**INFORMATION TECHNOLOGY**

**PROGRAM INFORMATION:**

As President Ransdell noted in his updated guide to Western Kentucky University’s Strategic Plan, *Challenging the Spirit*, “in the broad context of academic quality, it is imperative that the fast-changing dimension of Information Technology continue to be a priority for the University. This is a priority not only in Academic Affairs but across all divisions of the University. Immediate and convenient access to and the management of data is critical to an efficient, thriving university community. It is critical to achievement of a bold vision for a university.” WKU’s IT systems underpin nearly every component of the strategic plan.

Departments reporting to the Vice President for Information Technology include: Administrative Systems and Applications, Academic Technology, Technical Support Services, Communications Technologies, and Educational Telecommunications (WKYU-FM radio and WKYU-PBS TV). These departments include important functional areas such as Desktop Support, Resnet, Help Desk, Distance Learning, Learning Management Systems with Blackboard, Training, Telephony, Network Services, Interactive Video Services, Cabling, Student Technology Centers, the Technology Resource Center, core administrative and academic programming support, enterprise web development, and commodity services support and operations such as email and directory services.

**GOALS/ANTICIPATED PROGRAM ACTIVITIES:**

Specific initiatives that will be targeted in 2011-12 with new, existing, and reallocated resources include:

* Deploy Windows 7;
* Pilot and evaluate virtual computing labs;
* Deploy the Altiris desktop management system;
* Complete the acquisition and deployment of the WKYU PBS remote TV production truck;
* Implement flat rate billing for telephones, which will include free domestic long distance;
* Provide redundant Internet service;
* Complete the OmniUpdate ECMS website maintenance software deployment and provide user training (setting up templates, converting college web sites, supporting users);
* Virtualize the Blackboard course management system hardware;
* Replace the Banner system hardware – move platforms to optimize efficiency, scalability, and cost effective use of Oracle licensing;
* Evaluate a Customer Relationship Management system – organize an initial evaluation to gauge campus interest in pursuing an enterprise solution to manage university contacts to prospective students;
* Evaluate a replacement for the Advising System – evaluate a replacement for the current Advisor Trac system which Advising uses to schedule and document advising activities with students.  The system that they have is not adequate;
* Assist the Grants and Research Office with acquiring a grant tracking system;
* Conduct a security audit;
* Evaluate a possible replacement for the network firewall – software and/or hardware; and
* Establish a 10 year capital budget projection.

Through these initiatives and throughout the division, our goal is to provide our students, faculty, and staff with superior customer service; reliable and timely technical support; state-of-the-art technology tools; comprehensive training; and convenient access to computing and telecommunications resources. The Information Technology Division will continue to place specific emphasis on the use of information technology in student learning, faculty teaching, and staff productivity. We will maintain the national presence for WKU IT that has been established. Finally, we intend to help shape the larger technology discussion occurring in higher education in this country, rather than be shaped by it.

**FINANCIAL INFORMATION:**

**2010-11 Revised Budget 2011-12 Proposed Budget**

**Pos. Unrestricted Budget Pos. Unrestricted Budget**

Educational and General

Personnel/Fringe Benefits 115.6 8,372,886 115.1 8,729,945

Operating Expenses 4,716,691 4,536,785

Less: Interdepartmental Charges 2,101,000 1,848,000

Capital Outlay 1,539,903 1,358,584

Total Expenditures 12,528,480 12,777,314

Auxiliary Enterprises

Personnel/Fringe Benefits 3.1 184,177 3.1 195,299

Operating Expenses 323,656 317,996

Capital Outlay 90,000 90,000

Total Expenditures 597,833 603,295