**Gettysburg College**

**Information Technology**

**Annual Goals for 2020-2021**

**SP: Institutional Strategic Plan and President’s Goals**

**Introduction**

During the 2020-2021 academic year, IT will continue its progress on the initiatives outlined in IT’s Strategic Plan, on work related to Sustainable Excellence, and on work related to the College’s Strategic Plan. The 2020-2021 academic year will be dominated by work related to COVID-19.

**Sustainable Excellence, Strategic Initiatives, Annual Goals, and Impacts**

Information Technology’s divisional initiatives support the Gettysburg College community and the College’s Strategic Directions. Goals, initiatives, and impacts fall into several categories: COVID-19, Teaching & Learning, Cybersecurity, Capital Projects, Gettysburg College Strategic Plan, Governance & Policy, Mobile, Wireless & Infrastructure, Resources, Ongoing Services, and IT’s Inclusion Action Plan.

**COVID-19**

IT is working with the College to reallocate resources to COVID-19 efforts while at the same time preserving a high standard of service.

* Align services and business processes to needs related to COVID-19
  + **Install new infrastructure (2 servers) to accommodate at least 250 remote virtual machines to replace computer classrooms**
  + **Install 70 classroom cameras**
  + **Plan, delivery faculty workshops for online, remote, and hybrid teaching and learning**
  + **Support remote work environments as possible**

**Teaching & Learning**

IT is working with the Academic division on many projects and initiatives ranging from classroom upgrades to workshops for faculty. Four initiatives from IT’s strategic plan and **associated annual goals** are outlined below.

* Incorporate innovative classroom and lab designs
  + **Teach four courses**
* Continue the collaborative work with Provost Office and Facilities on classroom projects
  + **Maintain and support Enhanced Learning Spaces and upgrades as needed due to COVID-19**
* Establish a process to continually evaluate the pedagogical uses of technology and new technology in higher education
  + **Support online summer Gettysburg College courses –SP**
  + **Continue to research online certificates and continuing education credits**
* Coordination with the Provost Office, Library, and Johnson Center for Creative Teaching and Learning on Educational Technology Issues:
  + **Support and/or develop faculty and student training workshops with the Johnson Center for Creative Teaching, Library, and Provost Office**
  + **Support the Faculty Personnel Committee and Provost Office with digital material submissions**

**Gettysburg College Cybersecurity**

The following **annual goals** relate to the College’s Cybersecurity Program.

* **Continue work on EU GDPR and GBLA compliance**
* **Develop education plan to address spear phishing emails, email best practices, and secure data handling techniques**
* **Finish two factor authentication for Email and Peoplesoft**
* **Investigate, plan, and perform penetration testing of College network and applications as resources permit**

**Gettysburg College Capital Projects**

The following **annual goals** relate to the College’s Capital Projects.

* Residence Hall preparation and generator installation
  + **Plan technology based requirements for a new residence hall and power relocation- SP**

**Gettysburg College Strategic Plan**

The following **annual goals** relate to the College’s Strategic Plan.

* Innovation
* **Continue development of an Innovation and Creativity Lab in West Building 114 focusing upon programming and marketing – SP**
* **Support exploration of CRM for DAPR –SP**
* **IT student workers collaborating with Entrepreneurship initiatives**

**Governance & Policy**

The majority of campus members engage with IT through our governance support groups and policies that inform both IT and the campus about what services and equipment are available with current institutional resources. Project and information sharing governance committees coupled with thoughtful and empowering policies are the foundation for successful communications. These communications result in effective project management, adjustments to improve customer satisfaction, and increased efficiency in business processes. The following **annual goals** related to IT’s strategic initiatives are planned for the next academic year.

* IT Leadership, Collaboration, and Access to the CIO
  + **Meet monthly with library**
  + **Participate on COLA, APPC, and ETC committees**

**Mobile, Wireless, & Infrastructure**

For the majority of our communications and content consumption, the Gettysburg College community uses smartphones, tablets, and laptops. The bandwidth in and out of the campus and the wireless infrastructure must be robust and have the ability to handle the amount of traffic needed by campus members. Two initiatives from IT’s strategic plan and **associated annual goals** are outlined below.

