

Troy University
Office of Information Technology

2009-2010
Technology Plan



Using Technology as a Strategic Enabler

“The best way to predict the future is to create it.”

-Peter Drucker

Technology Planning Process: Seeking Opportunity, Embracing Change

Change in technology is a certainty. The benefits of technology are indisputable. Seeking a method to align technology needs and resources in an ever-changing landscape is analogous to shooting a moving target. One knows the goal and expectation, yet, how does one adapt to the changing environment?

Very simply, planning – planning based on realistic goals, with an appreciation of the dynamics of the situation. If we are to employ the advantages of technology on behalf of the University, we must plan.

The technology planning process at Troy University is a collaborative effort focusing on need. Often, we refer to the effort as a solutions-based approach. We seek solutions first. Then, apply technology to foster realization of the goal.

Purpose of Technology Plan

Technology is an essential component of the day-to-day operations of the University. The purpose of the Office of Information Technology is to leverage technology to support the University's mission and strategic plans. The technology plan is an instrument that clearly establishes the connection between technology efforts and the University's strategic initiatives. The plan is the result of collaborative efforts to ensure that technology is best employed for overall institutional effectiveness. The inclusive process is a structured approach for comprehensive buy-in of key institutional leaders – a synchronous process whereby IT seeks understanding of divisional needs while presenting an accurate depiction of IT landscape, including resource availability and infrastructure capacity.

The collaborative effort focuses on need – a solution-based approach. IT discusses University need, reviews technology offerings and assists in the design of a flexible, effective plan that is congruent with infrastructure and resources. The focus on need rather than technology facilitates the proper adoption of a product.

A technology plan that is based on University need, developed through constituent collaboration and seeks solutions based on known resources yields a malleable IT environment. By capitalizing on integrated systems that serve comprehensive needs, rather than ad-hoc, localized solutions with myopic goals, IT can deliver solutions that work efficiently and effectively.

IT Mission

The IT department will support the mission of Troy University by providing efficient, readily-available technology to the University system. IT endeavors to maintain flawless, constantly-available electronic resources and support mechanisms. To this end, IT actively investigates new technologies and structures to facilitate realization of the University's mission.

IT Duties/Competencies

IT is divided into several functional areas:

Administrative Computing - ERP, SIS system management and maintenance

Academic Computing - Student CIS software/server management

Systems Development - Enterprise-level system administration, design and maintenance

Network Services - Enterprise-level network administration, design and maintenance

Technical Services - PC hardware support, Microsoft Software support, end-user training, solution development

Policy Development/Maintenance – Creation and enforcement of IT policy

IT Security – Development and Vigilance of IT assets and resources

Guiding Principles

The University does not possess unlimited resources. Therefore, the technology plan offers structure that will facilitate proper solicitation of technology solutions.

Standards/Commonality

Troy University is committed to employing common tools across the IT infrastructure. The use of common standards and tools is a significant benefit to the University:

- Reduces need for complex support mechanisms
- Facilitates common knowledgebase, greater expertise of personnel
- Allows for sharing in common formats, avoiding conversion
- Confidence in use of common applications
- Common application training program
- Reduction of downtime
- Improves reliability and integration of systems
- Reduces security review
- Reduces cost of ownership

The technology standards policy is available at https://it.troy.edu/Policies/standards_policy.htm.

Security

Troy University endeavors for a safe, secure computing environment for its constituents. Security policy and standards are reviewed by the IT security team. A strict adherence to usage policy is observed. The policy is available at https://it.troy.edu/Policies/tech_policies.htm.

Electronic Communications – Email

Troy University maintains one email system for all University constituents. The email system is the official means of communications with students. In an effort to maintain an efficient and productive electronic collaboration environment, a unified email system will be maintained by IT for all University constituents.

Core Database – ERP System

Troy University ensures data security, integrity, privacy and accuracy of data elements. The core database is used to produce all institutional reports, or, offer data for approved complementary systems that enhance University efforts. The ERP system is Datatel.

New Technology Adoption

Review of all new or significantly enhanced technology efforts will be reviewed by the Technology Infrastructure Coordination Team. The team will evaluate the need for personnel, compatibility with existing infrastructure and alignment with University goals during the review process. The technology plan strives for comprehensive solutions – ad-hoc solutions often create disparate, poorly-secured systems that do not address institutional need completely.

Access to Technology

Troy University IT will strive to provide ubiquitous access to IT resources.

Technology Use

Technology will be viewed as an enabler for accomplishing University goals in learning, research and the conduct of university business. Technology usage policies are available at https://it.troy.edu/Policies/tech_policies.htm.

IT Annual Plan 2009-2010

Objective	Strategic Initiative	Notations/Description
Create and update IT technology plan and policies.	5., Strengthening the Infrastructure	Create comprehensive plans and policies for IT. The plans and policies will provide cohesive, concise computing environment.
Improve IT communications and efficiencies	5., Strengthening the Infrastructure	Continue single reporting systems for IT issues, single reporting structure, continued IT newsletter updates.
Review and evaluate needs for compliance to best practices and legislation.	5., Strengthening the Infrastructure	Review PCI, HIPPA, FERPA, and new archive legislation for ongoing compliance in IT.
Improve ERP, SIS system	5., Strengthening the Infrastructure	Web GUI for ERP, Entrinsik install, associated printing and data mechanisms, enhance backup routines.
Upgrade data security efforts	5., Strengthening the Infrastructure	Efforts include centralization of all major systems and data warehouses, perimeter security enhancements, LAN login, VPN upgrade
Enhance administrative systems	5., Strengthening the Infrastructure	Efforts include ongoing systems maintenance and upgrade, non-SIS system upgrade and installation
Enhance administrative network infrastructure	5., Strengthening the Infrastructure	Efforts include network hardware upgrade, telecommunications plant enhancement, wireless network enhancement
Increase IT training offerings	5., Strengthening the Infrastructure	Continue refining and developing IT end-user training for common desktop applications
Enhance internal communications systems	5., Strengthening the Infrastructure	Enhancement of intranet, emergency notification systems, HERMES, Ad-Hoc desktop videoconferencing

Enhance academic computing facilities	5., Strengthening the Infrastructure	Efforts include upgrade of IT-supported labs and classrooms, improve systems associated with Blackboard and other academic systems
Enhance community offerings	5., Strengthening the Infrastructure	Efforts include IT forensics facility, CyberKids initiative, safe-computing newsletters
Operate Computer Forensics Institute	5., Strengthening the Infrastructure	Begin new law enforcement training and lab initiatives in Fall 2009, Spring 2010 start video research component
Complete Administrative Wireless Networking	5., Strengthening the Infrastructure	Winter 2009-2010, install 35 wireless access points in administrative areas
Upgrade WAN bandwidth	5., Strengthening the Infrastructure	Upgrade bandwidth at Troy, Montgomery, Dothan, SER to larger Metro-E connections
Implement new paperless solutions	5., Strengthening the Infrastructure	Implement EchoSign for e-signature and paperless workflows
Review major contracts	5., Strengthening the Infrastructure	Review comprehensive technology contract, cellular contract, telecommunications contract
Enhance new IT facility	5., Strengthening the Infrastructure	Partner with private business entity for expanded development of Troy IT Center
Deploy new web offerings	5., Strengthening the Infrastructure	Deploy new www.troy.edu website, new hosting solution, new DNS servers, consolidate all web servers to single VPS hosting environment