

# Bowling Green State University

## IT Strategic Plan FY 2023-FY 2027

### The University Vision

In the spirit of innovation, Bowling Green State University (BGSU) will be a national model for a premier learning community that develops, transforms, and impacts individuals and communities by shaping their futures through learning, discovery, and collaboration. BGSU will meet the educational, economic, and social challenges of its region, the State of Ohio, the nation and the world.

### The University Mission

Bowling Green State University provides educational experiences inside and outside of the classroom that enhance the lives of all its students, stakeholders, and the many publics we serve. BGSU students are prepared for lifelong career growth and a future of engaged citizenship and leadership in a global society. Our learning communities build a welcoming, safe and diverse environment where creative ideas and entrepreneurial achievements can benefit others throughout Ohio, the nation and the world.

### Strategic Initiative #15 from Forward -

*We will develop and implement a technology plan that includes learning space enhancements, emerging technologies, mobile learning and technology-enhanced pedagogy in the classroom.*

### Supporting Academic Goals

#### 1. Mobility – Teaching, Learning and Working from Anywhere

FY 2023 Tasks:

- Complete the WIFI Project Replacement 3600 access points
- Replace Pulse VPN with the Global Protect VPN
- Implement DIGARCCurriculum and Catalog Management System
- PeopleSoft Fluid for Registration and Records

Success Metrics:

- Number of faculty/courses that encourage or require student personal device use as part of weekly classroom learning activity.
- Number of unique VPN users – access from off campus.

#### 2. Improving Classroom Pedagogy and Advanced Technology

FY 2023 Tasks:

- Complete AV maintenance for nine classrooms.
- Identify wireless screen sharing solution.
- Create standard classroom AV packages
- Test Zoom Rooms to replace Four Winds Digital signage

Success Metrics:

- Number of classrooms and their utilization each year.
- Number of classrooms with technology newer than 10 years (usually considered EOL).
- Breakdown of reported classroom technology issues each year.

### **3. Emerging Academic Technology – Use of Artificial Intelligence, BYOD for Students, Academic Software**

FY 2023 Tasks:

- Introducing Virtual Computing to eCampus
- Validate the list of University Wide software packages

Success Metrics:

- Number of AI applications being used
- Number of remote and eCampus classes using virtual computing.
- Number of students taking remote and eCampus classes using virtual computing.

## **Productivity**

### **4. Paperless Interactions and eSignature**

FY 2023 Tasks:

- Falcon Flight Plan SchedMule (uAchieve) part 2
- Falcon Flight Plan Part 3 – four-year planning
- Admission Files implementation
- Electronic PAF Implementation
- Adjunct Contract Automation
- Graduate Application Improvements
- Athletics Certification approval process

Success Metrics:

- Number of processes converted to paperless with or without eSignature.
- Number of eSignature forms processed per year

### **5. Business Process Reengineering of All Systems and Processes**

FY 2023 Tasks:

- Core HR Process Review – BPR
- Benefits Administration -BPR
- Payroll Processing -BPR
- University Advancement Agilon One Replacement with Blackbaud NXT

- Human Resources Hire Touch replacement with NEOED
- Transfer Evaluation BPR
- Readmit Process BPR
- HR Enterprise Reporting

Success Metrics:

- Number of BPR's completed each year and the number remaining to be done.
- Reducing the number of applications on campus with an existing sunset date.
- Measurable reductions in labor within academic and business areas after implementing system automations.
- Technology training completed by users.
- Number of audited Knowledge Base articles

## 6. **Achieve 95% "cloud" based applications.**

FY 2023 Tasks:

- Move the SOCC DR site to the AWS hosted cloud
- Migrate Evolve FM to the cloud
- Migrate Talend to the cloud

Success Metrics:

- Limit on-campus hosted systems to those supporting Residence Life, Dining Services, Public Safety, Access Control and BG1 Card. All other systems in an IaaS or SaaS cloud.

## **Data and Security**

### 7. **Academic and Administrative Data Accessibility - Ease of Use and Business Intelligence**

FY 2023 Tasks:

- Automate Provost BI Reporting
- TMA reporting in BI
- Complete Academic Financial Statements
- Complete the University Financial Statements

Success Metrics:

- Create a single tool (Power BI) that accesses all data courses via a data lake.
- Measuring access and ease of use for academic and administrative reports.
- Accuracy of data.

### 8. **Personal Data Privacy and information Security**

FY 2023 Tasks:

- Implement Palo Alto Global Protect VPN to replace Pulse Secure VPN.
- Complete firewall rule review with Palo Alto Networks professional services to ensure maximum protection and return on investment.
- Exercise an Enterprise Incident Response Plan.
- Enhance vulnerability visibility within the server and infrastructure environment, while maximizing protection capabilities.
- Assess BGSU Information Security controls against an industry standard framework of best practices called - CIS Critical Security Controls.
- Start the automation of security patches for the servers, storage and network equipment

Success Metrics:

- Number of compromised accounts – increase/decrease over time.
- Number of breaches or data losses.
- Annual exercise in disaster recovery.
- Personal IT security and privacy training courses completed for voluntary use.