* Continue an aggressive campaign to add access and capacity to the College’s wireless and general infrastructure.
  + **Continue to add access points as dead spots come to light as highlighted by campus members and radio frequency studies**
  + **Install additional in-building wireless access points as needed in the most congested areas of campus**
  + **Install multiple low power microcell wireless access point units in selected residential halls to provide saturation coverage**
  + **Complete the installation and configuration of the speed and data handling capacity of the campus backbone fiber ring from 10 gb/s to 40 gb/s (extensible to 100 gb/s) and backhaul capabilities of wireless aggregation points as needed due to increased wireless access points and traffic**
  + **Plan and implement a telephone switch replacement as a suitable vendor can be determined**
  + **Develop a core wireless controller system replacement plan**
* Enhance mobile access to campus data and services
  + **As identified, implement additional network, infrastructure and operational safeguards to minimize the susceptibility of network users to account compromising and abuse**

**Ongoing Services**

IT continues its work to improve ongoing services and to ensure the health of campus technology. Three initiatives from IT’s strategic plan and **associated annual goals** are outlined below.

* Develop IT Inclusion Action Plan (IAP) - SP
  + **Ensure that IT has inclusive hiring practices by reviewing concepts from Building an Inclusive Search Workshops and Inclusion Advocate Program for Staff**
  + **Increase the diversity of students in STEM programs** **by supporting S-STEM Laptop program**
  + **Expand technology and STEM opportunities to a diverse group of students through IT’s student intern program**
  + **Create a more inclusive social environment by continuing work with ATO**
  + **Create a more inclusive campus environment by having two IT members continue as IDI Administrators**
  + **Create a more inclusive campus environment by having IT members be aware of the opportunity to take the IDI**
  + **Increase diversity in technology related fields by promoting to the 11th and 12th grades in Adams County, the Networking and Systems Tech Prep Program to increase diversity in the program**
  + **Market and provide scholarships to the IT Summer Technology Camps**
  + **Participate at Career Day at the Shoemaker Mastery School in Philadelphia**
  + **Support CART and foreign language needs at special events**
  + **Incorporate findings from climate study report into IT’s annual goals**
  + **Support and participate in Institute for Healing Racism follow up conversations**
* Maintain and enhance campus IT services
  + **Perform enterprise system upgrades, projects, and activities including:**
* **Updates for Name Prefixes / Suffixes**
* **Updates for President’s Name format and algorithm**
* **AdvanceWeb and SmartCall - Instant Address Version 8 Update**
* **Fix student activity courses**
* **KARE contact info updates**
* **Upgrade Housing Director to release 5**
* **Oracle Critical Patch Update for April 2020 (released 04/14/20)**
* **HighPoint Mobile Campus Solutions 20.2.0 update (related to CS Image 17)**
* **PeopleSoft HCM Update Image 9.2.034 (05/01/20 release date)**
* **PeopleSoft CS Update Image 9.2.017 (04/28/20 release date)**
* **Updates to first-year load for Fall 2020 incoming students (I5/I6 Interface)**
* **Oracle Critical Patch Update for July 2020 (released 07/14/20)**
* **Upgrade the College Website to dotCMS release 5.2.x with new CentOS Linux servers**
* **Upgrade the Transportation System to dotCMS release 5.2.x**
* **PeopleSoft HCM Update Image 9.2.035 (07/17/20 release date)**
* **PeopleSoft CS Update Image 9.2.018 (07/28/20 release date)**
* **HighPoint Mobile Campus Solutions 20.3.0 update (related to CS Image 18)**
* **Class Elections Officers and Senators**
* **Open Enrollment Data Loaded to PS automatically with data clean up**
* **Winter Break Opportunities - Externships, Shadowing and Dinners**
* **PeopleSoft PeopleTools 8.57 upgrade**
* **Oracle 12.2 database upgrade - CNAV,OnBase,CMS,PeopleSoft, Advance**
* **Oracle Critical Patch Update for October 2020 (released 010/20/20)**
* **PeopleSoft HCM Update Image 9.2.036 (10/16/20 release date)**
* **PeopleSoft CS Update Image 9.2.019 (10/27/20 release date)**
* **HighPoint Mobile Campus Solutions 20.4.0 update (related to CS Image 19)**
