



## Office of Information Technology Strategic Plan

Last Update 06-12-2018

	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
<b>Telecom Service</b>	<ul style="list-style-type: none"> <li>• Implement Calero Billing Automation System</li> <li>• Phase II Fiber</li> <li>• Air core cable Replacement</li> <li>• VoIP – proposal and determination of funding source</li> </ul>	<ul style="list-style-type: none"> <li>• Phase II Fiber</li> <li>• VoIP – East Campus</li> </ul>	<ul style="list-style-type: none"> <li>• Phase III Fiber</li> <li>• VoIP – All of Campus</li> </ul>	<ul style="list-style-type: none"> <li>• Phase IV Fiber</li> <li>• Retire Nortel Switch</li> <li>• Air core cable Replacement</li> </ul>	<ul style="list-style-type: none"> <li>• Phase V Fiber</li> </ul>
<b>Network Engineering</b>	<ul style="list-style-type: none"> <li>• Edge Switch Rep. - Y1</li> <li>• AP Replacement – Y1</li> <li>• UPS Replacement – Y1</li> <li>• Internet Hardware Replacement Phase 1</li> <li>• Wifi Phase IV (Outdoor)</li> <li>• Cat 3 Cable (off-campus)</li> <li>• DIA @ McLafferty</li> <li>• Core network upgrade</li> <li>• Web Content Filtering – research and propose</li> <li>• Network Security</li> </ul>	<ul style="list-style-type: none"> <li>• Switch Rep.- Y2</li> <li>• AP Replacement – Y2</li> <li>• Web Content Filtering – research/propose/implement</li> <li>• Guest Wi-Fi Captive Portal</li> <li>• Wired Network Authentication (802.1x)</li> <li>• Core Network Upgrade – Phase 2</li> <li>• Automated Response to Security Alerts</li> <li>• Automated Device Configuration</li> <li>• Elimination of SOHO switches</li> <li>• DNS Consolidation</li> </ul>	<ul style="list-style-type: none"> <li>• Switch Replacement- Y3</li> <li>• AP Replacement – Y3</li> <li>• Continue Migration to All Avaya Core</li> <li>• DWDM</li> <li>• Consideration of 40Gig Core</li> <li>• Elimination of SOHO switches</li> <li>• NET Team Hardware Refresh</li> <li>• Core Network Upgrade – Phase 2</li> </ul>	<ul style="list-style-type: none"> <li>• Switch Replacement - Y4</li> <li>• AP Replacement – Y4</li> <li>• Continue Migration to All Avaya Core</li> <li>• DWDM</li> <li>• VLAN Switching/NAC Type Solution/Role Based Access Control</li> </ul>	<ul style="list-style-type: none"> <li>• Switch Replacement – Y5</li> <li>• AP Replacement – Y4</li> <li>• VLAN Switching/NAC Type Solution/Role Based Access Control</li> </ul>
<b>Enterprise Systems</b>	<ul style="list-style-type: none"> <li>• Replace Web Infrastructure</li> <li>• Upgrade Video Surveillance</li> <li>• Work towards High Availability for various systems</li> <li>• Business Impact Analysis on Major Systems</li> <li>• Hot Aisle Containment in Data Center</li> <li>• SCCM campus wide</li> <li>• All servers hosted in data center or virtualized</li> </ul>	<ul style="list-style-type: none"> <li>• Lifecycle Replacement for SAN</li> <li>• Replace Aging UPS</li> <li>• Lifecycle Replacement of Servers</li> <li>• Full Cloud backup of all ERP systems</li> <li>• Identity and Access Management replacement</li> <li>• Engage Azure Assessment and Roadmap service to optimize mix of on-premise, hosted and cloud services</li> <li>• Assist in unifying the collaborative communication services</li> </ul>	<ul style="list-style-type: none"> <li>• HA Site (SmartRow) Refresh</li> <li>• ISU Site migration to cloud</li> <li>• Update all RHEL 6 systems</li> <li>• Move assessment recommended strategic on-premise workloads to cloud based on value</li> <li>• Expand and enhance IT Infrastructure capacity in response to demand (VDI, storage, ERP)</li> <li>• Provide cloud-based storage for file services (files.siu.edu)</li> </ul>	<ul style="list-style-type: none"> <li>• Provide VM live migration capability to cloud</li> <li>• Expand and enhance It Infrastructure capacity in response to demand (VDI, storage, ERP)</li> <li>• Move assessment recommended strategic on-premise workloads to cloud</li> <li>• Blended data center (hybrid on premise and cloud based)</li> <li>• Provide self-provisioning for cloud resources</li> </ul>	<ul style="list-style-type: none"> <li>• Expand and enhance It Infrastructure capacity in response to demand (VDI, storage, ERP)</li> <li>• Continue workload move towards cloud as value dictates</li> <li>• Continue blended data center (on premises and cloud based)</li> </ul>



