

Information Technology Services

Exley Science Center
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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

Information Technology Services Objectives and Key Results (OKRs) for 2021-2022

OKRs for the coming year are outlined below, together with their alignment to the three overarching goals detailed in the “Wesleyan 2020” framework for strategic planning (see above).

OKRs for 2021-2022 are grouped in the following three areas:

- Enterprise Risk Management
- Continuous Service Improvement
- Building Future Capabilities

Enterprise Risk Management	Continuous Service Improvement	Building Future Capabilities
O1: Hire Identity and Access Management Administrator	O1: Develop KPI dashboard	O1: Complete ERP assessment with Tambellini
O2: Complete MFA and encrypt all employee laptops	O2: Publish ITS project portfolio	O2: Complete replacement of campus phone system
O3: Conduct backup and recovery audit	O3: Hire analyst / programmer to support finance and HR	O3: Complete migration of critical communication systems to cloud

Detail:

Enterprise Risk Management (All objectives in this area tie to Goal #3 above in that mitigating risk saves money)

O1: Hire Identity and Access Management Administrator – this position will develop and manage role-based security to control individual access to systems and services.

- KR1** – Post position in Careers by July, 2021
- KR2** – Conduct interviews during August/September, 2021
- KR3** – Onboard new employee by October, 2021

O2: Complete MFA and encrypt all employee laptops

- KR1** – Complete enrollment of all faculty by October, 2021
- KR2** – Devise plan for desktop/laptop computer encryption by December, 2021
- KR3** – Complete encryption of all employee laptops by June, 2022

O3: In collaboration with Cohn-Reznick, conduct an audit of backup and recovery capabilities for major services (PeopleSoft, Affinaquest, etc).

- KR1** – Collaborate with Finance team to schedule audit by October, 2021
- KR2** – Conduct audit by date TBD (early 2022)
- KR3** – Assess findings and address any issues by April, 2022

Continuous Service Improvement

O1: Develop KPI dashboard for all ITS teams (Ties to Goals 2,3)

KR1 – Brainstorm relevant list of KPIs with each director by August, 2021

KR2 – Configure ServiceNow to collect data; generate prototypes by December, 2021

KR3 – Revise and iterate dashboard KPIs and publish version 1 by March, 2022

O2: Build ITS Annual Projects dashboard on ITS website to share with the Information Technology Committee and broader Wesleyan community (Ties to Goals 1,2). Goal is to make transparent ITS projects for the year, promote a greater understanding among the community of the work that ITS does, and facilitate a more streamlined request process in the spring.

KR1 - Build new About page on ITS website. Completed by July 2021

KR2 - Collect projects from ITS directors and post to website by October 2021

KR3 - Present to ITC at the spring meeting to solicit requests for following year.

O3: Hire analyst / programmer to support finance and HR (Ties to Goal 3)

KR1 – Post position in Careers by August, 2021

KR2 – Conduct interviews during October, 2021

KR3 – Onboard new employee by December, 2021

Building Future Capabilities

O1: Complete assessment of Wesleyan’s needs and capacities, and produce a plan to replace PeopleSoft with a modern Enterprise Resource and Planning (ERP) system (Ties to Goals 1,3). We will utilize the Tambellini Group to conduct interviews with key stakeholders and system users, and to produce a report outlining options and recommendations for selecting and implementing a new ERP.

KR1 – Project Kick-off Meeting 9/16/2021

KR2 – Data gathering interviews 9/16/2021 – 10/1/2021

KR3 – Draft Report 10/20 2021

KR4 – Market Overview Webinar 11/1 2021

KR5 – Final report delivered 11/24/2021

KR6 – Final presentation to stakeholders 12/16/2021

O2: Complete replacement of campus phone system (Ties to Goal 3)

KR1 – Migrate and deploy handsets as needed for all employees by December, 2021

KR2 – Address common area phones (hallways, labs, etc) and reduce where possible by June, 2022

KR3 – Complete the audit and removal of unneeded Centrex lines by June, 2022

O3: Complete migration of critical communication systems to cloud (Ties to Goals 1,2,3). This is the last phase of a three-year plan to remove the dependency on our data center when using critical services (user authentication, email, shared document storage, web site). When complete, all authentication services will run on Amazon Web Services and not on campus. Should something happen to our data center, we will still be able to login to email and all cloud-based services.

KR1 – Move Central Authentication Services (CAS) to cloud – completed, July, 2021

KR2 – Email Routing (Spam Assassin – analyze risk vs. reward vs. cost) by January 2022

The final portion of removing any on-premise dependencies for email involves moving mail routing to the cloud. We will consider cost and risk to determine the best course of action and develop a communication strategy for the community.

KR3 – Replace Lyris with a robust solution for mass emailing - select by June, 2022, implement during Summer, 2022

Please contact Dave Baird, VP/CIO, at dbaird@wesleyan.edu with any questions on these initiatives.