

Pennsylvania State System of Higher Education

Information Technology Plan

2012-2017

I. IT Governance

Goals

1. Develop an annual budget and planning process.

Strategies

- a. Develop an IT budget for all centrally provided and / or shared services (approved by the COP), namely: KLN (w/ baseline consortia purchases broken out from optional purchases); D.E. (i.e. D2L, etc.); SAP; SSHENet; and, perhaps, components of others (e.g., HR).
 - b. Implement the recommendations, as appropriate, of the respective CUO Review Reports. Note - Recommendations from the Library Services Consultants Report could impact this initiative.
 - c. Expand collaborative procurement, create a mechanism for prioritization of requests, and provide a simplified process for accessing existing standards, contracts and approved vendor lists. Also, provide a PASSHE-identified liaison for a specific vendor / product.
2. Establish a function to better monitor technology trends and products for their impact on the universities.

Strategies

- a. The University-based committees identified below (i.e., Academic Technology and Administrative technology) will share information about each University's initiatives with the ITGC through the respective CAO, CITO, and A&F VP representative at least annually.
- b. The System-based committees identified below (i.e., SAS Governance, Data Management, and SACT) will share information about System-level initiatives with the ITGC through the respective CAO, CITO, and A&F VP representative at least annually.

3. Develop a process for annual review, assessment, and revision (as needed) of the Plan.

Strategies

- a. Begin in Sept. 2012-13 and ongoing thereafter hold with quarterly meetings
 - Mid Oct. Face-to-face
 - Early Feb. Conference Call
 - Early May Face-to-face
 - Mid July Conference Call(i.e., before COP Annual Retreat)
- b. Maintain communication between the ITGC and the COP, CAOs, CITOS, A&F VPs through the respective committee representatives
 - Bill will share with the John and the COP
 - Carlos will share with Jim Moran / Kathleen Howley and the CAOs
 - Rick will share with Wayne Moore and the CITOs
 - Jerry (and Neil) will share with the A&F VPs and HR Directors
 - Rhonda will share with Kathleen Howley and the CSAOs

II. Student Success, Learning and Teaching

Goals

1. Support a learning transformation initiative that applies technology-assisted learning methods that are proven to increase student success.

Strategies

- a. Identify, inventory and share academic and learning best practices using technology in teaching e.g., virtual labs. (This could be accomplished via a faculty survey.)
- b. Establish tool kits, tutorials and/or increased access to professional development for faculty to design online/hybrid courses. Consider leveraging PASSHE Academy.
- c. Provide more availability to instructional content designers skilled at integrating technology into the classroom.
- d. Allow faculty to have more time to develop hybrid and online curriculum. Also consider creating incentives for new ideas/methods.
- e. Explore APSCUF CBA implications.
- f. Engage in conversations with the community colleges, intermediate units and high schools to examine results for how technology is being integrated into education offerings.
- g. Utilize technology to supplement remediation efforts as identified by the CAOs. (This should identify ways to address needs of traditional and non-traditional students.)

Initiative

- i. Each campus should establish its own cross-discipline Academic Technology working group or committee. These University-based committees should be empowered to share information about each University's initiatives with the ITGC through the CAOs/CITOs.
2. Adopt a vision and strategy for content sharing and library services across the System

Strategies

- a. Consider using an online broker of commercially available and free content.
- b. Implement the recommendations, as appropriate, of the Library Services Consultant. Note – Recommendations from the KLN / SSHENet CUO Review Report could impact this initiative

Initiative

- i. Re-engage a cross discipline team to implement library services recommendations and to develop future plans for LMS, LCMS/LOR solutions.

III. Student, Academic & Administrative Support Services

Goals

1. Change the SAS Advisory Council to a (PASSHE) SAS Governance committee. Include development of a process to request supplemental SAP services and take into consideration the technology needs identified through the CUO Review and Human Resources Transformation efforts. The committee should be cross-university and cross discipline.
2. Collaboratively create a PASSHE statement expecting a shared student experience for improved university mobile access to student support services.

Strategy

- a. Determine the current status of / approach to mobile access to services on each campus, and develop a model that outlines best practices and guidelines but leaves the implementation considerations (scope, approach, and timing) to the universities.
3. Promote collaboration between academic initiatives (for example, modern languages) and other impacted functional areas.

4. Develop plans for cross-functional group (facilitated by the OOC, if desired) to look for technology efficiencies in Banner, PeopleSoft and other SIS systems.

Strategies

- a. Implement a hosted, multi-university electronic (admissions) application (MUEAA).
- b. Update and implement BC / DR Plans.

5. Develop a PennREN leadership (PASSHE) committee to recommend options.

Strategy

- a. Implement the recommendations, as appropriate, of the KLN / SSHENet CUO Review Report.

Initiative

- i. Each campus should establish its own cross-discipline Administrative Technology working / users group or committee. These University-based committees should be empowered to share information about each University's initiatives with the ITGC through the A&F VPs / CITO.

IV. Research and Assessment

Goals

1. Fund and implement an enterprise level project to develop a common PASSHE-wide data management system to support more robust and integrated data analyses, insuring information validity and integrity.

Strategies

- a. As part of this analyze the need for a system level student identifier.
- b. Establish a cross-functional (PASSHE) Data Management committee to maintain standard definitions and the timing of data change requests in coordination with other existing groups (IR directors, Admissions directors, etc.).

2. Promote a research and assessment culture.

Strategies

- a. Begin by creating a matrix of assessment tools used for institution-wide program review by PASSHE institutions. (Institution-wide would include: not only academic programs, but also student life, financial aid, admissions, finance, human resources, facilities, advancement, information technology, library, etc.).

- b. Determine the current and future role / use of the TRACDAT solution in University- and System-wide assessment, given the potential use of D2L Analytics in assessing / tracking both student learning outcomes and retention.
- 3. Create university-based research support groups by tools or by region to share data and best practices.

Strategy

- a. Begin by creating a matrix of how institutions are structured for enrollment management. Once established determine what tools and data institutions are using to drive decisions and use as evidence for improving processes and programs.

V. Security, Compliance and Risk Management

Goals

- 1. Require each institution to develop a university-wide data security program.

Strategy

- a. A framework is being developed by the CITO's and its Security Architecture Coordinating Team (SACT).

- 2. Implement Federated Identify Management Solutions.

Strategies

- a. System-wide workshops were held on Apr. 12 -13 at DUC with InCommon. The "next steps" toward developing a work plan / timeline for implementation are were discussed.
- b. IUP, Ship, and Bloom are assisting with shibboleth deployment.

- 3. Implement student, faculty and staff data security awareness and education campaigns.

Strategies

- a. SACT has developed some materials that could be used in the campaign.
- b. SACT will develop a campaign framework by December 2012.

- 4. Leverage university staff, faculty, students to assist with data security programs and assessments.

Strategies

- a. SACT will continue to administer annual self-assessment (based on an EDUCAUSE self-assessment instrument); and report annual results and trends over time.
- b. SACT will develop a process for outside assessment / review/