

NMHU Unit Strategic Planning: FY22 Plan  
 Unit name: Information Technology Services ITS Objectives  
 VPFA / Director  
 Date submitted:

PLAN - Unit Goals / Objectives										
Unit	Unit / Department Objective	Purpose of Objective	SP Goal 1	SP Goal 2	SP Goal 3	SP Goal 4	SP Goal 5	Status (New or Ongoing)	Timeframe	Measureable outcomes
ITS	Plan to address vulnerabilities in the university's ERP system (Banner) - vulnerabilities such as Security, Sustainability (hardware), Disaster Recovery and Support	Improve the security of institutional data, avoid costly replacement of enterprise hardware used to support Banner, improve long term support strategy of the Banner system and to provide the ability to recover if a catastrophic event occurs.					X	New	FY22-23	Production Banner System functioning in the cloud with minimal on-premise requirements.
ITS	Migration off of VM environment into the cloud	To complete the migration off the enterprise hardware environment and into the cloud to vacate the hardware platform.					X	New	FY22-23	Decommissioning of on premise enterprise hardware environment.
ITS	Hybrid Active Directory for the university	Provide an off-campus alternative to authenticating onto the NMHU network.					X	New	FY22-23	Ability to authenticate onto NMHU network even if NMHU Main campus is not accessible.
ITS	Develop plan to upgrade or replace Student ID system which will be desupported in 2023	To provide a solution for a mission critical resource (student id's) for the university					X	New	FY22-23	Decommissioning of current Student ID system and fully up and running of new student ID system.
ITS	Develop plan to address the university's aging VOIP (phone) system	To provide a sustainable solution for a mission critical resource (phone system) for the university					X	New	FY23	Migration of all voice services onto a fully supported VOIP/phone solution
ITS	Implement an Enterprise Work-Order and integrated Asset Management solution.	Improve Asset Management through more timely replacement, upgrades and software revision management.					X	New	FY23	A solution capable of computer asset inventory and a work-order system capable of serving Facilities, ITS, OIER, University Relations and any other interested departments.
ITS	Main Campus - Core Network	Upgrade/Replace aging network hardware factoring in changes in the environment related to moving Banner and Servers into the cloud					X	New	FY22-23	Transition of all Main campus network traffic to a fully supported current network hardware environment.
ITS	Replace current time clock solution with a solution that provides improved Banner integration and is scalable to meet the needs of the current collective bargaining agreement. The current solution has als experienced many problems.	To replace the existing Time Clock solution which has Banner integration, a sclable solution and more reliable.					X	New		Migration of all curent employees "who use the current system" to a new Time Clock system capable of meeting the defined requirements of the new solution.

DO - Implement Plan		STUDY - Assessment			ACT - Improve
Action(s)	Budget implication	Status (Met, Ongoing, Stop)	Outcome(s)	Challenge(s)	Improvement(s)
Communications campaign, establish project team, establish budget, set priorities, develop implementation plan, execute plan.	One time implementation annual recurring	Ongoing	Improved Security Posture, Improved Support Model, Significant reduction Enterprise hardware cost, establishment of a Disaster Recovery plan for Banner	Cost, implementation schedules, staff involvement	Assess, Align, Sustain
Evaluate solutions, develop scope, set budget, contract vendor support, schedule and coordinate implementation.	One time implementation annual recurring	Ongoing	Improved Security Posture, Improved Support Model, Significant reduction Enterprise hardware cost, establishment of a Disaster Recovery plan for Banner	Mild implementation cost, implementation scheduling to minimize disruption	Assess, Align, Sustain
Evaluate solutions, develop scope, set budget, contract vendor support, schedule and coordinate implementation.	One time implementation annual recurring	Ongoing	Improved Security Posture, Improved Access model, Improved Performance, Support Model, reduction Enterprise hardware cost, support of DR plan for university	Implementation scheduling to minimize disruption	Assess, Align, Sustain
Evaluate solutions, develop scope, set budget, contract vendor support, schedule and coordinate implementation.	One time implementation annual recurring	Ongoing	Vendor supported solution, replacement of aged hardware for support student ID's.	Medium implementation cost, implementation scheduling to minimize disruption	Assess, Align, Sustain
Evaluate solutions, develop scope, set budget, contract vendor support, schedule and coordinate implementation.	One time implementation annual recurring	Ongoing	Vendor supported solution, replacement of aged hardware for support student ID's.	Varying cost depending on technology platform, implementation scheduling to minimize disruption	Assess, Align, Sustain
Evaluate solutions, develop scope, set budget, contract vendor support, schedule and coordinate implementation.	One time implementation annual recurring	Ongoing	Single enterprise solution for multiple departments, improved services the management, metrics and followup.	Medium implementation cost, implementation scheduling to minimize disruption	Assess, Align, Sustain
Evaluate solutions, develop scope, set budget, contract vendor support, schedule and coordinate implementation.	One time implementation annual recurring	Ongoing	Vendor supported solution, replacement of existing aged difficult to find network hardware	Potentially significant implementation cost, implementation scheduling to minimize disruption	Assess, Align, Sustain
Evaluate solutions, develop scope, set budget, contract vendor support, schedule and coordinate implementation.	One time implementation annual recurring	Ongoing	Single enterprise solution for multiple departments, improved service improved efficiency and Banner integration	Medium implementation cost, implementation scheduling to minimize disruption	Assess, Align, Sustain