Attached please find the ITS annual goals for 2017/18. Your team leads will use these as a starting point for your 2017/18 team goals, and in turn, your 2017/18 individual goals as they prepare your 2016/17 evaluations (coming soon).

This list primarily reflects the big projects we are already in the midst of implementing. Our major goal this year is to \*get them all completed\* and clear our plates for future initiatives that support the Graduation Initiative 2025, recommendations coming from the university’s WASC reaccreditation process, and the forthcoming Academic Tactical Plan. Please let me know if you have questions or concerns about any of these.

And while I have your attention, a couple of housekeeping items:

\* The definitions ITS uses for the ratings categories in Section A of the "Report of Performance" (evaluation form) can be found by going to the ***About ITS*** web page (<http://www2.humboldt.edu/its/about>) and clicking on "*Performance Definitions*" in the right navigation bar.

\* A reminder that ITS has a vacation blackout for the two weeks before and two weeks after the start of fall term classes (all hands on deck!); this year, that translates to August 7th – September 2nd.

*\* Please review the amount of annual leave you have accrued and will accrue through the end of December; if you think you might run into problems at the end of the calendar year with more accrued annual leave than you can carry forward, please coordinate with your appropriate administrator to plan when to use up what you must so you don't lose it.* You've earned it!!

\* Please obtain your appropriate administrator's approval for specific annual leave dates BEFORE you incur any associated out-of-pocket costs (airline tickets, campground reservations, etc).

**ITS 2017-18 Annual Goals**

*Our one new initiative:*

**Deployment of mobile apps for students** – bringing up both the Kurogo Mobile Campus solution from Modo Labs (for interactive transactions with Peoplesoft, like registering) and the PeopleMobile solution from GreyHeller (for the more general mobile applications like calendars, maps, and communications). We will focus primarily on deploying the infrastructure underneath mobile apps, with only a handful of actual delivered apps in each tool. This will make it possible to deploy additional apps fairly quickly in the future.

***Specific Outcomes:***

* + *Deploy Modo Mobile Campus solution with limited feature set such as just General Services.*
  + *Deploy GreyHeller PeopleMobile solution for 2-3 key student-usage applications such as Search Classes, Registration, View Grades.*
  + *Limited scope deployment to provide quick to-market release, gain feedback from students and build experience with the toolset.*

*Continuing initiatives:*

**Virtual Software for students** – providing access to academic software over the web from anywhere is a way to give students access to computing resources at times and in places that are convenient to them. An effective Virtual Lab will also enable faculty to more fully test software before using it for teaching and decrease ITS’ implementation time for new software requests.

***Specific Outcomes:***

* *Complete initial testing of RDS environment to ensure it meets faculty needs*
* *Load test RDS environment utilizing real coursework from faculty involved in the proof of concept*
* *Utilizing the ITS Project Prioritization process, secure resources and support to expand the RDS environment to support 200 concurrent users*

**Improved software request process for faculty** (labs & smart classrooms) - Creating a centralized web-based database will enable students and faculty to quickly see which applications are available in what facilities and ITS to more accurately determine software licensing needs.

***Specific Outcomes:***

* *Utilizing SCCM and JAMF, build a process that inventories the software installed on each lab computer*
* *Create a database of the software faculty have requested to be installed on lab computers*
* *Create a process that identifies the delta between the software that has been requested and the software that is installed; report that delta to staff who will follow up*
* *Create a web process for faculty to explore what software is available in the labs*
* *Create a web process for faculty to request needed software that isn’t already available*

**Data Center improvements** - move critical student services to HSU’s new and more stable data center environment to provide students with a more dependable online experience. Minimizing or eliminating student service failures during the academic year will have a positive impact on student success by ensuring availability of essential services.

***Specific Outcomes:***

* *Ensure all servers/services are under change control*
* *Move off all Silo (physical and virtual) systems into the main cluster*
* *Create checklists for processes that should be standardized for efficiency and accuracy*
* *Audit the Data Center physical hardware inventory*
* *Define, analyze and develop an upgrade path for legacy, specialty and one off systems*
* *Identify and configure a new wiki for documentation and move existing documentation into the new structure*
* *Hire backup consultant for audit & recommendations*
* *Replace Load Balancers*
* *Move Hyper-V into production hypervisor*

**Digital Data Storage Strategy** - HSU does not currently provide a best practices framework for the storage of ever-increasing amounts of digital data, leaving the university vulnerable to the risk of data exposure or loss as well as unnecessary expenditure. This project will assess current and future data storage needs and prepare a comprehensive set of recommendations for secure and cost-effective options.

