

Information Technology Strategic Plan Report Card

IT Strategic Planning Goals	# of Projects per Goal	% of Goal Complete	% of ALL Goals Complete
Goal 1 - Advance the mission of the university by maintaining a current, reliable, and scalable technology infrastructure.	12	65.00%	
Goal 2 - Collaborate with faculty, academic leadership, and students to apply technology to teaching and learning in ways that promote pedagogical innovations.	8	55.00%	
Goal 3 - Achieve operational and service excellence through continuous improvement in IT service delivery, information security, and technology adoption.	12	56.67%	
Goal 4 - Build and strengthen local, regional, & global partnerships by providing technological opportunities and advancement.	6	86.67%	
Goal 5 - Promote the University's initiatives of diversity and social justice through community and civic engagement.	5	56.00%	
Updated: 10/26/18			64.29%

Information Technology Strategic Plan Goal 1 Progress

Goal - Advance the mission of the University by maintaining a current, reliable, and scalable technology infrastructure.

Objective - Upgrade the University's technology infrastructure.

Activities	Pending	Planning	In-Process			Completed	% of Project	% of Goal
			25% Complete	50% Complete	75% Complete			
Adaptive Technology Upgrade	MET	MET	MET	MET			60.00%	
Applications Upgrade Project (annual)	MET	MET	MET	MET			60.00%	
Banner 9 Student Profile & Grading	MET	MET	MET				40.00%	
Blackboard Learn LMS Migration to SaaS & Ultra	MET	MET	MET	MET			60.00%	
Classroom Upgrades (annual)	MET	MET	MET				40.00%	
Meeting Space Upgrades (annual)	MET	MET	MET				40.00%	
CCure Door Access Control Upgrade	MET	MET	MET	MET	MET	MET	100.00%	
Implement Comcast Xfinity On Campus (IPTV)	MET	MET	MET	MET	MET	MET	100.00%	
Improving IT Business Continuity (annual)	MET	MET					20.00%	
Oracle 12c Upgrade (Banner Database Upgrade)	MET	MET	MET	MET	MET	MET	100.00%	
Server Upgrade Project	MET	MET	MET	MET	MET	MET	100.00%	
Upgrade the Campus Network Infrastructure	MET	MET	MET	MET			60.00%	
								65.00%

Information Technology Strategic Plan Goal 2 Progress

Goal - Collaborate with faculty, academic leadership, & students to apply technology to teaching & learning in ways that promote pedagogical innovations.

Objective - Leverage innovations in technology to advance academix excellence.

Activities	Pending	Planning	In-Process			Completed	% of Project	% of Goal
			25% Complete	50% Complete	75% Complete			
BSU Mobile 3.0	MET	MET	MET	MET	MET	MET	100.00%	
Champion Activation of Degree Works Student Planner	MET	MET	MET	MET	MET	MET	100.00%	
Engage With Academic Leadership on Tech Innovations	MET	MET	MET				40.00%	
Next Generation Classroom (Hart 213 Redesign)	MET						0.00%	
Office 2016 Deployment	MET	MET	MET				40.00%	
Open Educational Resources (OER)	MET	MET					20.00%	
Science on a Sphere (iGlobe)	MET	MET	MET	MET	MET	MET	100.00%	
Windows 10 Deployment & Azure AD Premium	MET	MET	MET				40.00%	
								55.00%

Information Technology Strategic Plan Goal 3 Progress

Goal - Achieve operational and service excellence through continuous improvement in IT service delivery, information security, and technology adoption.

Objective - Promote adoption of innovative technology, services, and solutions.

Activities	In-Process						% of Project	% of Goal
	Pending	Planning	25% Complete	50% Complete	75% Complete	Completed		
Centralized IT Service Center	MET	MET	MET	MET	MET	MET	100.00%	
Complete FY17 IT Project Portfolio (36 of 38 Projects)	MET	MET	MET	MET	MET	MET	100.00%	
Implement Contact Center solution for IT Service Desk	MET						0.00%	
Improving Employee On-boarding Process (IDM)	MET	MET	MET	MET	MET		80.00%	
Information Security Improvements (annual)	MET	MET					20.00%	
Improving IT Service Management (ITSM)	MET	MET	MET				40.00%	
IT New Semester Initiation (annual)	MET	MET					20.00%	
IT Professional Development (annual)	MET	MET					20.00%	
Migrate Campus Intranet to SharePoint Online (O365)	MET	MET					20.00%	
Office 365 Phase II Adoption (OneDrive & Skype)	MET	MET	MET	MET	MET		80.00%	
Technology Road Mapping (IT 2020)	MET	MET	MET	MET	MET	MET	100.00%	
Transition Video Surveillance Ownership from OPS to IT	MET	MET	MET	MET	MET	MET	100.00%	
								56.67%

Information Technology Strategic Plan Goal 4 Progress

Goal - Build and strengthen local, regional, and global partnerships by providing technological opportunities and advancement.

Objective - Achieve cost effective collaborative outcomes.

Activities	Pending	Planning	In-Process			Completed	% of Project	% of Goal
			25% Complete	50% Complete	75% Complete			
Advance Student Employment & Internship Programs	MET	MET	MET	MET			60.00%	
Chair the Massachusetts Public Higher-Ed CIO Council	MET	MET	MET	MET	MET	MET	100.00%	
Partner with UMass Presidents Office & Other Campuses	MET	MET	MET	MET	MET	MET	100.00%	
Police Communications System Upgrade	MET	MET	MET	MET	MET	MET	100.00%	
Promote CONNECT CIO Group Collaboration	MET	MET	MET	MET			60.00%	
Smart Parking	MET	MET	MET	MET	MET	MET	100.00%	
								86.67%

Information Technology Strategic Plan Goal 5 Progress

Goal - Promote the University's initiatives of diversity and social justice through community and civic engagement.

Objective - Formerly engage IT staff in the promotion of fairness and wellbeing.

Activities	Pending	Planning	In-Process			Completed	% of Project	% of Goal
			25% Complete	50% Complete	75% Complete			
BSU IT CARES Volunteer Campaign	MET	MET	MET	MET			60.00%	
Define, Explore, & Promote IT Wellbeing	MET	MET	MET				40.00%	
Donate Decommissioned Technology to those in Need	MET	MET	MET	MET			60.00%	
Participate in Diversity & Social Justice Task Force	MET	MET	MET	MET	MET		80.00%	
Promote Diverse Hiring Practices	MET	MET	MET				40.00%	
								56.00%