

Strategic Initiative Project Work Plan Summary

8Project Name:	IT and Physical Infrastructure 2022	Academic Year:	2018-109 / Version 5.0 (11-13-2018)
Strategic Priority:	Continue investing in infrastructure improvements	Project Leaders:	Todd Birchfield/Priti Bhatia
Team Members:	Shakil Akhtar, Julie Coile, Svetlana Soroka, vacant, Jeff Jacobs		
Project Description:	Continue to invest and, where needed, to expand the infrastructure necessary to support the other strategic initiatives		
Success Measure(s)	Provide a robust, agile and scalable IT infrastructure; Ensure the integrity, reliability and appropriate access of data; Provide secure, usable physical spaces; Address transportation needs around and to and from campus.		

Feb 2018 Updates in red; Jun 2018 updates in green; Nov 2018 updates in blue; May 2019 updates in purple

#	MAJOR TASKS / Action Steps ⁱ	Target Date	Responsibility	Deliverable(s) / Notes
1	<input type="checkbox"/> Provide a robust, agile, and scalable IT infrastructure			
	<ul style="list-style-type: none"> ○ Expand ITC advisory and governance role 	Ongoing	ITS, ITC	Make ITC key player in determining ITS strategic direction. ITS works closely with ITC in determining strategic direction as well as on issues with immediate impact.
	<ul style="list-style-type: none"> ○ Evaluate IT infrastructure capacity 	Open ended	Team	Network, compute and storage reports Our network upgrade is proceeding and we have completed all work as budget has allowed. Compute is modernized to 2017 standards with huge gains in memory, CPU and network capacity. Storage is continually monitored and increased as budget allows. Primary storage expansion of 36TB. As ITS has continued replacing out of support switch gear on campus, we have begun implementing and testing next generation Fabric technology. ITS has replaced all aging and out of warranty switches. ITS is working to upgrade our internet bandwidth to 10Gb, with a corresponding upgrade to network technology.
	<ul style="list-style-type: none"> ○ Create technology lifecycle plan 	Moved to 2018. Underway and ongoing	Team	Technology lifecycle report. Creating inventory. Inventory continuing, including services inventory in ServiceNow. ITS continues to

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				leverage ServiceNow for inventory, process, and project management.
	○ Upgrade network connectivity		ITS	Ongoing project, no determined end date
	<ul style="list-style-type: none"> ▪ Identify weaknesses in wireless and wired coverage 	Ongoing monitoring	Dr Akhtar, ITS (HUB)	Wireless/network connectivity report. Collect HUB data on wireless issue reports Our wireless “challenges” calls have dropped significantly to the point where we are making on the fly changes to increase density on an as needed basis. ITS continues to add density to our wireless network and is in the process of upgrading the access points in housing.
	<ul style="list-style-type: none"> ▪ Create network improvement plan 	Evolving document	Dr Akhtar, ITS	Analysis of data
	<ul style="list-style-type: none"> ▪ Implement network improvement plan 	Ongoing	ITS	Systematic upgrade/replacement plan. Collect data on wireless issue reports Our network upgrade is proceeding and we have completed all work as budget has allowed. 8 building switches replaced. Fiber enhancements underway All building switches save SAC have been upgraded to supported hardware. ITS requesting mid-year funds to complete SAC.
	○ Install more feature-rich, economical phone system	Spring, 2018	Todd, ITS	Implementation of new phone system is underway. ITS and Library rollout has occurred and is being evaluated before moving to full campus rollout. Entire campus will be converted to new phone system by end of FY18. New phone system in place. Adding features in progress. The transition to full features of the phone system is still in progress.
2	□ Ensure integrity, reliability and appropriate use of data			
	○ Release new portal	Completed 2017	ITS	Improved portal experience, better security. Portal has been in place and is received well.

