

INFORMATION TECHNOLOGY 2004-05 through 2007-08 and Updated through 2008-09
Strategic Plan

October, 2005 Updated 2004-2009

GOAL: Service: Provide reliable, timely, and accessible support services and training opportunities for Institutionally-relevant existing and emerging technologies.

Action	Anticipated Outcome	Projects	Assign to:	Year
Strategic Objective: Strengthen customer services provided by the Information Technology Help Desk and support staff.				
Collect feedback and analyze service quality, publish a yearly report, and adjust services.	Systematic assessment of performance; report card for constituents; on-going adjustments.	Create easy to use customer satisfaction surveys to encourage high participation from campus community.	IT Leadership Team (TLC)	2004-05 done
		Develop performance metrics to accurately assess quality of service.	IT Leadership Team (TLC)	2004-05 in process
Establish and communicate appropriate customer expectations and provide targets against which performance can be assessed.	Establish Service Level Agreements between IT and campus users defining criteria for service quality; ongoing performance monitoring and reporting.	Expand knowledge based tools and techniques.	McDowell, Hartranft	2004-05 on-going
		Review current business model for providing technology assistance to campus community	Sauders	2005-06 in process
		Implement strategies for providing better technology assistance to campus community	Sauders	2006-07
		Create measurable service level agreements with constituents.	McDowell, Hartranft	2005-06
Create and implement new training programs for all full-time IT staff and student technology assistants (STAs).	Systematic and comprehensive training programs to increase technical expertise and customer service skills.	New Customer Service skills training program	McDowell	2004-05 done
		Migrate the Help Desk into a comprehensive Service Center.	McDowell	2006-07
Provide self-help resources for constituents and for times when Help Desk may not be staffed.	Expanded online (Web) help system; topical How-To documents to users; ongoing analysis of Help Desk calls to identify needs.	Provide convenient access to self-help features of FootPrints. (Help Desk trouble - call system)	Hartranft	2004-05 move to 2005-06
		Build Banner/Oracle/Brio knowledge base in Footprints.	Childs, Sauders	2004-05 alt method in use
		Expand the online self-help of FootPrints.	Hartranft	2005-06
		Implement new support services for students (SafetyNet) to be supported by Student Technology Fee Revenue	Hartranft	2004-05 done
		Identify new service activities for SafetyNet (e.g., graduate students, prospective students, etc.)	Hartranft	2005-06 in process
		Implement and enhance the ITrain website for students.	Unrath	2004-08
Reduce confusion about system-status and network-status.	Proactive notification of outages and realistic estimates of service restoration.	Provide channel for timely information about system and network status (MyVille).	McDowell	2004-05 on-going
		Provide timely distribution of important broadcast announcements.	Sauders	2004-08

Strategic Objective: Strengthen customer services provided by all areas of Information Technology by reducing and eliminating unnecessary delays in problem resolution through innovation and creativity with the deployment of technological solutions.

Promote high quality services by systematically identifying and reviewing key internal processes for opportunities to proactively respond to changing needs.	Efficient and effective internal processes; flexible processes that adapt to meet changing requirements.	Streamline account generation and maintenance (single sign-on approach).	IT Leadership Team (TLC)	2004-05 done
		Improve external reporting (SSHE, CCAR, etc.) to maximize accuracy with minimal staff involvement.	Childs	2004-05 on-going
		Develop continuous improvement strategy for systems security, stability and reliability.	IT Leadership Team (TLC)	2004-05 done
Investigate, promote and implement appropriate 'push' technologies for updates to the desktop.	Reduced problem resolution time and improved customer service. Maintain currency of technology environment in cost effective ways.	Deploy effective and unobtrusive remote desktop management tools; use seamless 'push technologies' to install desktop system updates.	Longenecker, Schmalhofer	2004-06 in process

Strategic Objective: Maintain successful technology training programs and expand training opportunities for constituent groups.

