



Office of Information Technology Strategic Plan

Last Update 06-12-2018

	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Telecom Service	<ul style="list-style-type: none"> • Implement Calero Billing Automation System • Phase II Fiber • Air core cable Replacement • VoIP – proposal and determination of funding source 	<ul style="list-style-type: none"> • Phase II Fiber • VoIP – East Campus 	<ul style="list-style-type: none"> • Phase III Fiber • VoIP – All of Campus 	<ul style="list-style-type: none"> • Phase IV Fiber • Retire Nortel Switch • Air core cable Replacement 	<ul style="list-style-type: none"> • Phase V Fiber
Network Engineering	<ul style="list-style-type: none"> • Edge Switch Rep. - Y1 • AP Replacement – Y1 • UPS Replacement – Y1 • Internet Hardware Replacement Phase 1 • Wifi Phase IV (Outdoor) • Cat 3 Cable (off-campus) • DIA @ McLafferty • Core network upgrade • Web Content Filtering – research and propose • Network Security 	<ul style="list-style-type: none"> • Switch Rep.- Y2 • AP Replacement – Y2 • Web Content Filtering – research/propose/implement • Guest Wi-Fi Captive Portal • Wired Network Authentication (802.1x) • Core Network Upgrade – Phase 2 • Automated Response to Security Alerts • Automated Device Configuration • Elimination of SOHO switches • DNS Consolidation 	<ul style="list-style-type: none"> • Switch Replacement- Y3 • AP Replacement – Y3 • Continue Migration to All Avaya Core • DWDM • Consideration of 40Gig Core • Elimination of SOHO switches • NET Team Hardware Refresh • Core Network Upgrade – Phase 2 	<ul style="list-style-type: none"> • Switch Replacement - Y4 • AP Replacement – Y4 • Continue Migration to All Avaya Core • DWDM • VLAN Switching/NAC Type Solution/Role Based Access Control 	<ul style="list-style-type: none"> • Switch Replacement – Y5 • AP Replacement – Y4 • VLAN Switching/NAC Type Solution/Role Based Access Control
Enterprise Systems	<ul style="list-style-type: none"> • Replace Web Infrastructure • Upgrade Video Surveillance • Work towards High Availability for various systems • Business Impact Analysis on Major Systems • Hot Aisle Containment in Data Center • SCCM campus wide • All servers hosted in data center or virtualized 	<ul style="list-style-type: none"> • Lifecycle Replacement for SAN • Replace Aging UPS • Lifecycle Replacement of Servers • Full Cloud backup of all ERP systems • Identity and Access Management replacement • Engage Azure Assessment and Roadmap service to optimize mix of on-premise, hosted and cloud services • Assist in unifying the collaborative communication services 	<ul style="list-style-type: none"> • HA Site (SmartRow) Refresh • ISU Site migration to cloud • Update all RHEL 6 systems • Move assessment recommended strategic on-premise workloads to cloud based on value • Expand and enhance IT Infrastructure capacity in response to demand (VDI, storage, ERP) • Provide cloud-based storage for file services (files.siu.edu) 	<ul style="list-style-type: none"> • Provide VM live migration capability to cloud • Expand and enhance It Infrastructure capacity in response to demand (VDI, storage, ERP) • Move assessment recommended strategic on-premise workloads to cloud • Blended data center (hybrid on premise and cloud based) • Provide self-provisioning for cloud resources 	<ul style="list-style-type: none"> • Expand and enhance It Infrastructure capacity in response to demand (VDI, storage, ERP) • Continue workload move towards cloud as value dictates • Continue blended data center (on premises and cloud based)