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				Portal was replaced in 2019 offering a better, more easily supported solution.
	<ul style="list-style-type: none"> ○ Install Enterprise Backup system 	Ongoing	ITS	More robust backup system. Completed; Expanded to include tape backup. Backup system expanded in the last 12 months with tape backups coming online this fiscal year.
	<ul style="list-style-type: none"> ○ Review existing appropriate use documentation 	Ongoing, open ended	Team	Up to date appropriate use documentation
	<ul style="list-style-type: none"> ○ Bring disaster recovery site online 	2018	Facilities, ITS	Convert room at Huie into DR datacenter. Partially completed, ongoing. Working with Comcast to tune bandwidth. We now have a 1Gbps connection between main campus and Lucy Huie; Replication of primary and backup data occurring; Tape backup will be installed during Summer, 2018.
3	<ul style="list-style-type: none"> □ Provide secure, usable physical spaces 			
	<ul style="list-style-type: none"> ○ Conduct focus group work with Faculty to determine technology needs and preferred layout of physical space 	Spring 2019	Team	Classroom needs report Faculty office needs report Focus group leaders, topics and groups have been identified. Team will conduct focus groups during Spring 2019.
	<ul style="list-style-type: none"> ○ Survey Staff to ascertain needs with regards to physical spaces, breakrooms, lockers, touch-down areas etc. ○ Conduct focus group work with Staff to determine physical space needs. 	Spring 2019	Team	Staff space needs report Focus group leaders, topics and groups have been identified. Team will conduct focus groups during Spring 2019.
	<ul style="list-style-type: none"> ○ Conduct focus group work with Students to determine needed spaces and technology for group meetings, housing. 	Spring 2019	Team	Student space/technology needs report Focus group leaders, topics and groups have been identified. Team will conduct focus groups during Spring and Summer
	<ul style="list-style-type: none"> ○ Conduct off-site visits to Corporate, Higher Education (Private and Public) and Retail 	Spring 2019	Team	Chick-Fil-A, SCAD, and Home Depot have been identified as sites to visit. Committee visited

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				Chick-Fil-A headquarters. Scheduling Steelcase research/case study for team
	○ Prioritize campus expansion plans	Ongoing	Facilities	List of campus expansion priorities- Ongoing, working on space adaptation- managing and adapting existing spaces to accommodate for growing needs. Road project progressing.
	○ Evaluate current state of teaching spaces and teaching technology	Spring, 2019	Team	Teaching space technology database
	○ Identify more collaborative space	Ongoing	Priti, Lana,	Evaluating and incorporating
	○ Follow facilities condition analysis plan to address various needs	Ongoing	Priti, Lana,	Priority list- Ongoing, Example- Laker Village Project
	○ Increase collaboration between IT and Facilities to provide innovative spaces	Ongoing	ITS, Facilities	Ongoing- Facilities and I.T constantly collaborating for innovative spaces. Example- Academic Core, and planning for Trammell Property, installation of Connectrac products at various locations.
	○ Integrate security technology (access control, surveillance, etc)	2019	Priti, Todd, committee, Access Control Committee	Security technology integration plan including student living areas and faculty/staff office areas Access Control Committee formed and work is ongoing. Meeting with vendors February, 2018 to discuss options.
	○ Assess current state of ADA compliance	Ongoing	Priti, Lana	Priority list and remediation plan- Ongoing, Example- ADA push button installed at Arbor Hall, ADA door access for Veterans Affairs, ADA Side walk connection from parking to Clayton Hall, sidewalks at road project
	○ Assess campus signage	Ongoing	Team	Signage priority list- Signage Committee in place, project to be prioritized and completed in phases.
4	□ Address transportation needs			

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	<ul style="list-style-type: none"> ○ Transportation – Integrated with focus group discussions 	2019	Team	Transportation needs report. Road project, wide sidewalks, landscape, trails. Quad redesign in progress.
	<ul style="list-style-type: none"> ○ Create transportation plan 	2019	Team	Transportation Proposal, review the outcome of focus groups.

ⁱ Use verb-noun combination to focus activity, e.g., research variables, design survey, pilot survey, etc.

Focus group material will be assembled early Spring 2019. We anticipate beginning work with focus groups during Spring semester.