Evaluate current training programs and identify emergent needs for additional training opportunities.	Identify unmet needs and on-going needs; develop new training opportunities.	Expand content for new employee orientation.	Schmalhofer	2004-05 done
		Survey faculty and staff re: unmet/on-going needs, each year	Duell, Sauders	2004-08
		Continue to provide pertinent training classes to campus community.	McDowell	2004-08
		Identify user training needs for administrative systems.	Childs	2005-08
Collaborate with the Center for Academic Excellence for faculty development and training programs.	New training programs for instructional technologies and methods; self-help tutorials for basic technology skills for students.	Work with Director of the CAE on Brown Bag Lunches, Scholarship Socials, and other faculty training on timely topics.	Unrath	2004-08
Continue to collaborate with administrative areas to provide facilities for training on desktop applications and administrative systems.	Provide facility for Banner training, Brio training, and HR/Payroll training; sponsor training programs on desktop applications; develop training plan for Shared Administrative System.	Offer bi-monthly Brio seminars in partnership with Brio power users.	Watkins	2004-07
		Attend SSHE Shared Administrative System training sessions.	AIS Team	2004-08
		Provide training for Brio Version 8 and Cognos reporting	Watkins	2005-08
Collect and analyze feedback from trainees, and adjust training programs in response to feedback.	Systematic assessment of performance; report card to constituents; on-going adjustments to training programs.	Develop and use online survey to accurately assess effectiveness and value of technology training initiatives for all workshops and training programs.	Sauders, Duell	2004-08

Strategic Objective: Maintain an organizational structure and management practices that will enhance flexibility and teamwork, promote systematic and creative problem solving, and balance competing demands for services among constituents.

Perform a comprehensive program review for Information Technology.	SWOT analysis; identify appropriate organizational adjustments; develop assessment instrument for on-going evaluation.	Program Review, with specific emphasis on service, technology leadership, core systems, and distributed systems.	IT Leadership Team (TLC)	2004-05 done
Actively promote and value diversity.	Appreciate and respect differences of others; seek new knowledge and understanding of individuals and groups.	Ensure staff members participate in diversity workshops.	Komsky	2004-05 done
		Use best practices to seek out qualified underrepresented candidates in recruitment and hiring.	Komsky, all staff	2004-08
Increase staffing to support all of the services and responsibilities of Information Technology.	New personnel and expertise to achieve goals and strategic objectives.	Identify resources and seek approval for new technology support staff.	Komsky	2004-05 done
		Seek resources and approval for additional Instructional Design and Multimedia support staff.	Komsky	2005-06 done
		Continue to seek/identify funding and approval for additional technology support staff to meet new/emerging needs.	Komsky	2006-08
Develop individual multi-year professional development plans for all Information Technology technical staff.	Spend training dollars in accordance with professional development plans.	Create professional development plans for all full-time technical staff.	IT Leadership Team (TLC)	2004-05 done
		Report progress for all full-time technical staff for each year and make adjustments to plans.	IT Leadership Team (TLC)	2004-08

GOAL: Technology Leadership : Acquire and disseminate information, analysis, planning, and technical expertise about information technologies to support the strategic goals and initiatives of the University and its constituents.

