LTS Operational Plan
For 2015-2016

LTS Mission
LTS provides the campus community with instructional and informational technology tools as well as a robust networking infrastructure and the support to foster all aspects of student learning and academic excellence.

The Purpose of the Plan
The purpose of this operational plan is three-fold:

1. It consolidates the current, major LTS initiatives into one document and aligns them with the goals and objectives of our strategic plan and the University strategic plan (Centennial Plan). LTS goals include:

   **Goal 1 Campus Leadership:** LTS will maintain a reputation as a Mark of Excellence on campus and continue to serve the campus as a strategic business partner for colleges and offices, leading efforts to gain efficiencies and enhance learning (University Goals 1, 2, 4, 5, 6, 7).

   **Goal 2 Customer Satisfaction:** LTS will maintain a high level of customer satisfaction by providing high quality ideas, reliable products, and efficient and courteous services (University Goals 4, 6).

   **Goal 3 Operational Excellence:** LTS will provide a robust networking and communication infrastructure in a secure, 7x24 environment (University Goals 5-7).

   **Goal 4 Enriching learning Opportunities:** LTS will provide information and instructional technologies that meet the needs of the campus for education, research, communication, and administration (University Goals 1-3, 5).

   **Goal 5 Collaboration and Sharing:** Establish collaborative relationships and partnerships to ensure success of LTS and campus initiatives (University Goals 4, 6).

   **Goal 6 Workplace Excellence:** LTS will build and maintain a compelling work environment for LTS staff (University Goal 4).

   **Goal 7 Environmental Sustainability:** LTS will provide services and products using methods best suited to a sustainable environment (University Goal 7).

2. It creates a public document that can be shared with the University community so the work of LTS is transparent to our constituents.

3. It informs all of LTS of the work that is going on in individual subunits and across subunits.
Action Items

1. **Consult with senior management to determine the role of LTS assisting with major restructuring within the framework of extensive budget cuts. (LTS Strategic Plan Goals 1, 2, 3, 4, 5, 6, 7)** Consult and assist with priorities determined in response to the record budget reductions and related staff attrition. Determine how LTS can best facilitate changes needed in administrative delivery of services to students and faculty. Reorganize internal staff responsibilities and provide needed training to handle loss of multiple staff members.

2. **Continue work with Integrated Marketing and Communications and others to implement the redesigned responsive UW-Eau Claire internet website. (LTS Strategic Plan Goals 1, 3, 5, 7)** Consult and assist with design and implementation of a responsive design website which will support the University’s campus marketing initiative to prospective students and faculty and provide meaningful information to current students, staff, parents and the community. This is the continuation of a multi-year project involving multiple units within LTS, providing web design, programming and server support, and digital asset production.

3. **Continue implementation of the infrastructure for a campus-wide intranet and digital workplace and migrate existing content to that intranet. (LTS Strategic Plan Goals 1, 2, 5)** Configure site structures as needed for the Insider intranet, and migrate content to remove inappropriate pages and documents from the campus internet while still making it accessible to all who need it. Create and support team sites as requested.

4. **Configure and implement access to Office 365 cloud services for document storage, browser-based versions of Office software, and access to multiple copies of the most recent version of Microsoft Office to install on personally-owned devices for all current students, staff, and faculty. (LTS Strategic Plan Goals 1, 2, 3, 5)** Configure the accounts and software options to grant access to all current students, staff, and faculty. Develop documentation, training and support, and establish governance procedures for handling the new mode of software usage. Research issues with the software and determine future options to be used (possibly replacing existing network storage and email).

5. **Set up campus-wide implementation of ImageNow. (LTS Strategic Plan Goals 1, 2, 3, 5, 7)** Analyze needs and implement document workflows as needed utilizing ImageNow. Work with UW-Stout in providing technical support for ImageNow.

6. **Collaborate with other entities to utilize the CVTC NanoRite data center and migrate services to that new center. (LTS Strategic Plan Goals 1, 3, 5, 7)** Continue the partnership with Chippewa Valley Technical College in co-locating to the CVTC NanoRite regional data center. First stage of back-up is there. Long term goal is to co-locate there to ensure continued operations in the event of emergency. This is an ongoing project.

7. **Work with Facilities and LTS unit leadership to plan and complete movement of photo studio and offices to vacate Schofield. (LTS Strategic Plan Goals 1, 2, 3, 6)** Evaluate alternatives for moving the photo studio and LTS staff offices out of Schofield and into Old Library. Execute the relocation plan while maintaining ongoing operations.
8. **Move the primary campus data center to Centennial Hall. (LTS Strategic Plan Goals 1, 2, 3)** Move equipment out of 500-year flood plain and vacate Schofield. Redesign the network to facilitate the co-location. Use fusion splicing and new fiber to move networking and server equipment from the current basement location to a more appropriate location.

9. **Plan and begin a multi-year project for retiring Cisco switches. (LTS Strategic Plan Goals 1, 2, 3)** Over $250,000 of Cisco switches need to be replaced. Develop a plan and begin rotation of switches to maintain an inventory of hot spares and eventually replace all switches needing changing. Estimated budget of $90,000 per year means this will be a multi-year project.

10. **Maintain the software and plan/implement enhancements to CampS (PeopleSoft Campus Solutions system). (LTS Strategic Plan Goals 1, 2, 3)** Expand the use of Checklists and Communications to additional offices, expand the information provided through Delegated Access and Related Content. Plan implementation of delivered features such as Activity Guides, Navigation Collections, etc., with the goal of making academic and administrative tasks more efficient for staff and students. Assist administrative areas with implementation of software (such as third-party Catalog and Room Scheduling software) that interfaces with Campus Solutions. Apply upgrades to Oracle and PeopleSoft as required.

11. **Continue maintenance and support of University-licensed software. (LTS Strategic Plan Goals 1, 2, 3, 4)** LTS staff will continue to provide back-office and front-office support of University-licensed software, including software on our servers, configured on staff and lab computers, and supported through the Help Desk.

12. **Implement software, web site, and work flow procedures within LTS to enhance quality of service. (LTS Strategic Plan Goals 1, 2, 3, 5, 6)** Continued from FY2015, enhance the Cherwell ticketing and inventory management system for LTS, including a self-service portal. Redesign web pages including internet and intranet, and implement a knowledgebase to make it easier for all on campus to find the assistance and services LTS provides.

13. **Expand usage of Digital Signage on campus. (LTS Strategic Plan Goals 1, 2, 4, 5)** With support of Student Senate and University Senate, continue to work with departments to install digital signage systems across campus.