Information Technology
2014-2015 Strategic Plan & Goals

Mission Statement of Information Technology Department
The Information Technology organization assesses and provides enabling technologies for the University community that supports the areas of service, learning, discovery, engagement, and human care.

Vision Statement of Information Technology Department
The University of Toledo will be recognized for its innovative use of technology in its quest to promote improvements to the human condition. The quality of Information Technology services and support will be regarded as exceptional by those being served. Information Technology will be considered a key and valued partner of all other University organizations, enabling success in the attainment of their missions. The qualitative and quantitative attributes of the University’s processes will be significantly enhanced through the technologies and services offered by Information Technology.

Core Strategic Goals
Goal #1: Develop college computing technology to advance and enhance teaching, learning and research.
Goal #2: Enhance the IT network infrastructure to promote improved reliability, availability, cost-effectiveness and security while improving the integration, collaboration and communications service offerings.
Goal #3: Develop administrative systems to enhance productivity.
Goal #4: Implement digital campus phase 5 to enhance healthcare access and delivery.
Goal #5: Develop outstanding IT client services support for Academic and Hospital/Clinical areas.
Goal #1:
Develop college computing technology to advance and enhance teaching, learning and research
[In support of UT Directions 2011 (The Strategic Plan of UT) – Goal 1, sub-goals 1 & 5; Goal 4, sub-goals 1 & 4]

Metrics/Milestones:
1. Advance research computing support services. Enhance and coordinate IT supporting services for all researches at the University; including but limited to high performance computing, clustering, virtualization, large storage needs, applications analysis and technical assistance.
2. Develop a unified intelligent data repository of all academic and clinical systems for researches, clinical trials, management decision making and collaboration.
3. Continue to develop asynchronous, synchronous and collaboration systems for academic and clinical systems in support of teaching, learning and research.
4. Deploy reliable computing technology and establish faculty refresh computing technology cycle to enhance and advance teaching, learning and research across colleges.

Goal #2:
Enhance the IT network infrastructure to promote improved reliability, availability, cost-effectiveness and security while improving the integration, collaboration and communications service offerings.
[In support of UT Strategic Directions 2011 – Goal 3, sub-goals 3, 4 & 6; and Goal 4, sub-goals 1, 4, & 5]

Metrics/Milestones:
1. Prepare the campus IP network to support QoS (quality of service) for voice and video communications.
2. Replace/upgrade the campus voice-mail and email systems offering unified communications via MS Outlook for the Health Science Campus.
3. Provide SharePoint services to the campus for team and project sites that support workflow applications.
4. Enhance the disaster recovery capabilities for the health care infrastructure.
5. Enhance the network security systems including an upgraded UTAD authentication domain architecture, high availability firewall architecture, malware filtering of websites, and single sign-on for health care systems.
6. Upgrade backup and storage environments across campus data centers for all enterprise systems.
7. Implement and deploy automated monitoring for maximum uptime for all enterprise systems.
8. Update data center architecture to support increased high availability of server resources.
9. Perform institutional network backbone capacity upgrades. Implement high availability internet presence between data centers
10. Initiate phase 1 telecommunications upgrade from time-division multiplexing (TDM) to voice over IP (VoIP)
11. Complete phase 2 of Main Campus network infrastructure building refresh program

Goal #3:
Continue the development of administrative systems to enhance productivity
[In support of UT Strategic Directions 2011 – Goal 1, sub-goals 1, 2, & 5; Goal 2, sub-goals 1, & 2]