Action	Anticipated Outcome	Projects	Assign to:	Year
Strategic Objective: Strengthen the consultation process between Information Technology and constituent groups; strengthen the consultation process about information technology within constituent groups.				
In collaboration with Academic Affairs, strengthen a consultation process that provides opportunities for users and Information Technology to share and respond to emerging needs and to enhance information sharing from the individual level to the institutional level.	Revitalize Academic Affairs technology consultation with identified objectives; develop appropriate processes to identify needs and communicate responsiveness to needs; collect feedback to systematically assess effectiveness of processes.	Collaborate with Provost to determine how to revitalize Academic Affairs technology consultation; consult with faculty and others to establish new process.	Komsky	2004-05 move to 2005-06
In collaboration with users of administrative systems, strengthen consultation process to enhance information sharing from the individual level to the institutional level.	Enhance IMS; plan and prepare for future (scheduled: 2007-2008) conversion to Shared Administrative System; identify communication channels to share information; collect feedback to systematically assess effectiveness of processes.	Identify basic framework for project plan for future conversion to Shared Administrative Systems, including structure of committees, identification of participant groups, description of key issues, identification of systems and services not covered by Shared Administrative Systems and recommendations for how to manage University work during conversion.	Childs	2004-05 done
		In collaboration with Brio users, develop Brio Version 8 upgrade plan and timeline.	Watkins	2004-05 done
		Collaborate with user offices to promote maximum participation in blueprinting sessions to identify system requirements for Shared Administrative Systems; identify key issues and proposed strategies for resolution.	Childs	2004-07
		Collaborate with Banner team to plan upgrades and timelines for code releases and patches.	Childs	2004-07
		Provide support and training for SyTech reporting tool.	Gajari, Watkins	2004-08
		Identify user teams to plan conversion to Finance module; provide detailed work plan for conversion.	Childs	2005-06 in process
		Identify user teams to plan conversion to Financial Aid; provide detailed work plan for conversion.	Childs	2006-07
		Identify user team to plan conversion for Campus Management; provide detailed work plan for conversion.	Childs	2007-08
		Collaborate on Shared Administrative System ancillary system interface project	Childs	2005-2009 in-going
		Collaborate on Shared Administrative System data warehousing project	Childs	2005-2009 in-going
In collaboration with key constituents, strengthen consultation process for Web design, Web services, and evaluation of the MU Web.	Expand participation by appropriate service providers and stakeholders for on-going development of the MU Website and Home Pages; collect feedback to systematically assess effectiveness of processes.	Identify Web forum for consultation with constituents as needed.	Duell	2004-05 done
		Consult with users and establish priorities and timeline for redesigning outdated websites.	Duell	2004-08
		Develop systematic Web strategy	Duell, Web Team	2005-2006 in process
		Develop systematic instructional design strategy	Duell, Unrath	2006-2007
		Develop systematic multimedia production strategy	Duell, Gadsby	2006-2007
		Evaluate, recommend and implement Web Content Management System	Risser	2006-2007
		Create database-driven program to automate online directories	Dulay	2007-2008
Create programs to automate uploading homepage photos	Dulay	2008-09		

In collaboration with Student Affairs, strengthen consultation process use online tools to communicate and consult with campus constituents re: technology innovations and needs.	Surveys and comment forms through MyMU and MyVille; online ITNews; student version of Help Desk Daily; collect feedback to systematically assess effectiveness of processes.	Develop automated tracking for Help Desk and Desktop Support services.	ACTS Management Team	2005-06 in process
		Create surveys in myMU and my`VILLE to gather feedback for IT and as requested by depts/divisions/schools.	Dulay	2004-07
		Assure timely technology information and updates on MyVille.	ACTS Management Team	2004-08
		Develop a feature in myMU for tracking grant and research information to encourage collaboration and peer-to-peer assistance.	Dulay	2005-06
		Expand features in myMU and my`VILLE.	Dulay	2005-08

Strategic Objective: Implement technology applications to facilitate and enhance communication between individuals and across groups.

Maintain/increase reliability, stability and functionality of communication technology systems	Upgrade student, faculty and staff email; integrate email and voicemail; implement systems to protect email from unauthorized use; spam; other intrusions	Implement new faculty/staff email.	Sauders	2004-05 done
		Implement new student email system.	Sauders	2004-05 done
		Implement new intrusion prevention measures.	Dorman	2004-05 done
		Improve spam reduction.	Seamans	2004-05 done
		Provide users with selectivity and personal preference options relating to individual spam protection of incoming mail	Seamans	2005-06 in process
		Develop emergency notification system.	Sauders	2004-05 done
		Implement network authentication.	Schmalhofer	2004-05 in process
		Implement virus protection enforcement (Perfigo).	Koelsch	2004-05 done
		Segment ResNet from the academic and administrative networks.	Ondisco	2004-05 done
		Enhance network authentication and client protection parameters (Clean Machine).	Longenecker, Koelsch, Schmalhofer	2005-06 in process
Monitor and enhance ResNet segmentation.	Ondisco	2005-08		
Provide technology-enhanced ways to build community through communication and access to information.	Campus-wide wireless service; new channels for MyVille and MyMU; broadcasting information via MyVille/MyMU.	Plan and implement system to facilitate trigger-based email.	Childs	2004-05 done
		Provide live and on-demand streaming video of 150th Anniversary events	Gadsby	2004-05 done
		Install wireless networking in all classroom buildings and selected public areas across campus.	Ondisco	2004-08
		Integrate student information with the email systems to send information to target groups with minimal manual intervention.	Childs	2005-06 in process
		Identify technology required to store and view SAT Writing samples.	Gray	2005-06 in process
		Explore possible uses for pictures stored in the Diebold system for ID card including on-line student directory.	Childs	2006-07
In collaboration with the Office of Social Equity and Diversity, support efforts to foster a positive institutional climate through communication and access to information.	Web-based resources to support the initiatives of the Office of Social Equity and Diversity: Social Equity and Diversity will develop content for one new Web application each year and IT will develop appropriate web-based interfaces and	Identify potential web-based resources and develop timeline for design and implementation.	Duell	2004-08
		Develop and implement web-based resources for Social Equity and Diversity.	Duell	2005-08

