INFORMATION SERVICES
5 Year Goals and Objectives
January 2008 – December 2012

Mission:
We are a strategic asset for UMKC’s missions: Teaching and learning, research, service, and economic development.

2012 Goals:
1. Infrastructure that delivers seamless, secure, reliable, anytime and anyplace user access.
2. User technologies and support that enhance and facilitate teaching and learning, research, service, and economic development.
3. Effective and efficient management of resources.
4. Accurate, understandable, and accessible communication, documentation and resource use.
5. Continuous improvement in services, facilities, and professional development.

The processes for achieving each of the above goals are listed in the first sections of this report.

2008 IS Project List and Point Person:
- IS project management – Guggenmos/Classroom Technology Services
- Infrastructure improvement (building cabling) – Johnston/Telecomm & Networking
- Policy/process documentation – Carnett/Administration
- VOIP rollout – Johnston/Telecomm & Networking
- Mass communication proposal – Hisle/Central Systems
- Software deployments – Reisenbichler/Support Services
- Course casting capacity/technology – Goodenow/Information Access
- Expansion of wireless coverage – Johnston/Telecomm & Networking
INFORMATION SERVICES
5 Year Goals

Goal #1: Infrastructure that delivers seamless, secure, reliable, anytime and anyplace user access.

- Student Live @ EDU Project
- Increase the ILE Classroom availability
- Upgrade Building Wiring Infrastructure
- VoIP Roll Out
- Expand Wireless Systems
- Network Core and Building Electronics Lifecycle
- Network new buildings and Residence Halls
- Course capacity/technology project

Goal #2: User technologies and support that enhance and facilitate teaching and learning, research, service, and economic development.

- New Campus Web Server Architecture and Content Management Project
- Increase the ILE Classroom availability
- Increase overall awareness and feedback for the ILE Classroom systems
- VoIP Roll Out
- Expand Wireless Systems
- IT Support Services become more accessible, visible and available to the campus community
- Improve campus computer lab experience and resources
- Course capacity/technology project

Goal #3: Effective and efficient management of resources.

- Implement an IS Project Management Office
- Restructure Classroom Technology Department to adequately support the ILE Classroom systems and campus AV projects
- Move Hospital Hill Fiber Optic Cable Off of Utility Poles
- Increase efficiency in delivery of services
- Expand efforts to comply with “green” computing initiatives including energy reduction and recycling.
- Provide advanced technical expertise and services to UMKC academic units, IT Liaisons and UMKC departments
- Course capacity/technology project
Goal #4: Accurate, understandable, and accessible communication, documentation and resource use.
   Storage Management: Accounting, Reporting and Allocation
   Disaster Recovery Planning and Procedures Project
   Overhaul of IS Related Security Policies and Enforcement of Policies
   Increase Security Awareness
   *Upgrade Software Deployment
   Change Management - changes to IT resources are organized, timely and well-communicated
   *Course capacity/technology project

Goal #5: Continuous improvement in services, facilities, and professional Development.
   *Implement an IS Project Management Office
   Increase the ILE Classroom availability
   Increase professional development opportunities for staff
   *Infrastructure Improvement
   *Expand Wireless Systems
   *Network Core and Building Electronics
   Lifecycle replacement schedule
   Network new buildings and Residence Halls
   Data Leakage Prevention

*2008 IS Projects