New IT Strategic Plan and IT Governance Proposal
Fall 2013

Download the Latest Drafts and Leave Comments

A web page has been created to gather feedback from the campus community regarding the draft of the IT Strategic Plan and the new IT Governance proposal. The link to this page is located on University Technology’s main web page at www.wiu.edu/utech in the upper right-hand panel (just above the link to the CIO blog—it has a green bar in the header and a yellow background… see the image below).

![Image of University Technology webpage]

After clicking on the “IT Strategic Plan draft and the IT Governance proposal” link, a page containing links for the draft plan and proposal will be presented (see below). Links at the bottom of this page provide a means for leaving comments. Before individuals can make comments, they must provide their WIU network credentials when prompted.
Information Technology Strategic Plan

The Institutional Strategic Plan for Technology at Western Illinois University for the academic years 2006 - 2007 through 2011 - 2012 served to advance technology on the two campuses during the past five years. It has been described as tactical in nature and, if not all, of the tasks were successfully accomplished. Because it expired at the end of the 2013 academic year, the Board of Trustees (BOT) requested that a new plan be developed for presentation at their June 3, 2013 meeting.

Lacking a formal governance body for developing another plan, the new CIO, Stephen Frazier, began working on a draft in order to meet the June deadline. Within his first few months after arriving at the University last November, he had engaged a couple hundred faculty and staff in conversations about IT. He also reviewed the IT strategic plans of Western's peer institutions and those of nearly twenty other colleges and universities. As part of the preparation, he also researched practices for the use of technology in higher education for the year 2020 and beyond.

While the plan was completed prior to the deadline, there wasn’t an opportunity to request feedback from the campuses. Therefore the Board of Trustees requested that the finalized document be presented at their October 11, 2013 meeting. In addition, a copy of the draft was forwarded to them at their request.

In July, the CIO presented the draft IT strategic plan to the President’s leadership team. To date, the plan has also been shared with the University Technology Advisory Group (UTAG), the leadership of the Student Government Association leadership on the Macomb and Quad Cities campuses, and the Faculty Senate leadership. The plan will also be presented to the Deans and Directors of the Provost’s team.

A series of open forums is being planned for this fall for presentation of the plan as well as the new IT Governance proposal. A schedule will be forthcoming.

Drafts

- Information Technology Strategic Plan: July 2013 Draft
- Leave feedback on the IT Strategic Plan

Information Technology Governance Proposal

Throughout the spring semester of 2013 and into this summer, a subcommittee of the University Technology Advisory Group (UTAG), along with others, has been working on an IT governance proposal. All segments of the University will be represented in this proposed governance process.

Each IT governance committee will publish minutes so that the process of decision-making is transparent.

While the proposal makes recommendations for membership on each of the IT governance committees (called Alliances), senior administration will determine who serves on the Council (the decision-making IT governance group) to which Alliances submit their proposals. The UTAG subcommittee has proposed three possible scenarios. In addition, the senior administration will designate who the owner of the IT governance process is (the UTAG subcommittee has made two recommendations in this regard).

Once the proposal is approved, the processes and forms for IT governance will be developed and refined during the summer. With assistance from the VPs, the Faculty Senate and Student Government Association, members of the IT governance groups will be identified and recruited. It is anticipated that the first meetings of the IT Governance groups will take place as early as October.

Drafts

- Information Technology Governance Proposal: July 2013 Draft
- Leave feedback on the IT Governance proposal

Comments and Feedback

Comments are requested regarding the IT Strategic Plan draft and the IT Governance proposal through September 5, 2013. This deadline date allows time for final editing and approval before the documents are submitted for inclusion with materials that go to the Board of Trustees prior to their October 11 meeting. The timeline is as follows:

- October 11: Board of Trustees Meeting
- September 11: Final version is submitted before noon for inclusion in packet of information that is sent to the Board of Trustees prior to their meeting
- September 9: IT Strategic Plan is submitted to the President for his final approval
- September 5: Final comments due by close of business

Leave comments/feedback
- View submitted comments/feedback
Revised Schedule

August 27:     Presentation to Faculty Senate
September 5:  Final comments due by close of business
September 9:  IT Strategic Plan is submitted to the President for his final approval
September 11: At noon, final version is submitted for inclusion in packet of information that is sent to the Board of Trustees prior to their meeting
October 11:   Board of Trustees Meeting

Note: Open forums are also being scheduled.