Develop tools to assess use and effectiveness of communication technologies at the University.	Tools for annual assessment.	Identify network traffic trend analysis requirements/capabilities using existing tools	Ondisco	2004-05
		Implement additional network analysis requirements - acquire new tools as indicated	Ondisco	2005-08

Strategic Objective: Identify, design, and implement enhanced Web-based functionality to meet institutional goals and initiatives.

Provide project design, coordination and management for automating manual processes.	Outcomes Assessment; Position Control & Budget Management; Graduate Student application process.	Develop Phase 1 of web-based system to address NCATE assessment needs.	Childs	2004-05 done
		Develop web solution for student payroll time entry.	Weigel	2004-05 done
		Expand DARS to run graduate audits.	Hazeley	2004-05 in process
		Explore development financial aid and student information interfaces with the NCAA CAS database to minimize manual updates.	Weigel	2004-05 on hold by Athletics
		Provide technical consultation for the position control and budget management system.	Gajari	2004-05 on-going
		Continue to explore opportunities to use the TracDat software to assist the assessment process.	Childs	2005-06
Provide project design, coordination and management for grant-funded projects	Access Grid; Visible Knowledge Project; other grant-funded projects.	Provide pedagogical and technical support for M.Ed. in Sports Management upon approval of the KUN grant.	Duell	2004-06
		Provide support for the M.S. and certificate programs in Disaster Management.	Duell	2004-06
		Determine the viability of incorporating web conferencing for new programs.	Sauders	2005-06
		Provide support for the M.S.N. in Nursing Education.	Duell	2005-07
Provide foundation for new methods of instruction, new programs, and new cohorts of students.	Continue to develop Web tools for course delivery, instructional design, and outcomes assessment.	Enhance the Curriculum Redesign Workbook with discipline specific standards and document upload.	Unrath	2005-07

Strategic Objective: Provide project design, coordination and management for major technology projects.

Provide project design, coordination and management for telecommunication, network and capital projects.	Complete campus infrastructure upgrade; PBX and voicemail upgrades; Internet bandwidth upgrades; Wickersham renovation; new Education Building; residence hall renovations.	Participate in new School of Education design	Ondisco, Koelsch	2004-05 on-going
		Participate in new Student Lodging dormitory design and construction and integrate into campus networks.	Ondisco, Koelsch	2004-05 done
		Participate in the Stadium Renovation design and construction.	Ondisco, Koelsch	2004-05 done
		PBX upgrade - Phase 1 (Dilworth & voicemail)	Ondisco	2004-05 in process
		Participate in the Wickersham Renovation design and construction.	Ondisco, Koelsch	2004-06
		Participate in the Myers Auditorium renovation design and construction.	Ondisco, Koelsch	2005-06
		PBX upgrade - Phase 2 (3 remote racks)	Ondisco	2005-06
		Participate in Hobbs/Hull renovation design and construction.	Ondisco, Koelsch	2005-06 in process
		Implement standard project management methodology.	Koelsch	2005-06 in process
		Monitor School of Ed. construction and integrate with campus networks.	Ondisco, Koelsch	2005-07
		Participate in the Dutcher Renovation design and construction.	Ondisco, Koelsch	2005-07
		Phase 3 Infrastructure Upgrade (3 sub-phases)	Ondisco, Koelsch	2005-07
		PBX upgrade - Phase 3 (3 remote racks)	Ondisco	2006-07

