

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 2012-2013 with new, existing, and reallocated resources include:

- TSM/Backup Systems Upgrade – We plan to upgrade the software and hardware on our enterprise backup systems to implement new technologies such as “deduplication” and to reduce dependency on tape. This is part of our enterprise storage roadmap and involves migrating our legacy storage to more efficient and less costly solutions.
- Enterprise Content Management System Template Upgrades and Add-ons – We plan to make significant upgrades to the OU Campus templates we implemented with the initial roll out of the ECMS in 2011. The upgraded templates will support HTML5 and provide enhanced CSS capabilities for Calendars, News, and Staff pages. In addition we will implement a number of add-on modules to improve such things as calendar processing, forms building, and event integration.
- Banner 9 Test System – SunGard, our Banner ERP vendor, is doing a phased release of Banner version 9 in 2012. This version of Banner is completely rewritten in a new coding language and development platform called Groovy. We will implement a prototype in test and begin evaluating the resources and training necessary to migrate to this version. We will have to retrain most of the programming staff to support this new version of Banner.
- WKU Portal Upgrade to Version 5 – We will implement a major upgrade of the WKU Portal this year moving it to version 5. Version 5 will have an improved look, feel, and navigation, and will provide additional Banner channels. The WKU Portal is a one stop, single sign-on (SSO) environment that enables users to access most major systems and services with a single click after initial logon.
- Banner Document Imaging (BDMS) – We will continue to bring additional offices onto BDMS in 2012. Financial Aid and Human Resources are next in line and we will work with them to provide technical support to go paperless with BDMS.
- Block 12 Project – This includes implementing networking, cabling, telecommunications, and interactive video systems for the parking structure, the Police Department, the Alumni Center, the WKU Store, and the Housing/Student Life Foundation.
- Complete upgrade of AXIS Telephone Billing System.
- Evaluation and implementation of a telephony solution to monitor quality of service on PBX and VoIP calls.
- Altiris – With the Symantec Altiris Client Management system currently in place, 2012 will be spent rolling out the Altiris agent to faculty and staff computers. This will be done in small batches using buildings as a guideline. Technical Support Services will also work towards implementing the system into departmental policies and procedures.
- Mobile and Personal Device Support – Technical Support services will work towards having a successful pilot. The addition of the services outlined in the project should be as seamless as possible, and as transparent to the WKU community as possible. TSS will work to find out more about what the WKU

community wants to accomplish with mobile devices, and what devices are actually on campus currently. TSS will also work to provide the support to the client in the most direct way possible including phone based and face-to-face support. Additionally, FAQs, training videos, and a mobile device simulator will be created or updated for self-help support.

- Helpdesk Internal Database and Self-Help Knowledgebase – The IT Helpdesk will continue developing reference materials both for internal and external use. It was determined in 2011 that a single software package would be ideal for housing both projects to reduce redundancy and improve upkeep of the information. Progress this year will include two paths: increasing the information available both to the public and internal consultants as well as researching and selecting a software package that enables the efficient delivery of this information to both user groups.
- Complete license renewal process for radio stations with FCC.
- Implement a Major Gifts program for WKU Public Radio – In order to ensure continued funding for the radio operation, the Radio Station Manager, the Director of Development, and the Director of Educational Telecommunications have begun implementing this program.
- Complete construction of High Definition Television Mobile Production Truck.
- Virtual Labs – Design and implement a pilot test of 100 lab computers using virtual desktop technology and application streaming technology. Evaluate options and make plans for wider use of these virtual lab technologies.
- Library Systems Office – Create and staff the Library Systems Office as a 50/50 unit supporting Library technology. Plan and support technology for a proposed Library Information Commons. Develop a plan for incorporating library public computers into Student Technology replacement cycle.
- Blackboard – Continue hardware virtualization of Blackboard. Replace Blackboard database server. No Blackboard software upgrade is planned in 2012.

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:

	2011-12 Revised Budget		2012-13 Proposed Budget	
	<u>Pos.</u>	<u>Unrestricted Budget</u>	<u>Pos.</u>	<u>Unrestricted Budget</u>
<u>Educational and General</u>				
Personnel/Fringe Benefits	115.1	8,731,236	114.7	9,045,252
Operating Expenses		4,536,785		5,378,887
Less: Interdepartmental Charges		1,848,000		1,848,000
Capital Outlay		1,358,584		1,222,233
Total Expenditures		12,778,605		13,798,372
<u>Auxiliary Enterprises</u>				
Personnel/Fringe Benefits	3.1	195,299	3.1	204,364
Operating Expenses		317,996		314,984
Capital Outlay		90,000		90,000
Total Expenditures		603,295		609,348