Office of Information Technology Strategic Plan  
 Last Update 06-12-2018

	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
	<ul style="list-style-type: none"> <li>• Build ES test environment Phase II</li> <li>• Advanced Threat and Email Protection</li> <li>• Implement DLP email audits</li> </ul>	<ul style="list-style-type: none"> <li>• Provide metrics and real-time performance indicators to support analytics</li> <li>• Provide VM live migration across physical sites</li> <li>• Expand IT Infrastructure capacity as needed</li> </ul>			
<b>Technology Services</b>	<ul style="list-style-type: none"> <li>• Replace 20% of Desktop Computers</li> <li>• VDI Deployment Phase I</li> <li>• Replace PCs in Computer Learning Centers (CLCs) with Thin Clients to Support VDI</li> <li>• Roll out ITSM to Entire Organization</li> <li>• Establish method ITIL Foundation training for Tech Services Staff</li> <li>• Develop Service Catalog</li> <li>• Develop Knowledge Management</li> <li>• IT Dashboard POC</li> </ul>	<ul style="list-style-type: none"> <li>• Replace 20% of Desktop Computers</li> <li>• Develop Collaborative Learning Spaces in CLCs</li> <li>• VDI Deployment Phase II</li> <li>• Centralization of Lab Support</li> <li>• Centralization of Desktop Support</li> <li>• Centralization of Technology Support for Classrooms</li> <li>• ITIL Foundation Training for 25% of Tech Services Staff</li> <li>• ITIL Self-Assessment</li> <li>• ITIL Roadmap</li> <li>• Begin campaign to "Shift Left and Down"</li> <li>• Launch IT Dashboard</li> <li>• Alert notifications POC/Pilot</li> <li>• Automation and orchestration POC</li> <li>• Establish CIO Scorecard</li> <li>• Establish annual Customer Service Training.</li> </ul>	<ul style="list-style-type: none"> <li>• Replace 20% of Desktop Computers</li> <li>• Develop Collaborative Learning Spaces in CLCs</li> <li>• Expand VDI Deployment</li> <li>• ITIL Foundation Training for 25% of Tech Services Staff</li> <li>• Introduce Continuous Process Improvement program.</li> <li>• Self-service Initiative</li> <li>• Automation and orchestration Pilot</li> <li>• Standardized DTS processes</li> </ul>	<ul style="list-style-type: none"> <li>• Replace 20% of Desktop Computers</li> <li>• Develop Collaborative Learning Spaces in CLCs</li> <li>• Expand VDI Deployment</li> <li>• ITIL Foundation Training for 25% of Tech Services Staff</li> <li>• Continuous Process Improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Replace 20% of Desktop Computers</li> <li>• Expand VDI Deployment</li> <li>• ITIL Foundation Training for 25% of Tech Services Staff</li> <li>• Continuous Process Improvement</li> </ul>
<b>Information Security</b>	<ul style="list-style-type: none"> <li>• Hire Security Analyst</li> <li>• Advanced Threat and Email Protection</li> <li>• Continue/Expand Log Analysis (Splunk)</li> </ul>	<ul style="list-style-type: none"> <li>• Inventory of authorized and unauthorized devices</li> <li>• Inventory of authorized and unauthorized software</li> <li>• Implement new IPS/IDS</li> <li>• Enhance vulnerability assessment processes</li> </ul>	<ul style="list-style-type: none"> <li>• Hire permanent CISO</li> <li>• Secure configurations of endpoint devices</li> <li>• Identity and Access Management – Phase II</li> <li>• Enterprise Risk Assessment</li> <li>• Implement CASB solution</li> </ul>	<ul style="list-style-type: none"> <li>• Hire Security Operations Analyst</li> <li>• Mobility/BYOD Security</li> <li>• Penetration Audits</li> <li>• Implement campus-wide security training</li> </ul>	<ul style="list-style-type: none"> <li>• Database Encryption</li> <li>• Network Data Loss Prevention</li> <li>• Data Recovery Capability</li> <li>• Continue campus-wide scanning for sensitive information</li> </ul>