	Participate in Gilbert/Bard renovation design and construction.	Ondisco, Koelsch	2006-07
	Participate in Burrowes renovation design and construction.	Ondisco, Koelsch	2006-07
	Participate in the design and construction of other capital projects.	Ondisco, Koelsch	2006-08
	PBX upgrade - Phase 4 (remaining)	Ondisco	2007-08
	Complete building wiring inventory and building electronics inventory	Ondisco, Koelsch	2006-07
	Participate in design and construction for converting the Inn at Millersville into residence hall	Ondisco, Koelsch	2006-07
	Supervise construction for Wickersham Hall	Ondisco, Koelsch	2006-07
	Bard and Gilbert Halls -- renovation	Ondisco, Koelsch	2007-08
	Burrowes Hall renovation	Ondisco, Koelsch	2008-09
	Sports Education building	Ondisco, Koelsch	2008-09
	Performing Arts Education building	Ondisco, Koelsch	2008-09

Strategic Objective: Identify emerging technologies, new functionality, and other new tools to enhance appropriately the technology environment at Millersville University.

Maintain vigilance in scanning the environment for technology-related advances, applications and equipment that will benefit the University; communicate scanning results to campus.	Periodic reports and updates to facilitate planning for technology at Millersville University; anticipate new technologies instruction and operational processes.	Explore options to implement e-check payment solution.	Gajari	2004-05 done
		Investigate available online portfolio systems vis-a-vis effectiveness of faculty teaching.	Unrath	2004-05 in process
		Monitor new wireless technologies and recommend enhanced wireless applications.	Ondisco	2004-07
		Monitor classroom technology trends and recommend up-to-date classroom presentation technology.	Jackson	2004-08
		Design and install central monitoring of classroom technology.	Koelsch	2005-06 in process
		Investigate the feasibility of implementing Banner Workflow.	Childs	2005-06
		Investigate the feasibility of systems to allow faculty to capture and reuse teaching materials and lectures.	Unrath	2005-06 in process
		Research the expanded use of PDA and wireless devices for instruction.	Unrath	2005-06
		Create environment to enable deployment of mobile computing across campus	Sauders; Ondisco	2006-07
		Implement strategies for improving efficiencies with campus printing	Longenecker	2006-07
		Assist faculty with expansion of Learning Communities from physical locations to online locations.	Unrath	2006-07

GOAL: Maintain the Campus Technology Environment : Identify and Implement an up-to-date, cost-effective, reliable and secure campus technology environment appropriate to the University's instructional and operational needs.

Action	Anticipated Outcome	Projects	Assign to:	Year
Strategic Objective: Manage the campus technology environment to assure availability and reliability of essential core systems and to assure secure and appropriate access to essential technology systems for instructional and business functions of the University.				
Identify, acquire, and implement appropriate technologies to enhance security, reliability, and stability of core technology systems	Update and test Business Continuity Plan; new technologies for network and system security, monitoring and management; collect performance statistics from monitoring systems to assess reliability, accessibility and service functionality of systems..	Implement student ID verification to assure only MU students use university labs.	Longenecker	2004-05 in process
		Implement direct LDAP authentication.	Schmalhofer	2004-05 done
		Annual review and test of Business Continuity Plan; revise as appropriate.	Sauders	2004-08
		Evaluate technologies for hardware consolidation.	Schmalhofer	2005-06 in process
		Integrate campus active directory with PASSHE active directory	Schmalhofer	2006-07
Identify tools to improve identification of applications and enhance recruitment	Tool to monitor diversity of applicant pools for faculty, staff and students	Partner with Admissions to implement Banner recruitment communication plan.	Gray	2004-05 done
		Implement on-line admission application for Graduate students.	Gray	2004-05 in process
		Develop system to assist departments to proactively identify and contact recruits.	Childs	2004-05 done
		Design and develop a portal for prospective students.	Dulay	2005-06
New methods of accessing services, designing interfaces and simplifying access to information resources	MyMU /MyVille as consolidated and secure access to personalized and general information and communication tools; single login where appropriate; provide new tools to enhance system, network and desktop security.	Complete implementation of active directory.	Conrad, Dulay, Schmalhofer	2004-05 done
		Expand expertise and use of XML technology to facilitate data transfer via web browsers.	Weigel	2004-05 done
		Continue to expand reporting functionality for the HR/Payroll system.	Gajari	2004-05 done
		Integrate new email systems with my`VILLE and myMU for seamless authentication.	Dulay	2004-05 done
		Develop Brio reports to facilitate data for departmental outcome assessments.	Watkins	2004-06
		Implement 'push' technologies to improve updates to core servers and campus desktop systems.	Schmalhofer	2005-06 in process
		Integrate LDAP into Curriculum Redesign Workbook and Online Portfolio systems.	Dulay	2005-06
		Expand the compatibility of new media such as PDA and WAP with MU's websites.	Dulay	2006-07
		Develop Shared Administrative System reports as needed.	Watkins	2006-08
		Create online animated CAP orientation	Gadsby	2005-06 in process
		Implement LiveChat for service offices	Hartranft; Duell	2005-09 in process
		Research, recommend and implement new web tools to enhance web services	Risser	2005-06
		Coordinate with ACTS to develop SAN solution for video	Gadsby	2005-06 in process
		Create online training materials for new voice mail system	Unrath	2005-06 in process
		Develop virtual tours of smart classrooms and labs to facilitate faculty and student use of technology-enhanced facilities	Gadsby; Longenecker	2005-06 in process

