



THE UNIVERSITY OF  
**TOLEDO**  
1872

# Information Technology

2010-11 Strategic Goals

**Goal #1: Enhance the IT network infrastructure to promote improved reliability, availability, cost-effectiveness and security while improving the collaboration and communications service offerings.**

**Network**

1. Wireless deployment: Complete the indoor wireless network implementation.
2. QoS certification for VOIP : Configure the campus networks for QoS (quality of service) to support reliable voice and video communications.
3. Cross-campus network upgrade: Implement a high bandwidth cross-campus fiber network utilizing DWDM.

**Collaborative Services**

4. Voice Mail replacement: Replace the campus voice mail systems with MS Unified Communications.
5. SharePoint architectue : Provide a solid SharePoint server environment for enterprise grade SharePoint application solutions.

**Client**

6. VDI for Scott Park: Configure and deploy virtual desktop environments for the Scott Park.

**Telecommunications**

7. Common phone dial plan: Implement a single common internal dialing plan for phone usage on campus.
8. Pinnacle v6 upgrade: Upgrade the Pinnacle telecommunications management system.
9. Video Conferencing bridge: Deploy a central video conferencing bridge to allow up to 120 concurrent conferencing participants.

**Production**

10. System Care for servers: Implement an internal "system care" offering to provide extremely high service care to critical systems.
11. Proactive Systems Alerting: Implement proactive monitoring processes for the production systems to provide early alerting of conditions that could result in degraded performance or downtime of systems.

**Security**

12. Disaster recovery for clinical systems: Develop and deploy disaster recovery design plans for three critical clinical systems.
13. Disaster recovery for Banner/Exchange: Test/validate the disaster recovery design plans for Banner and Exchange.

**Servers**

14. Domain Controller upgrades: Upgrade the UTAD authentication domain to Windows 2008.

**Goal #2: Continue to develop Banner Enterprise System to enhance productivity**

1. Academic decision support system implementation
2. Electronic Advising implementation
3. Banner Flexible Registration implementation
4. Curriculum and Program Tracking automation
5. Graduate Faculty Tracking automation
6. Web Time Entry implementation
7. Student Admission processing automation
8. Purchasing Card processing automation
9. Dashboards - Scorecards and dashboards provide "at-a-glance" information about business performance across the enterprise. They are typically generated for managers and executives who need an overall view of business performance and find tremendous value in viewing timely, visually intuitive snapshots of strategic financial and operational data
10. Banner EPAF for Student Workers [implementation](#)
11. Dissertation and Thesis tracking automation
12. PeopleAdmin implementation

13. Banner 8 upgrade
14. Luminis 4 upgrade

### **Goal #3: Continue the implementation of Digital Campus**

1. Improve electronic workflow for patient care and operations.
2. Support the Electronic Medical Record/new applications implemented within the last FY for all aspects of optimization.
3. Enhance analytic tools for decision making.
4. Provide clinicians, administrators and managers with analytic data through HBI intuitively crossing operational, clinical and financial data points.
5. Maximize system integration for cost reduction and patient safety.
6. Integrate inpatient and outpatient clinical data
7. Enhance quality and safety of service for patients
8. Assist in the ability to capture increased revenue.
9. Reduce cost of care.
10. Support Research through reporting /database development and strengthen relevant data access .
11. Support student development and education
12. Maintain the management structure for Digital Campus governance.
13. Maintain the Digital Campus Projects timeline with appropriate resources regardless of the source ( may not always be IT resources)
14. Support all compliance efforts for HSC. TJC, CMS, HIPAA etc.
15. Motivate and support publication on a clinical EMR.
16. Establish multidisciplinary relationships to enhance the publications and work with vendors to assist in national coverage. Identify and garnish grant dollars to assist in the EMR implementation for 2014 compliance
17. Balance workload within Clinical Informatics balancing the clinical demand for automation.
18. Review strategic direction and FTE workload in light of retirements and new hires
19. Strengthen Clinical Informatics knowledge with new technology and how it affects the clinical arena.
20. Maintain implementation expertise. Re-establish and strengthen Project Management methodologies
21. Strengthen Clinical Informatics position at HSC.
22. Maintain and enhance the positive, effective and productive customer service approach to issues and solutions. Keep the end users educated and efficient with clinical technology for quality and patient safety.

### **Goal #4: Continue to develop Academic Computing**

1. University of Toledo Expertise Database(UTED) - A joint venture between the Center of Creative Instruction, Information Technology and the Center for Clinical Research. The current pilot involved only the College of Medicine and contains demographical info, areas of interests, areas of expertise, publications, and grants information. The next phase will include all of the colleges at the university.
2. Research Computing Support Services - Establish, centralize and coordinate a supporting services for all researches at the University. Including but limited to High performance computing, clustering, virtualization, large storage needs, Applications analysis and assistance.
3. Computerized testing environment - Need the ability to be able to perform computerized testing for the University on a large scale (at least 50 students at a time) in a controlled and reliable environment.
4. Clinical Research data aggregation and collaboration with Promedica - Establish, centralize and coordinate aggregating data for all clinical researches at the University and Promedica for clinical trials and other clinical related research
5. Printless environment for students - Create an environment where electronic devices can be substituted for printing.

6. Video Conferencing solution for the Health Science Campus - Create and support a portable solution on the Health Science Campus for video/teleconferencing
7. Video Capturing solution for the Health Science Campus - Create and support a portable solution on the Health Science Campus for video/lecture capturing

**Goal #5: Develop an outstanding IT Client Services for Academic and Hospital areas**

**Client Services – Academic**

1. VDI/Thin Client rollouts - This is to continue the rollout of Thin Clients as desktop replacements where fit. This project already started this summer, this is to continue that project and look for more areas to improve efficiencies and cost by deploying these.
2. System Center Service Manager rollout - This is Microsoft’s new Help Desk software and we have just gotten this installed and running in a test environment. There is a project meeting next week to begin looking at this.
3. System Center Configuration Manager rollout on Main Campus - This is the upgraded version of SMS. We use this within all of Client Services and this is to deploy this tool to the Colleges so they can begin to focus on other tasks rather than managing a bunch of different tool sets.
4. Reduce the number of printers on HSC campus from 944 printers to 550. Phase II will determine the potential for savings on MC.

**Client Services - Hospital**

1. Improve the average call answer time to 20 seconds or less.
2. Resolve 80% of all help desk calls during initial contact.
3. Create a training track for all help desk and client services employees to attend
4. Provide additional after hour support
5. Implement a new help desk call tracking system to improve workflow.
6. Improve client services workflow via new help desk call tracking system
7. Increase data security in the hospital by installing the endpoint encryption software on all computers
8. Increase the number of thin clients and virtual machine by 300
9. Publish a Client Services informational newsletter
10. Investigate, Evaluate and test new technologies to enhance overall productivity

**Goal #8: College Computing**

**College of Business Administration -**

1. Review current support effort solution options to increase efficiency in deployment.
2. Develop / Expand documentation for the new technology solutions in the Savage & Associates Complex (CBLE).
3. Assist IT with the implementation of university wide Security and Office solutions.
4. Execute year four of the COBA Instructional Computing Plan
5. Improve cross training for student employees so they can more effectively perform in the day to day operations of the college

**College of Engineering-**

**Support of Instruction**

1. Train faculty on use of video conferencing equipment
2. Provide Lecture capture capability
3. Change course delivery to Loraine CCC from leased T1 line

**Support of recruitment and retention**

4. Maintain and increase student connectedness with college e.g., COE Living and Learning Community computer lab in Academic House

**Support of Research**

5. Distributed (Grid) computing