

## **Office of Information Technology (OIT) Strategic Goals FY 2007**

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 2007 follow:

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

### Initiatives and Areas of Emphasis for 2006-07

- Sakai Collaborative Learning, continue development, testing and implementation including transition from WebCT
- I-Tunes University implementation, testing and faculty rollout (target Jan 2007)
- Shibboleth implementation for Research Groups (target Mar 2007)
- Music Downloading Service, in collaboration with the Office of the Vice President for Academic Affairs, implement the RUCKUS music and music/video downloading service providing a student a legal alternative.
- Microsoft Campus Agreement Implementation (target Nov 2006)
- Begin implementation of the Oracle GL and enhanced Financial Data Warehouse
- Implement the Financier Financial aid module
- Assess technical options for the reengineering of web-registration and possible integration with online class schedule and degree audit
- Assist in the assessment and implementation of Departmental supplemental systems
- Assist in the assessment of institutional mobile services and applications
- Develop an institutional IT Master Lease Agreement with terms and conditions that benefit the institution.
- Investigate opportunities for process automations and simplifications and further implementation of paperless processes
- Investigate opportunities for the expansion of e-commerce
- IT Project Governance Committee, complete the following prioritized projects:
  1. Degree Audit and Online Catalog Implementation (full roll-out Fall 2007)
  2. Wolffpak Financier Implementation (target early/mid 2007)
  3. Direct Deposit of Student Refund Checks (project deferred by SFS)
  4. Electronic Check Payment for Student Term Bills (target Dec 2007)

5. Automated Letters of Recommendation and Processing of Electronic Transcripts (target August 2006)

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 2006-07

- Complete the implementation HP OpenView, thus enhancing proactive management of the network
- Implement the RIAS Procure-to-Pay Data Base Upgrades (target September 2006)
- Provide training seminars, events, and tools that enhance the University's IT security posture and raise awareness (on-going??)
- LDAP upgrade (target Nov 2006)
- RULink upgrade (target Jan 2007)
- Expand wireless infrastructure on all campuses (ongoing)
- Continue to evolve the ESS data management architecture to support university information requirements, data security requirements and data access and provisioning requirements.
- Continue to evolve the myRutgers portal as the foundation for service delivery for students
- Develop an Identity Management architecture that will support ongoing user management (credentials, roles, permissions) and user access (authentication/authorization) needs
- Develop enhanced solutions for proactive network management including network monitoring, fault management, configuration management and application monitoring.
- University primary authentication services upgrade and reengineering (Kerberos & Safeword, target Nov. 2006)
- Size, acquire, configure and implement new UNIX servers in support of the RIAS Oracle General Ledger and Procure-to-Pay applications.
- Migrate the UNIX Servers and Mainframe into the new secured ESS Network.
- Upgrade the Mainframe Operating System to z/OS version 1.7.
- Upgrade the Mainframe database software for IMS to version 9 and Oracle to version 10g.
- Covert approximately 400 file transmissions from FTP to SFTP (secured).

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 2006-07

- 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
- 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 2006-07

- Begin implementation of the IT Strategic Planning
- Establish an IT Governance and Planning process as recommended in the ITSP
- 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

- Academic Software licensing, expand the program and develop a funding structure
- Work with academic department to develop an understanding of advanced IT services such as Internet 2 and incorporate it into their instruction and research.
- Internet2 Day Arts and Humanities
- Capital Campaign, collaborate with Undergraduate Education, and CAT on the development and submission of a joint funding proposal in support of the classrooms and a Teaching and Learning Center.
- Undergraduate Education Transformation, provide assistance and support for the implementation
- In partnership with university business managers co-lead the Supplemental Systems planning and implementation effort.
- Develop user based print management system in Campus Computing Facilities (implementation target August 2007)
- Develop communications resources for vendor communications and assessment for participation from institutional technology purchasers.

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 2006-07

- IT Certification Training Program expand course offerings (i.e. Podcasting, iTunes, Video technology, etc.)
- Encourage and support diversity in the work place
- Assist departments in their hiring of IT professionals
- Support the University's IT personnel review committee
- Actively participate in regional and national events, thus increasing Rutgers recognition among peer AAU institutions.

6. **Strategic Goal:** Continue to develop, streamline, and support the operational and administrative aspect of the organization.

Initiatives and Areas of Emphasis for 2006-07

- Complete the renovation of ASB annex and the relocation staff
- Restructure Campus Computing Central Systems and Services organization to facilitate unified planning across all campuses
- Work closely with University Procurement to develop more efficient methods for procuring computer sales and repair services