

# Information Systems and Services

## Operational Plan for Technology 2008-2013

*Vision:* The ISAS Operational Plan will support the mission of Buffalo State

*Mission:* To align technology planning with the Strategic Plan of Buffalo State

- Strategic Direction 1: Quality Learning Experiences
- Strategic Direction 2: Research, Scholarship, and Creativity
- Strategic Direction 3: Regional Leadership and Service
- Strategic Direction 4: Academic and Institutional Distinctiveness
- Strategic Direction 5: Institutional Leadership, Governance, and Responsiveness

*Governance and Policy:*

1. The CIO and Vice President for Information Services and Systems will solicit broad input for policy recommendations and the prioritization of projects requiring resources through two representative bodies: the ISAS Board and the ISAS Advisory Council. (SD5)
2. Each of the Schools will develop individual Technology Advancement Plans to share with the ISAS Board and Advisory Council in order to set effective priorities. (SD5)
3. A copyright and digital rights management policy will be developed to allow Buffalo State to take advantage of the TEACH Act. (SD 1, 2, 5)
4. Policies will be reviewed and posted on the CIO Web site. (SD 5)
5. Review IT disaster recovery/business continuity capability and develop and implement a plan for business continuity in the current production environment. (SD5)
6. Implement a comprehensive campus information security program. (SD5)

*Physical Infrastructure*

7. Complete the necessary electrical and power upgrades in the campus data center ASAP and develop a plan for long-term viability of the existing data center with special attention to space, power, cooling and environmental considerations. (SD1,2,5)
8. Expand StudyQuad to include a Quiet StudyQuad, doubling the seating and computer access. (SD1,2,5)
9. Complete the conversion of all centrally scheduled classrooms to smart classrooms providing a technologically enhanced learning environment. (SD1,2,5)

### *Networking Infrastructure*

10. Continue progress on network improvements, including sufficient bandwidth to deliver course materials, library materials, expansion and improvement of ResNet capabilities, and expanded and enhanced wireless capability. (SD1,2,3,5)
11. Implement the dark fiber project, including redundancy, and complete application for membership in Internet 2. (SD 1,2,3,5)
12. Develop and implement a plan for a move to Voice Over IP (VOIP) for campus telephone systems. (SD 1,5)

### *Software:*

13. Commit to the support and maintenance of enterprise systems, such as the student information and course management systems. (SD1,2,5)
14. Develop and implement a reporting strategy that provides accessible and consistent data for campus-wide use. (SD1,2,5)
15. Develop and carry out a plan to implement a campus portal. (SD1,2,5)
16. Assess viability of Web-based file and software services. (SD1,2,5)
17. Move database and development technologies forward in the Oracle and SQL Server environments, and develop a plan for providing an optimal platform for system support and integration. (SD1,2,5)
18. Enhance the campus e-mail environment to take advantage of new technologies. (SD1,2,5)
19. Continue to review campus-wide software agreements and integrate into the technology fee funding process. Investigate new agreements that would be of benefit campus-wide. (SD1,2,5)
20. Continue systematic upgrading of software in labs. (SD1,2,5)
21. Collaborate with SUNY colleges and other libraries on post-Aleph library management systems for managing services and collections. (SD1,2,3,5)

### *Hardware:*

22. Work with College Relations to identify and implement a new, more robust hardware environment and updated content management software for the main campus Web pages.
23. Continue systematic replacement of equipment: computer labs, smart classrooms, smart carts, and faculty and staff computers. Investigate and implement appropriate tools to manage this process. (SD1,2,5)

24. Plan for equipping new buildings as they come online (Burchfield-Penney Art Center, Sciences & Mathematics Complex, Technology). (SD1,2,3,4,5)
25. Plan and implement digital signage and integrate with campus emergency alert program. (SD1,5)

#### *Services*

26. Redevelop the library as the premiere interactive/collaborative learning space for the campus: rehab Butler 218 and redesign the Information Commons area to include ergonomically correct computer stations. (SD1,2,4,5)
27. Plan and implement a campus “one-card” system to facilitate functions such as printing/copying, retail sales, program access, and meal plans. (SD1,5)
28. Assess and address the demand for card or fob electronic access to rooms, labs and studios. (SD1,2,5)
29. Reorganize and redesign the CTS Web pages to coordinate with those in other ISAS areas, centralizing the documentation and training resource materials. (SD1,5)
30. Expand campus videoconferencing capability. (SD1,2,3,5)
31. Explore automated audio/video capture and delivery of video over IP. (SD1,2,5)
32. Investigate and implement new collaboration tools for use by campus constituents. (SD1,2,5)
33. Continue the migration from print to electronic library resources including the licensing of video collections and other audiovisual databases that will take advantage of improved network capacity. (SD1,2,3,5)
34. Collaborate with SUNY and other consortia to leverage collection dollars and share library resources through coordinated collection development and expedited interlibrary loan services. (SD1,2,5)
35. Establish standards and practices for curating electronic content. (SD1,2,3,5)
36. Collaborate with museums and other cultural institutions to enhance electronic access to special collections. (SD1,2,3,5)

#### *Support*

37. Encourage a healthy and collaborative research and development environment within ISAS to provide the infrastructure and services to promote student retention and success. (SD 1,2,5)
38. Continue to develop the Information Commons and integrate components that strengthen the provision of essential services to students and faculty and staff. (SD1,2,5)

39. Increase support for instructional design and the development of online courses. (SD1,2,5)
40. Provide faculty and staff with support and training for the effective use of instructional technology in the classrooms and labs that have been improved. (SD1,2,5)
41. Continue to collaborate with faculty to identify best practices for the integration of information and computer literacy instruction into the classroom. (SD1,2,5)
42. Collaborate with the Faculty Development program to structure targeted technology programming that will improve research, teaching, assessment, and student learning; perhaps by creating a *Technology Academy* that could function like CASTL. (SD 1,2 4,5)

*Organizational Development*

43. Further develop the process and adopt the necessary tools to support ISAS governance, transparency, and portfolio management. (SD5)
44. Provide training and development and implement effective project management. (SD2,5)
45. Implement a process for project definition that includes a project program and that describes its scope, complexity, and resource requirements. (SD5)
46. Commit to studying and adapting best practices to improve services. (SD2,5)
47. Participate in national assessment and benchmarking programs for library and computing. (SD1,5)

*Approved 5/21/2008 by the ISAS Advisory Council*

*Amended and Approved 6/26/08 at the ISAS Leaders Meeting*