CIS GOALS

CIS Mission – Provide high quality, responsive computing and information services to the Texas A&M University Galveston community.

CIS Vision – To provide a computing environment that exceeds our customers requirements.

IR GOAL 1 – Utilize technology to improve the effectiveness of the essential process of facilitating learning.

IR Strategy 1 – Provide appropriate furnishing and computer hardware to support use of technology in the classrooms

IR Project 5 – Maintain updated multimedia/computing capabilities in every general classroom on a 4 year replacement schedule- Ongoing (1/4 of the classrooms will be done each year)

IR Project 6 – Provide support for audio visual multimedia needs-Ongoing

IR Project 8 – Provide training, documentation and CIS staff support for utilization of this hardware-Ongoing

IR Project 84 – Coordinate upgrades to classroom furnishings; chair committee to develop required upgrades, priority and funding with the goal of renovating at least one classroom per year-Ongoing (FY10 we will expand seating in MERC)

IR Strategy 2 – Provide access to course and reference material

IR Project 10 – Encourage students to purchase notebook computers and facilitate their acquisition - Ongoing

IR Project 11 – Support providing electronic access to reference material- Ongoing

IR Strategy 3 - Acquire and operate software and technology to facilitate interactive learning strategies.-Ongoing.

IR Project 78 – Coordinate Blackboard (WebCT) support and management with College Station – Ongoing

IR Project 81 – Monitor current software suite and identify new software to support courses - Ongoing

IR Strategy 4 - Maintain and improve video quality to main campus.-Ongoing.

IR Project 98 – Upgrade CLB112 Videoconferencing system to High Definition – Completed Fall 2009

IR Project 99 – Establish specifications and oversee installation of Science Building Video Conferencing systems.

IR Strategy 5 – Improve support for the research providing new knowledge

IR Project 90 – Identify infrastructure enhancements that will better support research

IR Strategy 18 – Provide one on one support and training for faculty in the utilization of technology for instruction and research.
IR Project 94 – Support the establishment of an Information Literacy program and writing center.
IR Project 95 – Provide one on one support to faculty as needed – Ongoing
IR Project 96 – Support the Ecosystem Management Research Sea Grant.

Measures – Number of courses supported by Web sites.
- Number of classrooms renovated
- Number of classroom instructor workstations replaced vs. number with equipment over 4 years old

IR GOAL 2 - Computing and Information Services provide high quality and responsive services, training and support which is available on request
IR Strategy 5 – Establish, monitor and meet service level standards- Ongoing
IR Project 23– Publish and continually monitor service level performance- Ongoing.
IR Project 24– Maintain aggressive CIS staff training program to develop and maintain expertise on constantly evolving hardware and software-Developed -Ongoing
IR Strategy 6 – Provide software training opportunities-Ongoing
IR Project 28– Maintain list of local area software application courses- Ongoing
IR Project 29– Develop and deliver short courses to supplement CBT- Ongoing
IR Project 58 - Facilitate Access Database User Group and host 1 hour sessions devoted to various advanced topics. –Ongoing
IR Project 100-Provide Word, Outlook, Excel and what they need to know about IT training for the Supervisor Training Program-Apr 2010
IR Strategy 7 – Provide resources to support computing-Ongoing
IR Project 30– Provide internal consulting support for hardware and software acquisition and implementation of common systems. Offer the highest level of support for the products used by the majority of clients on campus. List products supported by the Computer Help Desk. For products not included in our support list, we do attempt to help, but our knowledge will be limited, and there may be a charge for our service. -Policy and standards published-Ongoing
IR Project 31– Maintain links on Mnet to sources of supply for common computers systems and software including DIR and A&M procurement links.. Provide individual consultation for each purchase.-Ongoing.
IR Strategy 8 – Identify common campus wide software and provide a high level of support for it’s use. Support other software at a lower, time and skill available level.-Ongoing review of common software.
IR Project 59 - Maintain list of common software and support levels. Update and modify as necessary.-Ongoing.

IR Strategy 16 – Ensure continuity of operations
IR Project 85 – Maintain up to date disaster and business continuity plans- Ongoing.

IR Project 86 – Determine critical functions and establish backup/failover systems at College Station (current critical services are DNS, Public Web Site, and Exchange email).-Ongoing

IR Project 87 – Identify servers that need to be copied from VMWare system in Galveston to VMWare System in College Station in the event of evacuation to support business continuity and maintain list as part of disaster plan. Ensure list of equipment that needs to be relocated to College Station is current, this includes backup tapes, network backup drive and notebook computers. -Ongoing

IR Strategy 18 – Measure and Assess impact of technology
IR Project 101- Run Pilot TechQual survey-April 2010 – COMPLETED
IR Project 102 – Run full TechQual survey -Sept 2010
IR Project 103- Send out invite to do CIS Quality survey to ¼ of service calls from each month-Ongoing

Measures – Percent of support calls responded to consistent with support policies.

