

1. Assessment Plan - Four Column



PIE - Administrative Services: IT - Security & Infrastructure

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Infrastructure Support - Implement, upgrade, and maintain infrastructure for future growth and support of emerging technologies in an educational environment.</p> <p>Status: Active</p> <p>Goal Year(s): 2018-19</p> <p>Goal Entered: 06/13/2018</p>	<p>Funding to purchase 100gb fiber modules and transceivers</p> <p>Describe Plans & Activities Supported: 100GB backbone upgrade will provide greater bandwidth for campus network services use. As newer technologies utilize current network services, an upgrade will help avoid future network performance bottlenecks.</p> <p>Type of Request: IT Support</p> <p>Planning Unit Priority: Medium</p> <p>What would success look like and how would you measure it?: Success would be to increase the campus network backbone from 10gbps to 100gbps, and would be measured and tracked through network monitoring. The same monitoring system will be used to continually identify congested areas of the network that would benefit from the upgrade.</p> <p>Ongoing budget to support the service. Current one time funding was provided. Discussions with the solutions provider from Iron Mountain are required to obtain funding requirements.</p> <p>Describe Plans & Activities</p>	

Unit Goals

Resources Needed

Where We Make an Impact: Closing the Loop on Goals and Plans

Supported: Streaming backup services will provide greater reliability for data recovery to enhance disaster recovery and data loss. The current offsite data storage system requires physical tape library media rotation and management with transportation via courier service. The proposed update will connect to a remote storage appliance with our current service provider to eliminate physical tape requirements and enable instant secure data transfer for backup and recovery operations.

Type of Request: IT Support

Planning Unit Priority: High

What would success look like and how would you measure it?: Success will be measured by on-boarding the online backup service and complete amortization of the existing backup tape rotation procedures.

Full Funding Requested - Upgrade wireless reliability and security. This requires licensing of the Aruba analytics engine to provide troubleshooting, security, and alerting functions for both campus wired and wireless systems.

Planning Unit Priority: Medium

Full Funding Requested - Phone system enhancements. Resources are needed to acquire hardware, software, and licensing to provide support for phone system enhancements that include expansion of VoIP, conference phone integrations, and 'soft phone' support.

Unit Goals

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Where We Make an Impact: Closing the Loop on Goals and Plans

Planning Unit Priority: Medium
Full Funding Requested - Funding to license the software update and professional support to perform the upgrade.
Describe Plans & Activities
Supported: The voicemail system requires an upgrade and migration of data from Mitel's unsupported legacy system to MiCollab. This will allow the campus to receive support and updates in addition to modern voicemail features.
One-Time Funding Requested (if applicable): 15000
On-Going Funding Requested (if applicable): 5792
Type of Request: IT Support
Planning Unit Priority: High
Documentation Attached?: No

Full Funding Requested - Funding to increase licensing of the CheckPoint security appliances from 8 cores to 16 cores.
Describe Plans & Activities
Supported: With the latest internet bandwidth increasing from 2gbps to 10gbps, a firewall upgrade is required. This increased licensing of the CheckPoint security appliances from 8 cores to 16 cores will allow it to process more internet traffic related to the internet bandwidth upgrade. The system with its current 8 cores is 70% utilized on average.
One-Time Funding Requested (if applicable): 38000
On-Going Funding Requested (if applicable): 38000

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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Type of Request: IT Support
Planning Unit Priority: High
What would success look like and how would you measure it?: Internet traffic should scale while showing lower processor utilization and keep pace with our upgraded internet connection. This will be monitored by internal tools and systems to track and monitor utilization, health, and overall use.

Enabling Technologies - Provide enabling technologies to enable great customer service and reliability for all business units and all campus groups.
Status: Active
Goal Year(s): 2018-19
Goal Entered: 06/13/2018

Continual Information Security Improvements - Provide confidentiality, integrity, and availability with all campus systems.
Status: Active
Goal Year(s): 2018-19
Goal Entered: 06/13/2018