Provide appropriate systems and networks to support comprehensive security and life/safety systems for the institution	Network support for security systems in buildings; design interfaces with One-Card system; completion of Fire Alarm Project;	Assist in the transition to new campus fire alarm system.	Peters, Wagner, Roark	2004-05 done
		Upgrade E911 system.	Dorman	2004-05 done
		Coordinate transition of life safety functions from Information Desk to Campus Police.	Ondisco, Roark	2004-05 in process
		Design and install a secondary facilities monitoring and control network (i.e. HVAC environmental controls).	Koelsch	2004-05 in process
		Define and implement firewall integration rules.	Schmalhofer, Dorman	2004-06
Increase stability and reliability of academic/instructional core systems and administrative/operations core systems.	Separate secure processes (e.g., Blackboard) from non-secure processes (e.g., streaming media); upgrade aging servers; implement Applications Server; manage bandwidth for instruction; upgrade software and hardware as appropriate to maintain functionality; expand Web-based services.	Upgrade the Banner production database server hardware.	Seamans	2004-05 done
		Upgrade campus domain controllers to improve overall security and performance.	Schmalhofer	2004-05 move to 2006
		Determine and implement appropriate network quality of service standards.	Peters	2004-05 done
		Identify new functionality, test, and implement Banner 6 upgrade.	Hazeley	2004-05 done
		Increase automation of student account creation and course enrollment in courseware systems.	Gadsby	2004-05 done
		Create separate, appropriate servers for secure and nonsecure Web systems.	Gadsby, Seamans	2004-05 done
		Increase efficiency and quality of analog-to-digital video conversions.	Gadsby	2004-05 done
		Periodically conduct life cycle analysis on all campus servers.	Schmalhofer, Seamans	2004-08
		Evaluate new storage technologies to improve data access and backups.	Seamans	2005-06 in process
		Implement Internet Native Banner (INB).	Hazeley	2005-06 in process
		Identify new functionality, test, and implement Banner version 7.	Seamans	2005-06 in process
		Increase the LDAP - Oracle integration	Dulay	2005-06 in process
		Upgrade to Oracle 10i.	Hazeley	2005-07
		Review and enhance effectiveness and efficiency of courseware automation.	Gadsby	2005-08
		Upgrade technology to deliver Prism over the Internet.	Hazeley	2006-07
		Assure continual viability of IT's Disaster Recovery/Business Continuity Plan	McDowell	2005-2009
		Support SYTECH Data Center for Shared Administrative System.	Respond to service requests; minimize down-time and outages; issue periodic reports regarding down-time/outages.	Identify and implement enhanced methods to improve physical security of technology equipment on campus
Continue comprehensive support of the SyTEC data center.	ACTS			2004-07 on-going
Provide technical specifications and assistance in negotiation of contractual arrangements for communication technology services	Cable-TV contract; new contract for local telephone services; Internet-1 and Internet-2 bandwidth from SSHenet.	New Cable TV contract.	Ondisco	2004-05 move to 2006
		New telephone services contract.	Ondisco	2004-05 done
		Continue to collaborate with PASSHE for internet services.	Ondisco	2004-08

Strategic Objective: Identify appropriate renewal cycles for desktop and classroom equipment based on published standards and required functionality and facilitate planning and budgeting for renewal and replacement.

