

WESLEYAN UNIVERSITY

Information Technology Services
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To: The Board of Trustees
From: Dave Baird, Vice President for Information Technology & CIO
Date: September 3, 2018
Subject: Information Technology Services Goals for 2018-2019

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 Objectives and Key Results (OKRs) 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.

1. Objective: Implement new fund-raising system for University Relations (Ties to Goal 3)

Key Results:

- 11/2/2018 – Complete Affinaquest training for all UR and ITS staff
- 11/15/2018 - Complete data integrations (Evertrue, iModules, Wesleyan Financial, Student, and HR Systems, Salesforce Marketing Cloud) with Affinaquest.
- 12/1/2018 - Integrate Events Module with Affinaquest
- 2/1/2019 – Launch Affinaquest in production.

Background/Narrative:

Originally scheduled for completion in September, 2018, this project is now expected to be completed in early Spring, 2019. We are replacing a 19- year old advancement (fundraising) system (Millennium) with Affinaquest, which runs on the Salesforce platform and will provide UR staff with real-time, 360-degree views of our constituents. It will provide staff with dashboard views relative to their specific role, enabling them to focus on key elements of prospect management and constituent engagement. The transition from old business processes to new ones associated with Affinaquest will address the current needs of University Relations as they gear up for a new campaign.

2. Objective: Develop Plan for Replacing the Campus Phone System (Ties to goal 3)

Key Results:

- 12/1/2018 – Develop Request for Proposal (RFP) with input from consultants, Gartner analysts, and peer schools
- 3/1/2019 – Pilot alternatives to traditional desk phones with selected departments
- 6/1/2019 - Present options that could be implemented within 3 years

Background/Narrative:

In 2017, we replaced our 21-yr old Octel voicemail system, which was the weakest link in our telephone infrastructure. Now we turn our attention to planning for the replacement of the phone system itself. This will be a multi-year project, which will require some outside consultation to plan and execute. We have had an informal assessment of our existing infrastructure and will now begin to develop options for bringing our campus communications systems up to modern-day capabilities. The goal will be improved functionality, redundancy, and reduced risk of hardware failure and lost productivity.

3. Objective: Implement Blackboard Analytics Dashboards for HR (Ties to goals 1,3)

Key Results:

- 11/1/2018 - Prototype E&I dashboard for Steering Committee
- 12/1/2018 - Deliver E&I dashboard to Cabinet
- 2/1/2019 - Prototype employee dashboards for Steering Committee
- 3/1/2019 - Deliver employee dashboards to Cabinet
- 6/1/2019 - Deliver employee dashboards to campus managers

Background/Narrative:

Following the delivery in Spring, 2018, of Academic Data dashboards to Provosts, Deans, and Faculty Chairs, we are implementing the Human Resources module of Blackboard Analytics. Initially, this will provide Employee Data dashboards (demographics, duration of employment / turnover rate, etc) to Cabinet and others as needed. Eventually, Academic and HR data will be joined to analyze diversity and other factors by division and/or department as desired. Implementation of the HR module should be completed by end of FY2019. Implementation of the last module (Finance) will begin in FY2020.

4. Objective: Establish a Digital Scholarship Program (Ties to goal 1)

Key Results:

- 9/1/2018-5/1/2019 - Conduct a monthly workshop series for faculty
- 9/1/2018-5/1/2019 - Pilot undergraduate fellowship program, funding 2-3 students each semester, who will be trained in digital media by IT and library staff for completion of independent projects.

Background/Narrative:

The Academic Technology team will be piloting two programs, both with undergraduate fellowships. The first, in collaboration with the Libraries, will lay the groundwork for a digital scholarship initiative, which will include a workshop series for faculty (“Archives Alive!”) and an undergraduate fellowship program to fund two or three students working on independent projects, supervised by academic IT staff and a librarian.

The second program will expand students’ new media and digital literacies, one component of which is the development of another undergraduate fellowship program of two to three students, which will see them trained by academic technologists in media creation technologies and embedded in classrooms as peer-to-peer mentors.

5. Objective: Secure communications continuity in a crisis (Phase 2) (Ties to goals 2,3)

Key Results

- 12/1/2018 - Move www.wesleyan.edu to the cloud
- 2/1/2019 - Create plan for migration or retirement of dependent services
- 6/1/2019 - Enable email in cloud independent of Wesleyan infrastructure

Background/Narrative:

As part of our risk management strategy, we have been moving some business services (email, web hosting, video streaming) to the cloud over the past two years – we’ll call these efforts *Phase 1*. In *Phase 2*, we continue to develop our satellite data center in Freeman to include the ability to run critical services, including authentication/access control. We will also move to establish the following services in the cloud: authentication and access control to various Wesleyan resources (PeopleSoft, Moodle, Wesfiles, etc), a redundant Wesleyan University website, and redundant Domain Name Services (DNS) which make it possible to browse to those resources from off-campus. These services represent necessary steps toward the goal of establishing continuity of communications if the Exley data center goes offline.

6. Objective: Improve faculty confidence in Information Technology (Ties to goals 1,2,3)

Key Results

- September, 2018 – Determine baseline confidence through surveys and focus groups
- September, 2018 – May, 2019 – Solicit feedback from Deans, Chairs, and faculty
- May, 2019 – Demonstrate measureable improvement