* **Email notification of student data updates from PeopleSoft to Advance changes**
* **I9 / W-4 Hire Process for Students, Faculty and Staff**
* **PeopleSoft FSCM Update Image 9.2.038 (10/20/20 release date)**
* **TIAA CREF Bidirectional Integration**
* **PeopleSoft Human Capital Management - Implement the PeopleSoft Fluid User Interface**
* **PeopleSoft Campus Solutions - Implement the PeopleSoft Fluid User Interface**
* **PeopleSoft Financials - Implement the PeopleSoft Fluid User Interface**
  + **Enhance systems supporting annual business processes on campus including:**
    - **Streamline the Phone and Email Load Process**
    - **Exception Management for Declare / Change a Student's Major / Minor in PeopleSoft**
    - **Medicat Athletics Data Integration with PeopleSoft**
    - **Enhancement to the Custom Developed Locker System**
    - **Auto-generate employment letter for Personal Action Form (PAF)**
    - **NameCoach - make the student name recordings available to the business offices**
    - **NameCoach - faculty / administrator name pronunciation recordings available in PeopleSoft**
    - **Investigate / test the REX delivered Online Permit Registration process**
    - **New Parent Dashboard 2020 Enhancements (parents of First Year students only)**
    - **Fund Year Rollover in AdvanceWeb**
    - **Rewrite the Transportation System database layer to remove dotCMS data access**
    - **OnBase Gift Processing – Virtual Batch Scanning of Allocation docs (Advance to OnBase)**
    - **NCAA forms update of athletics paperwork for student-athletes**
    - **New Webpage with the Dynamic Display of Curricular Requirements**
    - **Create a data store of CNAV timesheet data for Student Engagement (purge of data over 7 year old)**
    - **Audit use of Preferred Name in Email and Data Integrations**
    - **HR Enhancements to Transportation Request Form - MVR Compliance**
    - **NG (no grades) and INC (incomplete) Communication Process**
    - **Benefits Open Enrollment Dashboard 2021**
    - **2021 Benefits Open Enrollment - Data files to Highmark, Delta Dental & Optum HSA/FSA**
    - **Student Employment Spreadsheet Upload Processing into PeopleSoft HR**
    - **Email notification of employee bio demo updates from PeopleSoft HCM to Advance**
    - **X-SIG Application Rating Tool - 2020 Annual Enhancements**
    - **Back scan of paper documents into the OnBase document management system**
    - **Create a diversity dashboard - phase 2**
    - **Travel Registration System for College business related and student off campus trips**
    - **Bio integrity checks for Advance**
  + **Develop new custom applications and supporting data integrations including**
    - **iModules - Batch Gift Upload from a File**
    - **College Board - Landscape applicant data collection for analysis**
    - **A new web form to manage card access exception requests**
    - **Emergency Contact Info Update and NameCoach Upload and display**
    - **IMF Link in OB for PA 153**
    - **Transfer Student Dashboard**
    - **New Mobile Payroll Timesheet Approval Process**
    - **Career Outcome Data Visualization**
    - **CampusGroups Campus Engagement Platform - Data integration**
    - **Hangry Mobile Ordering - Data integration with OneCard System, Shibboleth Single Signon**
    - **Transfer Credit Approval Process**
    - **High Impact Group Reporting**
    - **HR Onboarding hire form packet**
    - **Develop a custom gender identity process in PeopleSoft**
    - **Full Time Requests Dean KPI and Part Time Requests / Scheduling Project**
    - **Build a Data Warehouse and an Operational Data Store for Cloud-based Applications and on premise applications starting with College Life data**
    - **Student ID Card Scan to identify students Age 21 and Over**
    - **Parent Data - AdvanceWeb is the single point of data entry**
    - **EverFi (Lawroom) Title IX training - push/pull data integration & Shibboleth single sign-on.**
    - **Document payroll and hiring processing in PeopleSoft**
    - **Develop a Performance Management Review System**
    - **New process for budget salary spreadsheets and associated reporting**
    - **Contract tracking with workflow using OnBase as a repository**
    - **New SSRS reports with drill down capability to replace current GL reports in CNAV**
    - **Americans with Disabilities Act (ADA) Compliance - Tool for scanning PDFs in Moodle**
    - **Asset tracking for facilities**
    - **Automate the loading of test scores in PeopleSoft that originate in Slate**