***Specific Outcomes:***

* *Complete the pilot phase of the Box file storage, sharing and collaboration tool set; draft a recommendation to the CIO*
* *Utilizing the ITS Project Prioritization process, secure resources and support for the initial deployment of Box to campus constituents*

**Move off Moodle part 2** – while we will have effectively migrated all teaching out of Moodle and into Canvas by the start of Fall 2017, there are still a myriad of ‘courses’ in Moodle that are more about university business processes and student support than they are about students earning credit (e.g., EOP, HOP, HOOP). We want to get all these activities moved out of Moodle and into whatever tool is appropriate for their purposes so we can archive the Moodle server.

***Specific Outcomes:***

* + *Perform an initial pass of the “courses” residing on Moodle (courses.humboldt.edu) and identify the appropriate tool for their purposes, such as on a web site, Google Team Drive, Skillport, Canvas, and others. Identify those “courses” that are no longer active.*
  + *Work with course owners to help them move their content off Moodle and into the appropriate tool.*
  + *For those courses that have been identified as appropriate to reside on the Ongoing courses subaccount in Canvas, work with Instructional Designers, Programmers and other teams to facilitate enrollment and service indicators of completion, as needed.*
  + *Establish and communicate a timeline to Moodle ongoing course owners regarding access and server archiving.*

**Improvements to KBox** – apply improvements to our KBox environment that don’t require exhaustive effort but that will improve user satisfaction; determine whether those improvements are sufficient to cause us to stay with KBox, or if we want to go out to the market with a full-blown RFP for a ticketing system.

***Specific Outcomes:***

* + *Working with Patrick, upgrade KBOX to the current release.*
  + *Fully understand all the workflows currently using KBOX.*
  + *Consult with KBOX support to optimize our current KBOX implementation.*
  + *In consultation with our stakeholders (internal and external), identify desired improvements to KBOX to improve customer satisfaction.*
  + *For each suggested improvement, determine if this can be accomplished in KBOX and what amount of effort would be required to do so.*
  + *Determine if these improvements are sufficient to meet our needs that we can stay with KBOX or if instead we should proceed with an RFP for a ticketing solution.*

**Finish out the TNS improvements** – as much as is possible, given the status of the KBox/ticketing initiative above, finish out all tasks in the TNS Process Improvement Initiative.

***Specific Outcomes:***

* *Complete all improvements not dependent on implementation of (1) Consolidated ITS-wide Ticketing System and the (2) Campus Financial Services recharge project.*
* *Complete assessments to measure the impact of completed improvements with each of the TNS Process Improvement contributor groups.*

**Campus Solutions 9.2 Upgrade and HCM Database Split** - splitting the PeopleSoft HCM database so that Campus Solutions (student records) and Human Resources run in separate databases is a key prerequisite for the CHRS project. Undertaking these two tasks will enable the CHRS project to be completed on schedule and ensure HSU retains a one-to-one relationship between our CS and HR environments.

***Specific Outcomes:***

* *PeopleSoft Campus Solutions in separate database upgraded to version 9.2*
* *PeopleSoft Human Resources in separate database at version 9.0, ready for CHRS (when available)*
* *MyHumboldt Portal upgraded to PeopleTools version compatible with both databases*

**Campus-wide migration to Drupal** – we have recently finished the development of a ‘hosted distribution’ for Drupal websites that will provide ease of use and access, and ensure consistency and compliance with campus SLAs and branding. The migration initiative will provide campus web page/site owners with access to training, services, and expertise that will ease site management and provide a smooth transition to Drupal version 7. It will also provide an HSU-themed foundation on which campus users can build their own sites, resulting in different sites with different content but a consistent HSU theme.

***Specific Outcomes:***

* *Complete support materials for end-users*
* *Migrate Student Affairs, Administrative Affairs, ITS, and other Drupal 6 sites to OpenHSU*
* *Coordinate and support the transition of remaining www-2 sites to OpenHSU*

**Fischer** – Replace the current PDF-based access request process and workflow using features provided by our new Identity Management System. Further develop the account request capabilities by including all of our requestable accounts. This phase also includes a handful of fixes to various processes.

***Specific Outcomes:***

* *Automate the role request workflow for PeopleSoft, Nolij, OBI, and other ARF systems.*
* *Automate the account request process for departmental and administrative accounts.*
* *Fix web related workflow problems.*

**Clover** – replace the ETL tool used by the Enterprise Data Management team (required because one current solution is no longer supported) and retire the old Oracle Warehouse Builder application.

***Specific Outcomes:***

* *Migrate Human Resources and Finance jobs to Clover ETL.*
* *Migrate EOC population jobs to Clover ETL*

**Identity Finder** – conduct campus-wide initiative to have Identity Finder run against all campus pc’s and network file shares and any Level 1 data not appropriately needed to support the work of the user of that pc/file share eliminated. Meet with all offices for training, assistance and follow up.

***Specific Outcomes:***

* *Campus high-risk workstation standard implementation is finalized*
* *All workstations which need to store Level 1 data are inventoried and have that standard enforced.*