

**Office of the CIO
Strategic Directions
2004-2005**

Project	Description	Strategic Direction
BG@100	<p>The BG@100 project for the implementation of PeopleSoft for administrative systems is a top priority that will have a long-term impact. The project began with data collection, assessment of current systems, and prioritization of requirements for a new system. This process concluded with the selection of PeopleSoft for implementation. This project is proceeding in phases to the areas of human resources, finance, and student information systems. This is a multi-year project that began in 2003.</p> <p style="text-align: right;"><i>continued</i></p>	1

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Project	Description	Strategic Direction
BG@100	<p><i>continued</i></p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>HCM Phase 1 Plan developed and approved by ESC</i> • <i>Change Control process developed and approved by ESC</i> • <i>Additional Action and Information Items written and approved</i> • <i>Project Team moved to 414 E. Wooster Street location</i> • <i>Conversion Plan developed</i> • <i>Interfaces needed identified and written</i> • <i>Needed reports identified and developed</i> • <i>Information gathered regarding implication of PeopleSoft takeover by Oracle</i> • <i>Open forums and other communications means implemented</i> • <i>Training for Query, Budget Officers, Applicant Tracking, eHire application, What PeopleSoft Brings to Me, Self-service applications, and Back Office training developed and presented - appropriate documentation also developed for each training type</i> • <i>distribution of What PeopleSoft Brings to Me materials to faculty and staff</i> • <i>Kronos converted prior to PeopleSoft cutover</i> • <i>Change Address application converted prior to PeopleSoft cutover</i> • <i>Conversion plan implemented and successfully converted to PeopleSoft as of June 27, 2005</i> 	

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BGSU Web Enhancements	<p>Continued progress on enhancements to the BGSU website and the inclusion of BGSU web pages into the Content Management System, Rhythmyx. This will allow for greater accuracy in website information and a streamlined and efficient approach to web design, maintenance and management of content.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>landing pages completed for the: Faculty/Staff page, Current Student page, Parents page, Alumni/Guest page, Academics page, Departments page, Administrative Offices page, College of Musical Art, and College landing page</i> • <i>in addition, the following offices/services have been added to CMS: Faculty/Staff forms, Finance Administration, Business Office, Office of the Treasurer, Payroll Office, PeopleSoft Payroll Procedures, Risk Management, BGSU Retirees Association, Office of Equity and Diversity, Office of Registration and Records, Student Health Service Self-Care Guide, Student Affairs Disability Services, Student Union, Office of Web Development, Center for Teaching, Learning and Technology and portions of the Information Technology Services site</i> • <i>the above listed sites are in addition to the previously CMS published sites for the: University home page, Office of the President, Faculty Senate, Marketing & Communication News Releases, Marketing & Communications Learning Communities, Office of Executive Vice President, Office of the Chief Information Officer, and University Events Calendar</i> 	1, 2, 6

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Campus EAI Enterprise Portal	<p>Progress on the implementation of the Campus EAI Oracle Portal system to integrate online learning, administrative computing, and student services will continue. This project is developed on the basis of a grant award from Campus EAI.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>infrastructure for enterprise portal is in place</i> • <i>portal login requires 2 credentials – BGNet username and password</i> • <i>includes single sign-on</i> • <i>customizable to add or change portlets</i> • <i>to include: Current Events, Current Weather, Webmail and Quickmail, Meeting Maker (web version), Yahoo News feeds, Campus Updates, Campus Views, Blackboard/E-Learning, Favorites, Search, Employee Self-Service application for PeopleSoft, and Administrative Applications</i> • <i>implementation planned for week of August 15, 2005</i> 	1, 2, 6

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Centralized Server	<p>To have technology housed and supported by ITS by centrally providing servers to allow colleges and departments that have the need for a separate server and special applications. This integration reduces security concerns, protects data, provides professional support for the various technologies involved and potentially can save BGSU dollars in both salary savings and duplication of efforts and responsibilities.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> <i>providing service to approximately 40 departments for fileshares and 20 departments for application services.</i> 	6

