

DoIT Tactical/Operational Plan

Action	Definition of Success	Measurement	Goal	Responsibility	Additional resources needed	Due Date
Support existing technologies, systems and applications						
Email	Messages sent and delivered to and from campus	Track unscheduled outages according to the BoR measurement chart (attached)	99% availability, 10 or less outages of 1 hour or greater	Infrastructure Group	None	6/30/2009
Banner	Availability of the Banner Database	Track unscheduled outages according to the BoR measurement chart (attached)	99.9% availability, 3 or less outages of 1 hour or greater	Infrastructure Group/ Enterprise Applications Group	None	6/30/2009
Campus Network	Packet flowing through routers and switches	Track unscheduled outages according to the BoR measurement chart (attached)	Campus Core: 99.9% availability, 2 or less outages of 1 hour or greater: Each building: 98% availability, 5 or less outages of 1 hour or greater	Infrastructure Group	None	6/30/2009
Internet Service (Peachnet)	SPSU sending and receiving packets from Peachnet	Track unscheduled outages according to the BoR measurement chart (attached)	99.9% availability, 5 or less outages of 1 hour or greater	Infrastructure Group	None	6/30/2009
Campus Web Services	www.spsu.edu available to the internet	Track unscheduled outages according to the BoR measurement chart	99.9% availability, 2 or less outages of 1 hour or greater	Infrastructure Group/ Enterprise Applications Group	None	6/30/2009
Telephone Service	Place and receive calls to and from campus	Track unscheduled outages according to the BoR measurement chart	99.9% availability, 2 or less outages of 1 hour or greater	Infrastructure	None	6/30/2009

Provide enhanced Helpdesk operation by:							
	Providing Mechanism for users to communicate with the helpdesk after the work order is placed	A feedback button on the work order status page.	Button on page	Project completed.	Enterprise Applications	None	9/30/2008
	Provide escalation procedure for work orders.	Button on work order status page leading to escalation procedure.	Button on page	Project completed.	Enterprise Applications	None	9/30/2008
Enhance Security in the Data Center							
	Develop and implement a new back-up procedure including verification	Back-up being done and verified.	Daily back-ups with weekly and monthly back-ups stored in appropriate locations	Project completed.	Infrastructure Group	None for back-ups; verification will require Data Center Administrator	11/1/2008
	Develop and implement a new patch management procedure for data center servers	Patches being applied in a timely manner	Patches being done.	Project completed.	Infrastructure Group	Addition of Data Center Administrator	1/1/2009 for plan, 3/1/2009 for implementation
	Off-site server space for critical data access	Critical data such as the SPSU website and data center configuration files stored on an off-site server.	Server rented with critical data sent.	Project completed.	Infrastructure Group	\$6,000 per year for server rental	12/1/2008
Increase New Applications							
	Integration of Banner and the SPSU catalog	Full implementation of Smart Catalog Software	Campus utilizing Smart Catalog software for updates to the catalog and Banner	Project completed.	Enterprise Application Group	Additional Applications staff member	1/1/2009
	Implement a campus event management system	Full implementation of Ad Astra event management software.	Campus utilizing Ad Astra for all event planning	Project completed.	Enterprise Application Group	Additional Applications staff member	3/1/2009

	Implement advising software	Full implementation of Degree Works advising software.	Students and advisors using Degree Works on a regular basis.	Project completed.	Enterprise Application Group	Additional Applications staff member and \$60,000 in consulting fees.	6/1/2009
	Implement dynamic directory	Write and implement a dynamic directory system	Published new on-line directory which will be updated dynamically.	Project completed.	Infrastructure Group/ Enterprise Applications Group	None	Complete
Enhance communication about DoIT Services to Include:							
	Publish a list of ALL DoIT services and publish in one place	List of services	Complete list published on web	Project completed.	Instructional Support Group	None	11/1/2008
	Determine which services require better documentation and training through user feedback and input	Complete list	Complete list	Project completed.	Instructional Support Group	Additional Web/Training Specialist	3/31/2009
	Develop a prioritized list and action plan with definitive dates on accommodating the list of services requiring documentation and/or training	Prioritized list	Prioritized list	Project completed.	Instructional Support Group	Additional Web/Training Specialist	5/15/2009
Manage campus computing resources in classrooms, labs and offices to ensure appropriate resources for faculty, staff and students to							
	Provide timely response to help requests	- 10 minute response for emergency work orders (Classroom down during class time) - 4 hour response time for high priority work orders - 2 day response time for standard work orders Less 30 open work orders	Reports from work order system and feedback from users	Goals met	Desktop Support Group	Temporary employees to handle peak times	10/1/2008

	Proactively visit classroom prior to the start of the semester to ensure equipment is working properly.	All classroom equipment functioning properly on the first day of classes	Absence of work orders on first day of classes	Checklist showing visits complete	Instructional Support Group	None	1/15/2009
Expand R&D Function to include:							
	Server virtualization including: obtaining equipment, test current technologies and choosing a direction and vendor	A virtualization plan that the campus can follow for the next three years	Completed plan	Completed plan	Operations Group	Operation Support Specialist (Search is on-going)	5/1/2009
	Automated desktop back-up for faculty and staff	All campus desktops for faculty and staff backed-up on a daily basis automatically	% backed up	100%	Operations Group (Development)/ Desktop Support Group (Deployment)	Operation Support Specialist (Search is on-going)/ Temporary employees to handle peak times	New installation - 10/1/2008, Existing desktops by request (work order) 1/1/2009
	Thin client - desktop virtualization	Knowing if there is an economic gain for SPSU by moving in this direction	Final report	Final report	Operations Group	Operation Support Specialist (Search is on-going)	3/31/2009