Metrics/Milestones:
1. Implement productivity enhancements built into Banner 8.x for Admission & Enrollment, AR, Finance, HR & Payroll, Registrar and other areas.
   a. Implementation of ALEKS Math placement testing
   b. Campus Visit integrated with Banner
   c. Implementation of new Student Health Insurance process
   d. Housing Student Room Change Request Workflow – Workflow to track student Room Changes and provide quick turnaround for tracking students rooms and billing
   e. Student Inventory Application
   f. Law School common application integrating with Banner
   g. AP/Purchasing Implementation in Banner for non-clinical - Invoice Import
2. Implement academic decision support system and Banner Flexible Registration in support of Provost and Chancellor’s academic mission.
   a. Implemented Interactive audit for students to view their degree audit
   b. Upgraded DARs for degree audit processing
   c. Implemented u.direct for roadmap building for students – functional area building roadmaps
   d. Implemented Batch Audit processing for colleges to quickly get their graduation clearance completed.
   e. Installed Ad Astra Scheduler and Platinum Analytics
   f. Setup of Degree Audit for Med Ed
   g. MyUT Mobile App
   h. Enrollment and Housing Seat Deposit Application
   i. Flexible Registration upgrade

3. Implement employees centered systems such Web Time Entry, FMLA, Open Benefit Enrollment, Travel & Expense, employees’ electronic personnel action process (ePAF) and Personnel Management (PeopleAdmin) in support of Human Resources and Financial administrative mission.
   a. Implemented Travel and Expense – for all university employees are being reimbursed in 3-5 days as opposed to 6 weeks.
   b. Web Time Entry for MC students
   c. Open Benefit Enrollment
   d. FMLA
   e. New Hire Benefit Enrollment application and Banner Feed Automation
   f. Qualifying Event Benefit Enrollment/Update Application
   g. Employee Separation workflow with Banner Update
   h. Tuition Fee Waiver automation
   i. Automation of Main Campus Rec Center Employee membership
   j. Qualifying Event Banner Feed Automation
   k. Rocket Wireless Self-Service website
   l. Selectica SaaS implementation (Purchasing Dept) – converted Contract Management system from ARIBA to Selectica – enhanced functionality for maintaining and administering Contracts with the University
   m. ProWatch ID System User Upload Process Enhancements
   n. Office Address update application

4. Automate Student Admission processing, Curriculum & Program Tracking; Graduate Faculty Tracking; and Dissertation & Thesis tracking in support of Provost and Chancellor’s academic mission.
   a. Curriculum & Program Tracking
   b. Prospect web upgrades and integrated with Banner.
   c. Recruiter
   d. LifeLine Response extract for police department
   e.Faculty Course Search
   f. Library Patron Extract
   g. Barnes & Noble integration to student self-service
   h. Enrollment and Housing Deposit

5. Develop dashboards and scorecards – for administrators, student, patient, and revenue for strategic measures for the Division of Administration.
   a. Roambi Dashboard for Hospital Administration
   b. Influenza Self-reporting website for the collection of HSC data for CDC (Center for Disease Control) required reporting
   c. Clinic Risk Assessment Survey
   d. Smoking Ban Survey for Students and Employees

6. Automate the request process for non-student/employee (affiliate) users in the clinical as well as academic areas.
a. Development of the online access request and fulfillment is in progress. Collaboration Services is developing this capability in cooperation with IT Security. The expectation is to demonstrate to key stakeholders in Jan-Feb 2014 for inputs and further refinement.

   a. Open Benefit Enrollment
   b. FMLA
   c. Student Vaccination Self reporting website
   d. Enhanced Housing Application – capture Emergency and Medical information, plus eliminate paperwork for student at time of check-in
   e. Short Stay Module – Housing – allow for all tracking of conferences/events
   f. Imaging applications for College of Law, Residence Life, Medicine, Athletics
   g. Law School Student Exam ID automation
   h. StarRez Inventory Module – Student will perform Room Checks online. This will reduce paperwork at time of Check In.
   i. Influenza Web site enhancements
   j. Affiliate View for Identity Management Project
   k. Portal tab for UTP, Athletics and COM Faculty
   l. ID Requests for Retirees

Goal #4:

Implement of digital campus phase 5 to enhance healthcare access and delivery

[In support of UT Directions 2011 (The Strategic Plan of UT) – Goal 5, sub-goals 3, 4, 5, 6, 7, & 9]

Metrics/Milestones:

1. Improve electronic workflow for physicians, nurses and patient care.
   a. HAC Optimizations Completed – South Toledo Internists, General Internal Medicine, Endocrine, Rheumatology
   b. HAC Optimizations Started/In Process – Family Medicine, Pediatrics, OB/GYN, Infectious Disease, Dermatology, Gastro
   c. HAC Tech Rounding – South Toledo Internist (October ), Rheumatology (October), Pulmonology (October)
   d. HAC Go-lives – Fallen Timbers (January), Dana Cancer Center (February), Medical Mall (April), Palliative Care (September), Radiation Oncology (October)
   e. STAR Optimization
   f. Kobacker HED/HEO implementation
   g. Continuation of iForms build and maintenance

2014 Goals:
   a. Geriatric psyhc unit opening – requires HED and HEO build
   b. HAC Go-lives – UTP Wauseon (January), UTP Napoleon (January), UTP Napoleon Urology (January), Transplant (February), Monroe Urology , Monroe Vascular , Sunforest Urology
   c. Barcoding meds and immunizations in the clinics

2. Implement IT driven, patient-physician- centered systems
   a. MedStreaming and WebESA upgrade completed
   b. Sentri 7 implementation

2014 Goals:
   a. Nuance Dragon project
   b. CVIS kickoff and implementation
3. Continue the implementation & upgrade of EMR/EHR systems to achieve ARRA (HITECH Act) Meaningful Use Criteria.
   a. Meaningful use stage 1 – build complete for HED and HEO, transition, audit, support and monthly uploads

**2014 Goals:**
   a. 11.2 HAC Upgrade
   b. Preparation for Meaningful Use stage 2 – build, identifying systems and reviewing specs.
   c. ICD 10 continued involvement

   a. Continual development in HBI
5. Support research through reporting /database development and strengthen relevant data access.
   a. Giving Research access to HAC documents in HAC
6. Support all compliance efforts for all accreditations and regulatory bodies (JCAHO, CMS, HIPAA, etc.)
   a. PCON/PMOD 17 upgrades
   b. STAR 18 upgrade completed
   c. STAR quarterlies implemented
   d. Press Ganey Files – modification of file and monthly uploads

**2014 Goals:**
   a. STAR yearly upgrade

7. 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.
   a. PCP notification (phase 1, 2 and 3)

8. Support and enhance clinical and simulation center educational programs with emphasis on healthcare applications use and integration to core multi-disciplinary curricula.
   a. Education – individual physician training, assisted 3rd year med student CPOE and HAC Refresher training (April), scanning and backloading in Surgery, Assisted with New Resident Training (June), Assisted with Med Student Bridge (June), Assisted in multiple other education efforts

**Goal #5:**

**Develop outstanding IT client services support for Academic and Hospital/Clinical areas**

[In support of UT Directions 2011 (The Strategic Plan of UT) – Goal 1, sub-goals 1 2 & 5, Goal 3, sub-goals1, 2 & 7, Goal 4, sub-goals 1, 2, 3, 4 & 5, Goal 5, sub-goals 2, 4, 5 & 9]

**Metrics/Milestones:**
1. Deploy a call tracking system that will enable IT to track calls and enhance service response.
2. Expand automated systems deployment using System Center Configuration Manager (SCCM) usage across the entire University.
3. Expand the security of data on all personal computers and laptops through the use of Encryption Systems.
   a. Academic computers are utilizing McAfee Endpoint Encryption for PC with deployment efforts managed by Desktop Engineering and Administration.
   b. Health Care computers are being transitioned to WinMagic SecureDoc with deployment efforts managed by Health Care Informatics.
5. Streamline administration and oversight of personal computer Group Policies.
6. Support an ongoing computer purchase and refresh plan to ensure all machines are within 5 years old with the latest tools and technology.
Other Major IT Achievements:

IT Security

   a. Replaces legacy password storage functionality that had been enabled through Remedy.
   b. Utilizes a redundant disaster resilient architecture with access auditing capabilities.
   a. Implemented to provide proactive alerting and reactive auditing capabilities for Active Directory and file share changes.
3. SecureVue security incident and event management system is being implemented to enhance network and systems monitoring and alerting. Initial completion expect Q1 2014.
   a. Additional systems for monitoring and tuning activities will continue through CY 2014.