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Classroom Technology Equipment Plan	<p>A plan developed by the Classroom Technology Working Group to provide consistent, standard technology for instructional purposes throughout campus classrooms. Newly installed or upgraded technology for 162 classrooms will be implemented throughout the first four years. The plan also encompasses strategy for this equipment to be replaced on a four-year cycle.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>Plan revised to include an additional three classrooms for a total of 165 for each four year cycle</i> • <i>Year two (2004-2005) of the initial four year cycle has been completed</i> • <i>Classrooms receiving updated technology this year included: Business Administration 1005, Education 203, 205, 209, 213, 222, 347, 406, Eppler North 304, Hayes 107, 108, 111, 114, 117, 118, 126, 128, Library 122, Life Science 131, Math Science 236, 238, 241, Overman 184, and Technology 247C</i> • <i>Classrooms receiving new installations this year included: Business Administration 1002, 2003, 1009, 1010, Education 114, 202, 301, 355, Eppler North 301, Eppler South 307, Fine Arts 129, 1030, Moore Musical Arts 1004, 2008, MacDonald 069, 070, and West Hall 018, 201</i> • <i>In addition to the installations, support for the technology-equipped classrooms was provided via the Technology Support Center</i> • <i>four training sessions for those desiring instruction on use of the technology in technology-equipped classrooms were offered</i> 	1, 2

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Digital Multimedia	<p>Based on the needs assessment and recommendations included in the Digital Multimedia Task Force report, a plan for supporting digital multimedia initiatives will be developed.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>filled role of Digital Services Manager by internal reassignment</i> • <i>hired two Digital Asset Analysts</i> • <i>Digital Asset Management committee formed and convened</i> • <i>RFP for Digital Asset Management solution issued</i> • <i>seven responses received</i> • <i>in process of seeing presentations from four vendors</i> 	1, 2

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Disaster Recovery Planning	<p>A Disaster Recovery Plan was first created and testing during the calendar year 2003. This plan will continually be reviewed, updated, and tested to continue to provide a means of data and service recovery in the case of a disaster.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>a test was completed on October 12 - 14, 2004 at the Sungard facility in Philadelphia, PA</i> • <i>open systems (Unix) were included in this test for the first time</i> • <i>the group continues to meet and plan for the next testing time in October 2005</i> • <i>the Sungard contract is being renegotiated to include new equipment</i> • <i>State of Ohio has created a consortium for disaster recovery - will investigate if any portion of disaster recovery process would be best served by this consortium</i> 	6

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ePortfolio	Continue to support implementation of the ePortfolio program to place student portfolios on the web. Usage of this application continues to expand as it is introduced to freshmen in the BGeXperience program. <i>Progress from July 1, 2004 to June 30, 2005</i> <ul style="list-style-type: none"> • <i>ePortfolio has been configured to integrate with BGSU authentication</i> • <i>approximately 2,000 users on ePortfolio system</i> • <i>preparation and planning for upgrade to version 1.62j has begun</i> 	1, 5
EMS Master Calendar	Investigate the Virtual Master Calendar as a replacement for the current BGSU events calendar. <i>Progress from July 1, 2004 to June 30, 2005</i> <ul style="list-style-type: none"> • <i>software has been purchased</i> • <i>will look to implement in 2005-2006</i> 	2, 6
IMS (Instructional Media Services) Organization	In order to align the services provided within Instructional Media Services and portions of other areas within the CIO's office, the IMS organizational chart will be reviewed for possible reconfiguration and expansion. <i>Progress from July 1, 2004 to June 30, 2005</i> <ul style="list-style-type: none"> • <i>organization chart has been examined</i> • <i>no changes to be implemented at this time</i> 	6

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Lab Hardware & Software Funding	<p>Continued planning for funding to provide state-of-the-art hardware and applicable software for labs throughout campus.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>hardware in the following labs was upgraded during this time period: Library Lab, 127 Hayes Lab, Olscamp Wireless Cart, Math and Writing Labs, Athletics Lab, Digital Imaging Lab, Technology Lab, Music Lab, and Fine Arts Lab</i> • <i>the Academic Software Advisory Committee was established to review requests for instructional software - 34 requests were submitted and 19 of the requests were funded</i> 	1, 2, 3

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List serve product	<p>A list serve product has been installed, tested, and introduced for distribution of the <i>Monitor</i> and the Arts & Sciences newsletter. A plan for the integration of this product for other list serve applications needs to be developed. Implementation of the plan will then need to be initiated in order to reach the goal of moving away from the current widely used listproc application.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>testing of the list serve product has been completed</i> • <i>is being used for the Monitor, BGSU Tech, and Adult Learner Services</i> • <i>initial plans underway to roll out for additional use in future requests</i> 	1
Network Connection Requirements	<p>In order to maintain the integrity of the network, a program to check devices, including student resident hall machines, prior to being added to the network will be developed and enforced.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>testing was conducted in one residence hall (Harshman-Anderson) in the spring 2004 semester</i> • <i>feedback was received from users</i> • <i>feedback and system performance is being reviewed prior to the next phase of the plan being developed</i> 	1