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	<ul style="list-style-type: none"> • Build ES test environment Phase II • Advanced Threat and Email Protection • Implement DLP email audits 	<ul style="list-style-type: none"> • Provide metrics and real-time performance indicators to support analytics • Provide VM live migration across physical sites • Expand IT Infrastructure capacity as needed 			
Technology Services	<ul style="list-style-type: none"> • Replace 20% of Desktop Computers • VDI Deployment Phase I • Replace PCs in Computer Learning Centers (CLCs) with Thin Clients to Support VDI • Roll out ITSM to Entire Organization • Establish method ITIL Foundation training for Tech Services Staff • Develop Service Catalog • Develop Knowledge Management • IT Dashboard POC 	<ul style="list-style-type: none"> • Replace 20% of Desktop Computers • Develop Collaborative Learning Spaces in CLCs • VDI Deployment Phase II • Centralization of Lab Support • Centralization of Desktop Support • Centralization of Technology Support for Classrooms • ITIL Foundation Training for 25% of Tech Services Staff • ITIL Self-Assessment • ITIL Roadmap • Begin campaign to "Shift Left and Down" • Launch IT Dashboard • Alert notifications POC/Pilot • Automation and orchestration POC • Establish CIO Scorecard • Establish annual Customer Service Training. 	<ul style="list-style-type: none"> • Replace 20% of Desktop Computers • Develop Collaborative Learning Spaces in CLCs • Expand VDI Deployment • ITIL Foundation Training for 25% of Tech Services Staff • Introduce Continuous Process Improvement program. • Self-service Initiative • Automation and orchestration Pilot • Standardized DTS processes 	<ul style="list-style-type: none"> • Replace 20% of Desktop Computers • Develop Collaborative Learning Spaces in CLCs • Expand VDI Deployment • ITIL Foundation Training for 25% of Tech Services Staff • Continuous Process Improvement 	<ul style="list-style-type: none"> • Replace 20% of Desktop Computers • Expand VDI Deployment • ITIL Foundation Training for 25% of Tech Services Staff • Continuous Process Improvement
Information Security	<ul style="list-style-type: none"> • Hire Security Analyst • Advanced Threat and Email Protection • Continue/Expand Log Analysis (Splunk) 	<ul style="list-style-type: none"> • Inventory of authorized and unauthorized devices • Inventory of authorized and unauthorized software • Implement new IPS/IDS • Enhance vulnerability assessment processes 	<ul style="list-style-type: none"> • Hire permanent CISO • Secure configurations of endpoint devices • Identity and Access Management – Phase II • Enterprise Risk Assessment • Implement CASB solution 	<ul style="list-style-type: none"> • Hire Security Operations Analyst • Mobility/BYOD Security • Penetration Audits • Implement campus-wide security training 	<ul style="list-style-type: none"> • Database Encryption • Network Data Loss Prevention • Data Recovery Capability • Continue campus-wide scanning for sensitive information



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	<ul style="list-style-type: none"> • Implement new vulnerability assessment tool • Implement email Data Loss Prevention • Campus-wide two-factor research and planning • Continue campus-wide scanning for sensitive information • Continue Policy Development • Information Security Day/Month 	<ul style="list-style-type: none"> • Campus-wide two-factor deployment • Identity and Access Management replacement - Phase I • Continue campus-wide scanning for sensitive information • Continue Policy Development • Information Security Day/Month 	<ul style="list-style-type: none"> • Security Skills Assessment • Continue campus-wide scanning for sensitive information • Continue Policy Development • Information Security Day/Month 	<ul style="list-style-type: none"> • Continue campus-wide scanning for sensitive information • Continue Policy Development • Information Security Day/Month 	<ul style="list-style-type: none"> • Continue Policy Development • Information Security Day/Month
Enterprise Applications	<ul style="list-style-type: none"> • HireTouch • Integrate and configure Radius and EAB SSC Campus • Transfer Equivalency • Banner 9 • ERP Software Evaluation (RFP) for Campus/System and Foundation • Tableau POC 	<ul style="list-style-type: none"> • Admissions CRM evaluation/implementation support • Payroll, Time and Absence reporting & workflow enhancements evaluation • ERP Software Evaluation (RFP) for Campus/System and Foundation • Banner 9 implementation (includes ODS/EDW) • Tableau Implementation • Ruffalo (Foundation) implementation 	<ul style="list-style-type: none"> • Admissions CRM evaluation/implementation support • ERP Solutions Evaluation • Payroll/Time & Absence reporting enhancements • Banner 9 implementation 	<ul style="list-style-type: none"> • SIS negotiation/solution/architecture evaluations • AIS negotiation/solution/architecture evaluations • Explore opportunities integrating DPS, Grants, etc. • Explore System level changes for AIS governance 	<ul style="list-style-type: none"> • SIS negotiation/solution/architecture evaluations • AIS negotiation/solution/architecture evaluations • Explore opportunities integrating DPS, Grants, etc. • Explore System level changes for AIS governance
Research Computing	<ul style="list-style-type: none"> • Research visualization for Data Analysis • Established/migrated to a new BigDawg environment • Prepare for Big Data Infrastructure 	<ul style="list-style-type: none"> • New Grant Development and Support • Incremental Life Cycle Replacement of BigDawg Cluster • Prepare for Big Data Infrastructure • Promote GPU Usage • Migrate to Cherwell Work Flow 	<ul style="list-style-type: none"> • New Grant Development and Support • Incremental Life Cycle Replacement of BigDawg Cluster • Manage and Support Centralized Computational Research Activities 	<ul style="list-style-type: none"> • New Grant Development and Support • Incremental Life Cycle Replacement of BigDawg Cluster • Manage and Support Centralized Computational Research Activities 	<ul style="list-style-type: none"> • New Grant Development and Support • Incremental Life Cycle Replacement of BigDawg Cluster • Manage and Support Centralized Computational Research Activities