Develop and implement process for technology renewal cycles for computer labs and classroom equipment.	Annual report from Information Technology to Academic Affairs re: proposed renewal for labs and classrooms.	Collaborate with Provost and Deans' Council to develop appropriate process for identifying and communicating annual proposals for classroom and lab equipment renewal.	Komsky	2004-05 move to 2005-06
		Develop and communicate functional standards for lab and classroom equipment; update annually	Longenecker	2004-08
		Evaluate and maintain stability and reliability for lab and classroom equipment and networks.	Sauders; Ondisco	2004-08
		Expand implementation of technology-enhanced classrooms and instructional facilities using Student Technology Fee Revenue: Byerly Hall (2004-05); Wickersham Hall (2005-06); Wellness & Sports (2005-2006); Behavioral Lab - McComsey (2005-06); Breidenstine Hall (2005-06 and 2006-07); Dutcher Hall (2005-06); Education (2005-06 and 2006-07); Student Resource Center (2007-08)	Komsky; Koelsch	2004-2005 done; 2005-2006 in process
		Expand implementation of new computer teaching labs for instruction using Student Technology Fee Revenue: Osburn Hall (2003-04 and 2004-05); Student Center (2005-06); Wickersham Hall (2005-06); Digital Media (2005-06); Education (2006-07); Student Resource Center (2007-08)	Komsky; Longenecker	2004-05 done; 2005-06 in process
		Upgrade technology -enhanced classrooms originally funded with Student Technology Fee Revenue: McComsey Hall (2005-06 and 2006-07); Osburn Hall (2006-07 and 2007-08); Lyte Auditorium (2006-07 and 2007-08); Byerly Hall (2007-08); Wickersham Hall (2008-09); Dutcher Hall (2008-09); Breidenstine Hall (2008-09 and 2009-2010); Wellness & Sports (2008-09); Behavioral Lab - McComsey (2008-09 and 2009-2010)	Komsky; Koelsch	2005-06 in process
		Upgrade new computer teaching labs originally funded with Student Technology Fee Revenue: Virtual Study Hall - Library (2006-07); McComsey Hall (2006-07); Tutoring Lab (2006-07); Osburn Hall (2007-08 and 2008-09); Student Center (2009-2010); Wickersham Hall (2009-2010); Digital Media (2009-2010)	Komsky; Longenecker	
		Upgrad technology-enhanced classrooms originally funded with University revenue: Hash-Bassler (2005-2006 and 2006-2007); Caputo Hall (2006-07 and 2007-08); Roddy Hall (2007-08 and 2008-09)	Komsky; Koelsch	
		Upgrade computer labs originally funded with University Revenue: Art (2004-05); Stayer 105 (2004-05); Byerly (2005-06); Ganser PC (2006-07); Ganser MAC (2006-07); SMC (2006-07); Roddy (2007-08); Writing Center (2007-08)	Komsky; Longenecker	2004-05 done; 2005-06 done
		Provide regular and systematic opportunities for faculty to identify emerging functional needs for labs and classrooms.	Duell; Sauders	2005-08 in process
Assist Schools, departments and administrative areas to evaluate desktop equipment for renewal/replacement.	As requested, evaluate equipment against standards and functional needs and report to decision-makers.	Develop and communicate functional standards for desktop equipment; update annually	Longenecker	2004-08

		Evaluate and maintain stability and reliability for desktop equipment and networks.	Sauders; Ondisco	2004-08
		Provide regular and systematic opportunities for faculty to identify emerging functional needs for offices.	Duell; Sauders	2005-08
		Identify functional specifications for desktop systems to be compatible with new shared administrative system.	Childs; Longenecker	2006-08