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Policies and Procedures - CIO's Area	<p>This is an initiative to complete a review of currently written policies and procedures that have an impact on internal department and campus wide technology use. The review should follow with the development and documentation of policies and procedures where they may not currently exist. Concerns for network and data access and security provide the forum for implementation of consistently documented policies and procedures.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> <i>work in this area is a continuing process - the network policies are in process of being reviewed and receiving approval, also the PeopleSoft project has generated the establishment of several policies in support of the work being completed for the project</i> 	1

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Research and Development	<p>Research and development continue to be challenging for the IT industry. Change occurs at an extremely rapid pace. A consistent means to research, review and test new products for use both within our plan and to expand the knowledge of our full time and student employees will be reviewed.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>product research, review, and testing continues within each area and will be a continual process</i> • <i>during this year some projects generating research and development include self-defending network, document imaging, campus one card system, digital asset management</i> 	1

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Security	<p>Security is of great concern and a very challenging area. Keeping up with an industry that is constantly at the forefront and being tested is extremely difficult. The latest technology advancements for security are continually being pursued. Additionally, involvement in statewide planning and investigative organizations will continue. Means to stay ahead of the challenges presented in this area will continually be explored.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> <i>the ITS Security team continues to raise awareness of security issues, provide pertinent information to administrators and users, research security related topics and issues, and participate in regional and statewide security organizations</i> 	1, 2

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Student Laptop Initiative	<p>Due to increased funding challenges many Universities have implemented a program requiring students to purchase a laptop computer as part of their fees. This program regularly includes a student receiving a laptop as a freshman and a provision to upgrade the system in their junior year, The student may then keep this unit upon their graduation. A program for implementation at BGSU will be reviewed.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>the Information Technology Committee (ITC) drafted a final report to overview the possibilities of requiring student laptop ownership</i> • <i>small pilot projects rather than an initial campus wide requirement was recommended in the report</i> 	1,2,3
Student Tech with BGeXperience	<p>The Computer Ethics and ePortfolio workshops developed by Student Tech will be offered to an expanded number of freshmen students in the BGeXperience program.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>computer ethics and ePortfolio workshops were offered upon request for freshmen students in the BGeXperience program</i> 	1

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Voice over IP (VoIP)	<p>Once the telephone switch upgrade and the building of new configurations on the data network have been completed, VoIP integration will be investigated.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>initial VoIP is being tested in the BG@100 building using approximately 30 IP phones connected to the University network</i> • <i>implementation will be expanded as new facilities purchased/leased are connected to the University's fiber backbone</i> 	6
Webtrend	<p>Integrate Webtrend website statistical analysis into Rhythmyx content management templates.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>Webtrend software has been purchased and installed</i> • <i>plans are to first implement in conjunction with Continuing & Extended Education and Alumni</i> 	1

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Wireless Encryption	<p>A strategy to provide an encrypted connection for wireless laptops is being developed. This encryption will provide for the “over-air” transmissions to be better protected and more secure.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>wireless encryption plan has been developed</i> • <i>this plan is in the testing phase</i> • <i>documentation is also in the development phase</i> 	1, 2, 5

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Wireless Network Expansion	<p>Through the use of wireless technology, new avenues for learning are provided. The current ability to use wireless in strategic locations across campus will be expanded as new areas for wireless access are identified and in accordance with the wireless network strategic plan.</p> <p><i>Progress from July 1, 2004 to June 30, 2005</i></p> <ul style="list-style-type: none"> • <i>in addition to the coverage listed in previous years, wireless coverage is listed for the following entire buildings: Alumni, Hayes Hall, Fine Arts, Jerome Library, Kohl Hall, Offenhauer West, Overman Hall, Prout Chapel, Rodgers, and Union</i> • <i>in addition to the coverage listed in previous years, wireless coverage is listed for specified areas within the following buildings: Commons, East Hall, Education, Facilities, Family & Consumer Science, Fieldhouse, Firelands North, Firelands East, Founders Hall, Greek Houses, Hanna Hall, Ice Arena, Johnston Hall, Math Science, Memorial Hall, Moore Musical Arts, Moseley Hall, Psychology, Recreation Center, Shatzel Hall, South Hall, Student Services, Technology Annex, University Hall, WBGU, West Hall, and Williams Hall</i> 	1, 2, 6

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