



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