## Office of Information Technology Strategic Plan

Last Update 06-12-2018

	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
	<ul style="list-style-type: none"> <li>• Implement new vulnerability assessment tool</li> <li>• Implement email Data Loss Prevention</li> <li>• Campus-wide two-factor research and planning</li> <li>• Continue campus-wide scanning for sensitive information</li> <li>• Continue Policy Development</li> <li>• Information Security Day/Month</li> </ul>	<ul style="list-style-type: none"> <li>• Campus-wide two-factor deployment</li> <li>• Identity and Access Management replacement - Phase I</li> <li>• Continue campus-wide scanning for sensitive information</li> <li>• Continue Policy Development</li> <li>• Information Security Day/Month</li> </ul>	<ul style="list-style-type: none"> <li>• Security Skills Assessment</li> <li>• Continue campus-wide scanning for sensitive information</li> <li>• Continue Policy Development</li> <li>• Information Security Day/Month</li> </ul>	<ul style="list-style-type: none"> <li>• Continue campus-wide scanning for sensitive information</li> <li>• Continue Policy Development</li> <li>• Information Security Day/Month</li> </ul>	<ul style="list-style-type: none"> <li>• Continue Policy Development</li> <li>• Information Security Day/Month</li> </ul>
<b>Enterprise Applications</b>	<ul style="list-style-type: none"> <li>• HireTouch</li> <li>• Integrate and configure Radius and EAB SSC Campus</li> <li>• Transfer Equivalency</li> <li>• Banner 9</li> <li>• ERP Software Evaluation (RFP) for Campus/System and Foundation</li> <li>• Tableau POC</li> </ul>	<ul style="list-style-type: none"> <li>• Admissions CRM evaluation/implementation support</li> <li>• Payroll, Time and Absence reporting &amp; workflow enhancements evaluation</li> <li>• ERP Software Evaluation (RFP) for Campus/System and Foundation</li> <li>• Banner 9 implementation (includes ODS/EDW)</li> <li>• Tableau Implementation</li> <li>• Ruffalo (Foundation) implementation</li> </ul>	<ul style="list-style-type: none"> <li>• Admissions CRM evaluation/implementation support</li> <li>• ERP Solutions Evaluation</li> <li>• Payroll/Time &amp; Absence reporting enhancements</li> <li>• Banner 9 implementation</li> </ul>	<ul style="list-style-type: none"> <li>• SIS negotiation/solution/architecture evaluations</li> <li>• AIS negotiation/solution/architecture evaluations</li> <li>• Explore opportunities integrating DPS, Grants, etc.</li> <li>• Explore System level changes for AIS governance</li> </ul>	<ul style="list-style-type: none"> <li>• SIS negotiation/solution/architecture evaluations</li> <li>• AIS negotiation/solution/architecture evaluations</li> <li>• Explore opportunities integrating DPS, Grants, etc.</li> <li>• Explore System level changes for AIS governance</li> </ul>
<b>Research Computing</b>	<ul style="list-style-type: none"> <li>• Research visualization for Data Analysis</li> <li>• Established/migrated to a new BigDawg environment</li> <li>• Prepare for Big Data Infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>• New Grant Development and Support</li> <li>• Incremental Life Cycle Replacement of BigDawg Cluster</li> <li>• Prepare for Big Data Infrastructure</li> <li>• Promote GPU Usage</li> <li>• Migrate to Cherwell Work Flow</li> </ul>	<ul style="list-style-type: none"> <li>• New Grant Development and Support</li> <li>• Incremental Life Cycle Replacement of BigDawg Cluster</li> <li>• Manage and Support Centralized Computational Research Activities</li> </ul>	<ul style="list-style-type: none"> <li>• New Grant Development and Support</li> <li>• Incremental Life Cycle Replacement of BigDawg Cluster</li> <li>• Manage and Support Centralized Computational Research Activities</li> </ul>	<ul style="list-style-type: none"> <li>• New Grant Development and Support</li> <li>• Incremental Life Cycle Replacement of BigDawg Cluster</li> <li>• Manage and Support Centralized Computational Research Activities</li> </ul>



