Strategic Direction #7 – Information Technology – Final Report

Strategic Direction 7 – Central the System’s business/administrative functions, where appropriate, in order to leverage resources and increase effectiveness of service throughout the System.

Executive Summary

The second report submitted in December 2005 provided a broader approach to Information Technology across the University of Maine System than did the previous report (June 2005). A new goal was established, and strategies to achieve the goal were outlined. This update focuses on final recommendations to meet the goal, while acknowledging the significant work that will be required beyond this summer both to achieve the goal and to implement the identified strategies.

The Goal:

Establish and maintain a robust flexible, secure, and manageable information technology infrastructure in the University of Maine system that
- supports and enables education, public service, and research
- provides services and information to students, faculty, and staff any time on any device (desktops, laptops, PDAs, cell phones, etc.)
- enables the University System to employ 21st century technology to become and remain competitive with other higher education institutions both regionally and nationally.

The Strategies and Recommendations:

Assess the status of the IT infrastructure on each campus and at the System office (Strategy #2).

This work is still in progress, but based on campus and system input, a significant investment is required to modernize each campus network to current standards. This coincides with rebuilding the IT system and state network with next-generation technology that will allow us to provide the services and capacity required for UMS to be competitive with other institutions in the Northeast.

It is estimated that the capital funding will be in the range of $25 - $30M over the next three years. It is expected that over the next three to five years there will continue to be a convergence of voice, video and data networks into a single infrastructure that will support all three.

The importance of this requirement cannot be minimized, as the network supports all of the core missions of the University of Maine System and all of the Strategic Directions contained in the Plan. This investment is critical to creating new learning environments, expanding research and providing on-line self-service for students, faculty and staff. It should be considered mandatory given the state’s need to attract students and faculty from within and outside of Maine.

It is recommended that the University System consider investing the following amounts in:

a. Research IT infrastructure – The current infrastructure has been built with grant funds. We expect that future grants will require us to match or have a strong base capability. $1.0 - $2.0M required.

b. Instructional Technology (classroom and at a distance) – There is a need to support Strategic Directions #2 and #3 with an array of technologies that center on creating active learner-centered environments for current and future students. Technologies such as virtual reality, digital gaming, video streaming, pod-casting and many others hold substantial potential for the University System. $1.0M required.

The other three strategies outlined in the December 2005 report will continue to be pursued, but the above recommendations are of the highest priority at this time.
# Final Report - Strategic Direction 7

## INFORMATION TECHNOLOGY

### Recommendations

Centralize the System’s business/administrative functions, where appropriate, in order to leverage resources and increase effectiveness of service throughout the System.

<table>
<thead>
<tr>
<th>Recommendations</th>
<th>Human Resource Requirement</th>
<th>Financial Cost</th>
<th>Time Frame</th>
<th>Complexity of Implementation</th>
<th>Leaders</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Employee numbers, levels, expertise and time commitment required to implement recommendation</td>
<td>Amount of money required to implement recommendation</td>
<td>Length of time required to implement recommendation</td>
<td>Level and complexity of bureaucracy required to implement recommendation</td>
<td>Person(s) responsible to lead implementation of recommendation</td>
<td>Rank in order of importance</td>
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<tr>
<td>Establish and maintain a robust, flexible, secure, and manageable information technology infrastructure in the University of Maine System that:</td>
<td>Low - Little employee investment (1-10 employees) Medium - Moderate employee investment (10-25 employees) High - Significant employee investment (More than 25 employees)</td>
<td>Time Element 1 - One time 2 - Ongoing</td>
<td>Time Element 1 - One time 2 - Ongoing</td>
<td>Time Element 1 - One time 2 - Ongoing</td>
<td>Complexity of Implementation 1 - Staff empowered to make decisions 2 - Chancellor and multi-campus administration involvement 3 - Legislature, Board, Chancellor and Presidential involvement</td>
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<td>7.1 Supports and enables education, public service, and research</td>
<td>High - More than 25 employees</td>
<td>High $25 - $30M</td>
<td>Medium if funding provided</td>
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<td>7.2 Provides services and information to students, faculty, and staff any time on any device (desktops, laptops, PDAs, cell phones, etc.)</td>
<td>High - More than 25 employees</td>
<td>High $2-3M</td>
<td>Medium if funding provided</td>
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<td>7.3 Enables the University System to employ 21st century technology to become and remain competitive with other higher education institutions both regionally and nationally.</td>
<td>High - More than 25 employees</td>
<td>High Total of 7.1 &amp; 7.2 $27-$33M</td>
<td>Medium if funding provided</td>
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