INFORMATION TECHNOLOGY

PROGRAM INFORMATION:

As President Ransdell noted in his updated guide to Western Kentucky University's Strategic Plan, *Challenging the Spirit*, "in the broad context of academic quality, it is imperative that the fast-changing dimension of Information Technology continue to be a priority for the University. This is a priority not only in Academic Affairs but across all divisions of the University. Immediate and convenient access to and the management of data is critical to an efficient, thriving university community. It is critical to achievement of a bold vision for a university." WKU's IT systems underpin nearly every component of the strategic plan.

Departments reporting to the Vice President for Information Technology include: Administrative Systems and Applications, Academic Technology, Technical Support Services, Communications Technologies, and Educational Telecommunications (WKYU-FM radio and WKYU-PBS TV). These departments include important functional areas such as Desktop Support, Resnet, Help Desk, Distance Learning, Learning Management Systems with Blackboard, Training, Telephony, Network Services, Interactive Video Services, Cabling, Student Technology Centers, the Technology Resource Center, core administrative and academic programming support, enterprise web development, and commodity services support and operations such as email and directory services.

GOALS/ANTICIPATED PROGRAM ACTIVITIES:

Specific initiatives that will be targeted in 2013-2014 with new, existing, and reallocated resources include:

- Develop a campus-wide support plan for Windows 8 and Office 2013. Microsoft's release of these two new versions will require a thorough plan of testing before we roll out these packages. In particular, Windows 8 will present entirely new support challenges.
- Support the technology of the Commons at Cravens. The Commons has been extremely successful, and we anticipate continued heavy usage of this new learning space.
- Increase the number of software packages available for remote deployment. We have been very successful at deploying software packages remotely via Altiris.
- Implement a mobile VPN solution and multi-factor authentication where warranted. A VPN provides a secure "tunnel" into our network. With increasing usage of mobile devices, we need to make sure that we have an adequate security solution available for implementation.
- Improve our mobile applications services. We intend to expand the quantity and quality of services that we provide to the user community.
- Complete the IT audit and implement resultant recommendations. This is a very important project, and we look forward to the auditor's assessment.
- E-Procurement. We will assess the possibility of implementing an e-Procurement package.
- CRM Implementation. Customer Relationship Management (CRM) packages provide for a comprehensive and coherent approach to recruiting students. We will participate in the RFP review of these packages, and implement the selected package.
- Applicant Tracking Solution. We will provide technical support for the RFP process for an Applicant Tracking System and implement the selected package.
- IT Policies Updated. We will review and update IT policies as warranted.
- Implementation of new voice system foundation. We will begin the transition to a Voice Over IP telephony solution.
- Implementation of new digital signage system. We will upgrade our existing digital signage system.
- Double TV revenue and increase FM revenue by 25%. With the expected reductions in federal support for public broadcasting, we will need to increase local support for these media assets.
- Establish a community advisory committee for TV and FM respectively. We will establish these advisory committees to provide thoughtful feedback and advice to us from the community.
- HDI Certified Department. HDI is the professional association and certification body for the technical service and support industry. An HDI certification warrants adherence to the highest levels of professionalism. Our goal is for the entire Technical Support Services department to become HDI Certified.
- Implement new Service Desk and Project Management Software. Our existing work order system was 15 years old and no longer supported. We will transition to a new package, TeamDynamix.

- Mobile Device Management. We will issue a RFP for a mobile device and mobile asset management solution.

Through these initiatives and throughout the division, our goal is to provide our students, faculty, and staff with superior customer service; reliable and timely technical support; state-of-the-art technology tools; comprehensive training; and convenient access to computing and telecommunications resources. The Information Technology Division will continue to place specific emphasis on the use of information technology in student learning, faculty teaching, and staff productivity. We will maintain the national presence for WKU IT that has been established. Finally, we intend to help shape the larger technology discussion occurring in higher education in this country, rather than be shaped by it.

FINANCIAL INFORMATION:

	2012-13 Revised Budget		**2013-14 Proposed Budget**	
	Pos.	**Unrestricted Budget**	**Pos.**	**Unrestricted Budget**
Educational and General				
Personnel/Fringe Benefits	114.7	9,053,332	113.8	8,959,854
Operating Expenses		5,386,887		5,473,622
Less: Interdepartmental Charges		1,848,000		1,975,000
Capital Outlay		1,222,233		1,133,565
Total Expenditures		13,814,452		13,592,041
Auxiliary Enterprises				
Personnel/Fringe Benefits	3.1	204,364	3.0	198,877
Operating Expenses		314,984		320,263
Capital Outlay		90,000		90,000
Total Expenditures		609,348		609,140