## Office of Information Technology Strategic Plan

Last Update 06-12-2018

	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
	<ul style="list-style-type: none"> <li>Integration of Research Technology</li> <li>Grant Development and Support</li> </ul>	<ul style="list-style-type: none"> <li>Manage and Support Centralized Computational Research Activities</li> </ul>			
<b>Project Management</b>	<ul style="list-style-type: none"> <li>Manage and support all IT and assigned University projects.</li> <li>Continue to develop and refine PM methodologies to be applied to all OIT projects and unit work</li> <li>Update/test/manage OIT disaster recovery plan and processes</li> <li>Develop/manage change management policies and advisory board</li> <li>Staff training and development</li> <li>PMP certification for Associate Director</li> <li>Internal and External Audit compliance</li> </ul>	<ul style="list-style-type: none"> <li>Expand PMO office – hire full time project manager</li> <li>Transition into managing/overseeing a greater number of OIT projects as PMO personnel allows</li> <li>Transition change management processes to Cherwell</li> <li>Manage and support all IT and assigned University projects.</li> <li>Update/test/manage OIT disaster recovery plan and processes</li> <li>Develop/manage change management policies and advisory board</li> <li>Staff training and development</li> <li>Mentor OIT staff in PM methodologies</li> <li>Internal and External Audit compliance</li> </ul>	<ul style="list-style-type: none"> <li>Expand PMO office – hire full time project manager or controller</li> <li>Continue expansion of project management oversight</li> <li>Manage and support all IT and assigned University projects.</li> <li>Update/test/manage OIT disaster recovery plan and processes</li> <li>Develop/manage change management policies and advisory board</li> <li>Staff training and development</li> <li>Mentor OIT staff in PM methodologies</li> <li>Internal and External Audit compliance</li> </ul>	<ul style="list-style-type: none"> <li>Manage and support all IT and assigned University projects.</li> <li>Update/test/manage OIT disaster recovery plan and processes</li> <li>Develop/manage change management policies and advisory board</li> <li>Staff training and development</li> <li>Mentor OIT staff in PM methodologies</li> <li>Internal and External Audit compliance</li> </ul>	<ul style="list-style-type: none"> <li>Manage and support all IT and assigned University projects.</li> <li>Update/test/manage OIT disaster recovery plan and processes</li> <li>Develop/manage change management policies and advisory board</li> <li>Staff training and development</li> <li>Mentor OIT staff in PM methodologies</li> <li>Internal and External Audit compliance</li> </ul>
<b>Client Relations and Communications</b>	<ul style="list-style-type: none"> <li>Develop campus relationships</li> <li>Plan strategic communication efforts to effect specific IT goals</li> <li>Consult on website enhancement and development</li> <li>Develop the 1<sup>st</sup> Annual IT Report</li> </ul>	<ul style="list-style-type: none"> <li>Develop campus relationships</li> <li>Hire/Put AD in place</li> <li>Hire a professional PR/media writer/trainer</li> <li>Elevate communications to a "client engagement team"</li> <li>Develop the 1<sup>st</sup> Annual IT Roadmap</li> <li>Campus plus IT-focused IT Day</li> </ul>	<ul style="list-style-type: none"> <li>Elevate communications to a "client engagement team"</li> <li>Hire professional presenter/writer/tech trainer</li> <li>Begin campus tech outreach to proactively engage, rather than react to requests and mandates</li> </ul>	<ul style="list-style-type: none"> <li>Transition to client engagement</li> <li>Actively engage campus and engage in tech discussions</li> <li>Hire Communications Director</li> <li>Regionally-focused IT Day</li> <li>Campus-focused Security Month/Security Day</li> </ul>	<ul style="list-style-type: none"> <li>Serve as client engagement team</li> <li>Move IT closer to partnership status with the University</li> <li>Hire Ast. Director</li> <li>Regionally-focused IT Day</li> <li>Ongoing Security Training/Security Month/Security Day</li> </ul>



## Office of Information Technology Strategic Plan

Last Update 06-12-2018

	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
	<ul style="list-style-type: none"> <li>• Internally-focused IT Day</li> <li>• Security Month/Security Day</li> <li>• Implement Internship Workforce Concept</li> </ul>	<ul style="list-style-type: none"> <li>• Tech lunch and learns—ongoing mini-training</li> <li>• Security Month/Security Day</li> <li>• Manage Internship Workforce Concept</li> <li>• Produce IT Newsletter /CIO Blog monthly</li> <li>• Develop Social Media as a viable communication tool for IT</li> <li>• Implement strategic communication efforts to effect specific IT goals</li> <li>• Produce IT Newsletter at regular intervals and expand audience via Social Media tools.</li> </ul>	<ul style="list-style-type: none"> <li>• Hire a communications specialist/social media skill</li> <li>• Community focused IT Day</li> <li>• Campus-focused Security Month/Security Day</li> <li>• Tech lunch and learns—ongoing mini-training</li> <li>• Manage Internship Workforce Concept</li> <li>• Communicate via newsletter and Social Media</li> <li>• Measure and enhance strategic communication efforts to effect specific IT goals</li> </ul>	<ul style="list-style-type: none"> <li>• Tech lunch and learns—ongoing mini-training</li> <li>• Manage Internship Workforce Concept</li> <li>• Communicate via newsletter and Social Media</li> <li>• Develop campus relationships</li> <li>• Measure and enhance strategic communication efforts to effect specific IT goals</li> </ul>	<ul style="list-style-type: none"> <li>• Tech lunch and learns—ongoing mini-training</li> <li>• Manage Internship Workforce Concept</li> <li>• Communicate via newsletter and Social Media</li> <li>• Develop campus relationships</li> <li>• Measure and enhance strategic communication efforts to effect specific IT goals</li> </ul>