

Strategic Directions for Information Technology at IUN

A Plan for Engagement

An ongoing plan focusing on strategic issues in information technology relevant to our campus and addressing various constituent audiences must use a variety of communication methods to meet the goal of engaging at least 20% of the faculty and the entire administrative leadership (Management Group) in understanding the significant issues facing information technology and higher education, translating the implications of those issues into the context of IUN and then, as needed, making decisions.

Obviously, just distributing articles will not promote an understanding of issues or translate those issues into understanding relevant concerns for IUN leading to informed decisions made regarding IUN's future in those areas. Critical to the success of this ongoing process is being informed in a timely manner when IU administration makes a decision or is contemplating action on information technology issues that directly impact IUN. Therefore, this plan has two thrusts:

- A System-wide coordination and consultation component that seeks regional campus input where possible on strategic issues, and then dissemination and discussion of decisions made at the System-level on strategic issues.
- An IUN specific component that seeks to engage faculty and administration understanding of strategic issues to make better decisions when appropriate.

Both coordination with IU central administration and local understanding of strategic issues must be addressed to adequately understand the scope of the issues, IU-wide decisions made and what decisions or steps IUN must or may take to respond to these strategic issues.

System-wide coordination

The Office of Information Technology has taken a proactive approach to encourage a more consultative role for regional campuses. The Vice Chancellor for Information Technology at IUN has asked the Office of Vice President for Information Technology and CIO that regional campus CIO's:

- Are included in System-wide strategic planning efforts, like five-year plans.
- Are included in the decision-making process for strategic and operational information technology issues.
- Have access to issue experts and have their formal presentations placed on the web.
- Informed, in advance of public announcements, of decisions concerning significant information technology changes.

The Vice President for Information Technology and CIO has created a Policy Office and a Security Office. These offices along with other UITs department heads recommend to the VPIT and CIO actions to be taken on most of the large strategic or

operational information technology issues for all campuses, without regional campus input or consultation. The role for IUN's Office of Information Technology in these cases is discussing the issue, widely communicating the decision taken or policy created, and the implication of the decision or policy on operations at IUN. Examples of these centrally decided issues are responses to Federal legislation, information security, and identity management.

Understanding and acting on strategic issues at IUN

The Office of Information Technology will use formal events, academic department meetings, and a series of publications to engage faculty and administrative leadership, and to some extent the wider internal IUN community (including students) in understanding significant issues facing information technology and higher education, and translating the implications of those issues into the context of IUN. The Office of Information Technology will partner with CETL where appropriate.

1. Formal events hosted by the Office of Information Technology.

- The annual Making IT Happen event coordinated jointly with UITS. This event has a different theme every year. Vendors demonstrating technology products, tables featuring UITS services, faculty and student showcases, and short how-to demonstrations are featured.
- A First Wednesday of every month brown bag lunch, held during fall and spring semesters, to discuss emerging technology or operational issues that may impact IUN. Topics such as Windows XP Service Pack-2 and securing your home PC will be discussed. Academic leaders are encouraged to suggest information technology topics for First Wednesday brown bag lunches that will directly impact improving pedagogy, expanding student use of computing, or accreditation issues where IT plays a role
- Strategic Directions for Information Technology meetings held bi-monthly either immediately following Faculty Organization Friday morning meetings during the Fall and Spring semesters, or at a time mutually agreed upon where a significant number of faculty members can join the Management Group. Lunch will be provided for attendees. See below for more details.

2. Academic department meetings – The Vice Chancellor for Information Technology along with selected IT staff members will begin a program of rotating monthly visits (one per month) to major academic units on campus, coordinated with CETL, beginning with a select group of academic units where there is already some interest in technology use that can be built on. With prior discussions with Deans/Department Chairs, topics can be determined that would have the greatest chance of success. These sessions would be short (15 –30 minutes) highlighting useful features of Oncourse or other support software (IUIE, SIS, Online Library Reserves, Online Library Databases, wireless computing, massive data storage, scanning, faxing on the network, etc.) The purpose of these meetings is to engage the faculty in thinking about software features and raise interest in attending meetings on strategic IT issues.

3. Communication publications from the Office of Information Technology include:

- TechBuzz online and monthly in print. TechBuzz is similar to the UITS Monitor in the desire to inform our constituents, but the structure is less formal and more like a magazine or e-zine in style and readability to engage our students. Alerts to breaking news are an on-line subscriber feature.
- Information Technology Plan. The IUN Long-Range Information Technology Plan is the roadmap to achieving Shared Vision Outcome 9 – being known as a leader in the *use* of technology. The plan is a snapshot view of the current situation and is reviewed on a periodic basis.
- Annual IT Report. The Office of Information Technology Annual Report is a report card published in January on the previous year’s progress IT is making in responding to Shared Vision outcome 9, services provided to the campus and the status of IU-wide and IUN information technology initiatives.
- Bi-annual Information Technology survey with results online. The IT survey reports on the satisfaction with the range of services provided to faculty, students, and staff by the central UITS organization and local IT staff. Campus IT surveys are administered and compiled by The Center for Statistical and Mathematical Computing in Bloomington and results on most questions can be compared between campuses.

Strategic Directions for Information Technology meetings

WHEN: Meetings will be held bi-monthly either immediately following Faculty Organization Friday morning meetings during the Fall and Spring semesters, or at a time mutually agreed upon where a significant number of faculty members can join the Management Group. Exact dates will be announced when the Faculty Organization Executive Committee and Management Group reach a mutually agreed time.

WHERE: Hawthorn Hall 107 as available or Savannah Auditorium.

WHAT: Presentations will last about one hour followed by a discussion of the issue and what the issue means to IUN. Total time for meetings is about two hours.

HOW: Depending on what resources are available on a specific significant issue, the Office of Information Technology plans on using a mix of technology-mediated programs, issues experts from IU or external entities, and local (IUN) faculty or staff to explore the issue. The available technology-mediated programs are Educause LIVE online professional development events and archived Educause events and UITS archived presentations. Other sources may be used if rights to use can be arranged.

TOPICS: Educause lists the following issues as ongoing and emerging campus issues. Each of these issues will impact IUN to some degree. Many of these issues have been addressed centrally and should be discussed widely on campus:

- Identity theft
- Spam and regulation of Commercial E-Mail
- Planning for the elimination of Social Security numbers as primary identifiers
- File sharing and Peer-to-Peer technology
- Gramm-Leach-Bliley Act of 1999 (GLB Act)
- Health Insurance Portability and Accountability Act of 1996 (HIPPA)
- Student and Exchange Visitor Information System (SEVIS)
- Return on investments in learning and administration
- Use of handheld devices and personal digital assistants (PDAs) in higher education
- The Digital Millennium Copyright Act
- Wireless campus
- Computer and network security
- Privacy in a networked environment
- Campus information policies
- Evolving technologies
- Open Software initiatives

Because there will be many Open Software initiatives, some of which will impact student learning and the faculty directly at IU beginning with the Fall 2005 semester, these issues will be first on the agenda. An overview of Open Software initiatives will be followed by specific IU-wide projects (top four listed). These large open-source projects are:

- Sakai
- ePortfolio (Open Source Portfolio Initiative)
- uPortal
- Kuali
- eTranscripts
- FEDORA
- LionShare
- PKI
- VUE
- Dspace

REFRESHMENTS: Light box lunch will be provided for attendees.