OIT Goals for 2012-2013

The goals and associated action items for the Office of Integrated Technologies (OIT) continue to be founded upon the themes, goals and strategies of Vision 2015 Strategic Plan for 2010 – 2015 as rearticulated and interpreted by the Integrated Technology Committee (ITC) in the Integrated Technologies Strategic Plan 2010 – 2015.

OIT priority action items for fiscal year 2012-2013 will be focused upon: 1 – completing projects in the OIT Project Portfolio; 2 – examining, documenting and re-engineering where necessary applications level workflows, data flows and processes in functional offices to improve Enterprise Resource Planning (ERP) system integration; 3 – visioning the overarching technology architecture and organizational infrastructure necessary to support the future SUNY Empire State College; 4 – identifying principles for ownership and shared stewardship for college data, information and knowledge assets; and, 5 – collaboratively exploring and establishing strategies for academic analytics and business intelligence (BI).

Goal #1: completing projects in the OIT Project Portfolio

Aggressively manage IT projects in the IT Project Portfolio. This past year all known outstanding IT projects and service requests made of OIT were moved into a single IT Project Portfolio. All service and project requests now originate from a single service request system. All projects are triaged and prioritized as they are received with consideration given to parameters suggested by ITC this past year in their advisory capacity. The OIT Project Portfolio is regularly updated and is now available to the college community for review online at: [http://www.esc.edu/integrated-technologies/project-portfolio/](http://www.esc.edu/integrated-technologies/project-portfolio/). At present more than half of the nearly sixty projects held in the IT Project Portfolio await resource assignments in order to become “active” projects.

- College Planning Theme: A.2 – Doing better by each other: institutional effectiveness . . . .
- College Planning Strategy: A.2.3 – Develop a coherent, college-wide approach to the effective use of resources

Selected Priority Action Items:

1. Web Presence – migrate all remaining static web pages to t4 content management
2. Starfish – move Starfish early alert & tracking system to production campus wide
3. Angel Upgrade – upgrade current Angel version 7.4 to 8.0
4. E’refunds – provide students the ability to receive refunds via the web
5. Datatel UI 4.3 – upgrade user interface to version 4.3 for Datatel ERP
6. Google Apps for Ed – provide core Google Apps for Education college wide
7. Moodle/Mahara – migrate from current Angel LMS to Moodle/Mahara
Goal #2: examining, documenting, and re-engineering where necessary, applications level workflows, data flows and processes in functional offices to improve Enterprise Resource Planning (ERP) system integration

Current SUNY Empire State College enterprise administrative applications are a complex inter-tangled consortia of proprietary vendor licensed products and custom programming which support many outdated and inefficient work processes. This effort will locate and question inefficient work processes in administrative areas and identify possible alternatives. In addition, this effort will assess software programs currently used to enhance, support or supplant ERP system modules, and, identify where greater reliance upon the ERP system modules can enhance effective integration and leverage common data, objects and processes.

- College Planning Theme: A.2 – Doing better by each other: institutional effectiveness
- College Planning Strategy: A.2.1 – Identify and remove barriers that prohibit or impede effectiveness and use integrated technologies to reduce barriers

Priority Action Items:
1. Admissions Architecture Update – complete current assessment of processes in the Office of Admissions; restructure work processes to eliminate inefficiencies, leverage current Datatel admissions suite, and remove legacy in-house programming.
2. Customer Resource Management (CRM) – acquire and deploy a Datatel integrated CRM and remove the existing inefficient third party product and custom software.
3. Examine possible outsource or contract support for implementing new product suites (e.g., CRM, Student Portal, and Dashboards) which provide integration of the college's existing product suites, reduce time to implementation and improve data access.
4. Explore strategic partnership with Ellucian (Datatel/Banner); assess restructuring administrative workflows, processes and technologies college wide; position current and future software suites for alignment with SUNY IT transformation initiative; possible “flagship” initiative.
Goal #3: visioning the overarching technology architecture and organizational infrastructure necessary to support the future SUNY Empire State College

The SUNY Empire State College mission statement, Vision 2015 and now the Vision 2025 materials are cast. The college has a vision for its future. It should be able to describe the market, its desired niche in that market, and identify aspirational peers and competitors. SUNY Empire State College should vision a technology environment and craft a technology roadmap which will lead and support our success in this market place. The current Integrated Technologies Strategic Plan 2010 – 2015 crafted with the guidance and care of the ETC has provided a sound, clear and well documented set of tactical steps. Strategic technology vision and positioning is necessary to move SUNY Empire State College from of the twenty century and prepare the college to step out in front of its peers and competitors.

- College Planning Theme: A.2 – Doing better by each other: institutional effectiveness
- College Planning Strategy: A.2.1 – Identify and remove barriers that prohibit or impede effectiveness and use integrated technologies to reduce barriers
- College Planning Theme: A.3 – Developing a culture of innovation, reflection and continuous improvement
- College Planning Strategy: A.3.2 – Actuate innovation in the development and delivery of offerings and services, and foster risk-taking so that we can learn from our successes and failures

Priority Action Items:
1. Realign technology support staff to better respond to end user demands
2. Restructure/update The Commons publishing space to leverage social media and better exploit the capabilities of open and collaborative workspace
3. Identify parameters and draft policy for college originated innovative technology applications
5. Examine technology models employed by colleges of similar mission and vision; lead a campus wide discussion of the technology model most able to support college vision. Prepare a proposal founded upon the examination and campus wide discussion. (May warrant third party participation prior to drafting any proposal.)
Goals #4: identifying principles for ownership and shared stewardship for college data, information and knowledge assets

Manage knowledge as a common and open asset of the college. Establish the principles and policies for its ownership and shared stewardship. Inventory current college digital assets and repositories. Explore and assess college-wide integrated data needs and uses, document findings and draft an initial college data architecture. Identify data security risks; establish appropriate policies, procedures and plans; and, take necessary actions.

- College Planning Theme: A.3 – Developing a culture of innovation, reflection and continuous improvement
- College Planning Strategy: A.3.4 – Create a culture of shared ownership of knowledge

Priority Action Items:
1. Draft policy for copyright, reproduction and intellectual property
2. Identify parameters for college wide data governance and draft policy
3. Establish a college digital repository for college specific knowledge objects
4. Participate in a college wide information effort to define Open Educational Resources (OERs), their access and their use
5. Define the role of Library in an environment of Open Educational Resources
Goal #5: Collaboratively exploring and establishing strategies for academic analytics and business intelligence (BI).

What strategies and tools are available and best suited to assist SUNY Empire State College for measuring and assessing student learning outcomes, programs and accreditation requirements, enrollment and credit hour predicctions, and other data founded management decisions? Can we identify “at risk students” or can we be more granular and identify what is it that puts them at risk? How can we assist in establishing a proactive rather than reactive course of action to make informed decisions?

- College Planning Theme: A.1 – Doing better by our learners: learner success
- College Planning Strategy: A.1.4 – Ensure academic quality by closing the loop between outcomes assessment, program review and accreditation, and student learning.

Priority Action Items:
1. Starfish - Move Starfish from pilot to college wide production with training
2. Data Warehouse Phase II – provide ad hoc dashboard based reporting for users
3. OIT/CPIE/OAA/OEM collaborative effort to craft a data access and reporting strategy.
4. Collaborative Partnership – explore and prioritize possible partnerships with third parties (e.g., Ellucian, IBM, MS, Oracle, SAP, SUNY peers, Rio Salado, others) which can leverage capabilities, resources, ideas for reporting, modeling and other business intelligence innovations.