WESLEYAN
UNIVERSITY

To:	The Board of Trustees
From:	Dave Baird Vice President for Information Technology & Chief Information Officer
Date:	August 26, 2016
Subject:	Information Technology Services Goals for 2016-2017

Wesleyan 2020 Goals:

1. Energize Wesleyan's distinctive educational experience
2. Enhance recognition of Wesleyan as an extraordinary institution
3. Work within a sustainable economic model while retaining core values

Major goals (one per team) for the coming year are outlined below, together with their relationship to the three overarching goals detailed in the "Wesleyan 2020" framework for strategic planning. These are followed by a partial listing of other significant projects, both new and continuing, within Information Technology Services.

Major Goals and Initiatives (listed alphabetically by team)

1) Academic Computing: Restructuring Support to Increase Capacity   *(Ties to goal 1)*
We are reorganizing the way we provide service to faculty. The new team will combine staff from Instructional Media Services, Academic Desktop Support, Academic Computing Managers, and the Center for Pedagogical Innovation. This larger team will triage all requests, from course redesign to classroom technology training, matching staff technology expertise with faculty needs without regard to academic discipline.

2) Administrative Computing: ePortfolio Replacement *(Ties to goals 1,3)*
Wesleyan faculty, staff, and students access the majority of technology systems through their *Electronic Portfolio.* The ePortfolio is a home-grown suite of applications built in 1999. Many of these applications are insecure, out of date, and must be re-written or abandoned in favor of modern, scalable solutions. To that end, the Administrative Systems team has created WesPortal, which will replace ePortfolio. Following a successful pilot this spring/summer, the production version will be launched (for staff only) in the fall, 2016 semester. Development of the faculty and student versions will follow immediately, with expected rollout in late 2017.

3) Auxiliary Services: Voicemail Migration to the Cloud *(Ties to goal 3)*
In fall, 2016, we will replace our 21-yr old Octel voicemail system with a cloud solution from AVST. Doing so will greatly reduce our vulnerability to system failures with the Octel hardware, and this is the first step in improving the overall communications infrastructure for Wesleyan faculty and staff, and the buildings in which they work. We will be positioned to migrate to a modern "Unified Communications" solution providing phone, voicemail, instant messaging, audio/video conferencing, and even document sharing, all integrated with our existing Microsoft Office suite of software.

4) User and Technical Services: Office 365 Rollout *(Ties to goals 1,3)*
Wesleyan currently provides Microsoft Office to all faculty, staff, and students. Over the summer, we implemented Microsoft's cloud service, Office365 with single sign-on for Wesleyan users. This year, we will evaluate the possible migration of email and calendaring to this platform. Doing so would improve the reliability and capability of this service, as users would have access to email and calendaring even if our network were to go offline temporarily. We would also be able to reduce the number of supported email solutions from three to one, improve our security and spam protections, and reduce budget for on-campus server hardware.

5) Web and Video Services: Web Redesign to Support Core Messaging *(Ties to goals 1,2,3)*
Approximately ~150 university websites are left to redesign for mobile viewing. This work is necessary preparation for supporting Wesleyan's core messaging project, and will provide a more uniform viewing experience across all university websites. A related project, scheduled for completion in February, 2017 is the migration of the alumni website from an external vendor back to Wesleyan. This will enable the alumni site to be part of our rebranding effort.