Information Technology Strategic Plan--Draft

The Institutional Strategic Plan for Technology at Western Illinois University for the academic years 2006 - 2007 through 2011 – 2012 served to advance technology on the two campuses during the past five years. It has been described as somewhat tactical in nature and most, if not all, of the tasks were successfully accomplished. Because it expired at the end of the 2013 academic year, the Board of Trustees (BOT) requested that a new plan be developed for presentation at their June 7, 2013 meeting.

Lacking a formal governance body for developing another plan, the new CIO, Stephen Frazier, began working on a draft in order to meet the BOT’s June deadline. Within his first few months after arriving at the University last November, he had engaged a couple hundred faculty and staff in conversations about IT. He also reviewed the IT strategic plans of Western’s peer institutions and those of nearly twenty other colleges and universities. As part of the preparation, he also researched predictions for the use of technology in higher education for the year 2020 and beyond.

While the plan was completed prior to the original deadline, there wasn't an opportunity to request feedback from the campuses. Therefore the Board of Trustees requested that the finalized document be presented at their October 11, 2013 meeting. In addition, a copy of the draft was forwarded to them at their request.

In July, the CIO presented the draft IT strategic plan to the President's leadership team. To date, the plan has also been shared with the University Technology Advisory Group (UTAG), the Student Government Association leadership on the Macomb and Quad Cities campuses, and the Faculty Senate leadership. The plan was also presented to the Deans and Directors of the Provosts team.

As noted above, a series of open forums is being planned for this fall for presentation of the plan as well as the new IT Governance proposal. Announcements for these meetings will be forthcoming.
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Visit uTech’s Website for the Complete Plan

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IT Governance Proposal

Governance “is the single most important factor in generating…value from IT,” and it is a critical success factor for the University. It engages the entire University community as a full-fledged partner in IT decision making. Through the governance process, major IT decisions are made in light of all technology needs throughout the University. Properly implemented, it cuts across all colleges and business units (eliminating technology silos) and has the authority to make decisions for IT projects that are above a certain spending threshold or meet other established and published criteria. Given limited resources and the current economic landscape, significant technology investments need to be thoroughly vetted against the backdrop of the priorities of all the colleges and University business units. Recommendations are made to the owner of the governance process, who has the final decision regarding implementation. If the owner accepts a proposal, he/she is responsible for its implementation (Weill and Ross, p. vii).

Existing IT committees, such as the University Technology Advisory Group (UTAG) and the Technology Cabinet, have helped to increase communication about and visibility of IT initiatives. These committees, however, were not charged nor structured to implement true governance. We should not inhibit the implementation of IT governance at Western Illinois University based on currently implemented structures.

Throughout the spring semester of 2013 and into the summer, a subcommittee of UTAG, along with others, has been working on an IT governance proposal. All segments of the University will be represented in this proposed governance process. Each IT governance committee will publish minutes so that the process of decision-making is transparent.

While the proposal makes recommendations for membership on each of the IT governance committees (called Alliances), senior administration will determine who serves on the Council (the decision making IT governance group to which Alliances submit their proposals). The UTAG subcommittee has proposed three possible scenarios. In addition, the senior administration will designate who the owner of the IT governance process is (the UTAG subcommittee has made two recommendations in this regard—see pages 8 and 9 of the proposal for owner and Council recommendations).
Once the proposal is approved, the processes and forms for IT governance will be developed and refined. With assistance from the VPs, the Faculty Senate and Student Government Associations, members of the IT governance groups will be identified and recruited. It is anticipated that the first meetings of the IT Governance groups will take place as early as October.

The following diagram depicts the flow of information through IT governance as well as the membership of the Executive Committee and the Alliances. Recommendations for the membership of the IT Governance Council are presented beginning on page 8 of the proposal (see uTech’s website for the complete proposal).
Some Other Changes for Fall 2013

- **Password Reset Self Service.** Go into Guava and add your personal 3rd party email address. SMS (cell phone) will be working after uTech’s change freeze (which is Aug 12 – 25).

- **Migrating Zimbra** to a virtual environment for stability and performance improvements. Thus far, almost all faculty and staff have been migrated. We will begin migrating students after the change freeze.

- **Virtual Computer Lab in Stipes Hall 331.** We anticipate that the lab will be ready by the end of September. Students will be able to use the “thin clients” in the room or use their own personal devices (such as mobile devices) from anywhere in the world to access applications that are in the lab.

- Change Management. uTech is reinventing its change management process for increased services availability, which should be noticeable over the next few months.

- The old Webmail system will be going away. Announcements will be forthcoming.