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	<ul style="list-style-type: none"> Integration of Research Technology Grant Development and Support 	<ul style="list-style-type: none"> Manage and Support Centralized Computational Research Activities 			
Project Management	<ul style="list-style-type: none"> Manage and support all IT and assigned University projects. Continue to develop and refine PM methodologies to be applied to all OIT projects and unit work Update/test/manage OIT disaster recovery plan and processes Develop/manage change management policies and advisory board Staff training and development PMP certification for Associate Director Internal and External Audit compliance 	<ul style="list-style-type: none"> Expand PMO office – hire full time project manager Transition into managing/overseeing a greater number of OIT projects as PMO personnel allows Transition change management processes to Cherwell Manage and support all IT and assigned University projects. Update/test/manage OIT disaster recovery plan and processes Develop/manage change management policies and advisory board Staff training and development Mentor OIT staff in PM methodologies Internal and External Audit compliance 	<ul style="list-style-type: none"> Expand PMO office – hire full time project manager or controller Continue expansion of project management oversight Manage and support all IT and assigned University projects. Update/test/manage OIT disaster recovery plan and processes Develop/manage change management policies and advisory board Staff training and development Mentor OIT staff in PM methodologies Internal and External Audit compliance 	<ul style="list-style-type: none"> Manage and support all IT and assigned University projects. Update/test/manage OIT disaster recovery plan and processes Develop/manage change management policies and advisory board Staff training and development Mentor OIT staff in PM methodologies Internal and External Audit compliance 	<ul style="list-style-type: none"> Manage and support all IT and assigned University projects. Update/test/manage OIT disaster recovery plan and processes Develop/manage change management policies and advisory board Staff training and development Mentor OIT staff in PM methodologies Internal and External Audit compliance
Client Relations and Communications	<ul style="list-style-type: none"> Develop campus relationships Plan strategic communication efforts to effect specific IT goals Consult on website enhancement and development Develop the 1st Annual IT Report 	<ul style="list-style-type: none"> Develop campus relationships Hire/Put AD in place Hire a professional PR/media writer/trainer Elevate communications to a "client engagement team" Develop the 1st Annual IT Roadmap Campus plus IT-focused IT Day 	<ul style="list-style-type: none"> Elevate communications to a "client engagement team" Hire professional presenter/writer/tech trainer Begin campus tech outreach to proactively engage, rather than react to requests and mandates 	<ul style="list-style-type: none"> Transition to client engagement Actively engage campus and engage in tech discussions Hire Communications Director Regionally-focused IT Day Campus-focused Security Month/Security Day 	<ul style="list-style-type: none"> Serve as client engagement team Move IT closer to partnership status with the University Hire Ast. Director Regionally-focused IT Day Ongoing Security Training/Security Month/Security Day



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	<ul style="list-style-type: none"> • Internally-focused IT Day • Security Month/Security Day • Implement Internship Workforce Concept 	<ul style="list-style-type: none"> • Tech lunch and learns—ongoing mini-training • Security Month/Security Day • Manage Internship Workforce Concept • Produce IT Newsletter /CIO Blog monthly • Develop Social Media as a viable communication tool for IT • Implement strategic communication efforts to effect specific IT goals • Produce IT Newsletter at regular intervals and expand audience via Social Media tools. 	<ul style="list-style-type: none"> • Hire a communications specialist/social media skill • Community focused IT Day • Campus-focused Security Month/Security Day • Tech lunch and learns—ongoing mini-training • Manage Internship Workforce Concept • Communicate via newsletter and Social Media • Measure and enhance strategic communication efforts to effect specific IT goals 	<ul style="list-style-type: none"> • Tech lunch and learns—ongoing mini-training • Manage Internship Workforce Concept • Communicate via newsletter and Social Media • Develop campus relationships • Measure and enhance strategic communication efforts to effect specific IT goals 	<ul style="list-style-type: none"> • Tech lunch and learns—ongoing mini-training • Manage Internship Workforce Concept • Communicate via newsletter and Social Media • Develop campus relationships • Measure and enhance strategic communication efforts to effect specific IT goals