guide to Information Technology
- Conduct a review of major IT systems and their replacement/evergreening requirements including funding needs and potential funding sources

4. **Strategic Goal:** Promote IT planning and foster cooperation within and between academic and administrative departments throughout the university.

Initiatives and Areas of Emphasis for 2005-06

- Complete the IT Strategic Planning Process and begin implementation
- Continue to evolve the IT Project Governance Process and integrate with the IT Strategic Plan
- Assist academic and administrative departments in leveraging central services to their fullest, thus conserving departmental resources
- Develop a plan for the next generation of instructional computing services to be implemented for Fall of 2006
- Develop a structure for funding site licenses for key academic software
- Work with academic department to develop an understanding of advanced IT services such as Internet 2 and incorporate it into their instruction and research.
- Assess Distributed Administrative and Business Systems working with University Business Managers and recommend efficiencies
- Implement a Project Planning and Implementation Methodology in Campus Computing Services

5. **Strategic Goal:** Continue to develop staff members who will provide IT leadership in support of the achievement of Rutgers' strategic goals.

Initiatives and Areas of Emphasis for 2005-06

- Develop and support the IT Certification Training Program sponsored by UHR
- Encourage and support diversity in the work place
- Assist departments in their hiring of IT professionals
- Support the University's IT personnel review committee
- Hire and train staff to achieve a broad-based service orientation
- Actively participate in regional and national events, thus increasing Rutgers recognition among peer AAU institutions.