IR GOAL 3- Utilize technology to improve our ability to market TAMUG and communicate with the general public

IR Strategy 9 – Provide accurate, timely, clear, and easily accessible information on the public web site.- Ongoing.
IR Project 38– Constantly monitor and update site content.-Ongoing
IR Project 53- Perform major update/overhaul to Home Page graphics annually. Ongoing

IR Strategy 20 – Migrate Web sites to Content Management System (in partnership with AgrLife)
IR Project 104-C create pilot sites, homepage, CIS and GBIC
IR Project 105 – Support full migration to CMS

IR GOAL 4 – Improve our ability to communicate internally and utilize technology to improve our internal processes.

IR Strategy 10 – Develop and maintain Intranet (non public web site for staff, faculty and students)- Ongoing.
IR Project 54 – Add all major support departments, references and forms to Intranet.- Ongoing
IR Project 55- Continually monitor, enhance and update Intranet site.- Ongoing.

IR Strategy 21 – Partner with TAMU on implementing and maintaining Howdy Portal
IR Project 106 – Implement Howdy Portal – Completed Fall 2009
IR Project 107 – Maintain content on Howdy Portal - Ongoing

IR Strategy 12 – Provide more convenient access to student electronic data for faculty and staff with requirements to use the data electronically. -Ongoing

IR Project 45 – Expand the scope of the local COMPASS database as appropriate. -Ongoing.

IR Project 60 – Modify database as necessary to better support access. - Ongoing

IR Strategy 13 - Monitor, manage and upgrade campus LAN to ensure it meets all the requirements of the campus.

IR Project 82 – Maintain up to date network equipment – Ongoing
IR Project 83 – Mitigate the effect of virus attacks on the network by controlling access to the network and improving performance by blocking virus traffic on the network - Ongoing

IR Project 109 - Install network equipment in new Science Building - June 2010
IR Project 110 - Install emergency generator for CLB to power Network - April 2010

IR Strategy 15 – Support selection, implementation and operation of of new TAMU Student Services, HR, Finance and Portal software systems and implementation on the Galveston Campus - Ongoing

IR Project 72 – Coordinate with TAMU the implement of the Sungard SCT Banner Student System in Galveston and ensure appropriate involvement of all involved TAMUG personnel - COMPLETED Fall 2010

IR Project 94 – Implement the FileNet/OARDocs scanning system used at TAMUG. – Completed Summer 2009

IR Project 95 - Implement AIS and letters processing used by TAMU – Completed Fall 2009

IR Project 108 - Implement Relationship Management module - Fall 2010

IR Strategy 17 – Provide Improved tools to support collaboration
IR Project 93 - Install Sharepoint server to coordinate group collaboration on ESI project, Science Building design, Information Literacy effort and TAMUG web site committee. Ongoing
COMPLETED STRATEGIES (latest Strategy 21, Project – 110)

IR Project 91 – Provide wireless coverage for the dorms – COMPLETED 10/1/07
MODIFIED and COMPLETED-Partnered with TAMU on AggieBucks- IR Strategy 11–
Evaluate the cost and benefits of establishing a one card system for the campus.
Establish if approved.  
CANCELLED-IR Project 41– Evaluate requirements to implement a one card system.
Specifically identify what systems are involved, costs, benefits, coordination required, etc. Make a decision on implementation.- Reviewing status of technology and costs.  
Monitoring TAMU’s new Aggie Bucks replacement to see if applicable for TAMUG.  
IR Project 97 – Participate in Educause ECAR study of students IT skills and knowledge as freshmen and seniors-COMPLETED 2007  
IR Project 71 – Maintain a high level of involvement in selection process and insure Galveston’s needs are fully identified and considered in the selection of the system. -Ongoing  
Completed one step - IR Project 83 – Mitigate the effect of virus attacks on the network by controlling access to the network and improving performance by blocking virus traffic on the network- Nov. 2005  Implemented new tools; CISCO Clean Access and CISCO Intrusion Prevention System/Firewall appliance  
IR Project 79 – Increase wireless coverage on campus to support mobility of student computers. Provide coverage for all academic buildings in FY 06-COMPLETED Fall 2006  
IR Project 63 - Support faculties use of Blackboard (WebCT) by facilitating WebCT Users Group.-Discontinued 5-30-07  
IR Strategy 16 – Improve email services to faculty and staff by migrating to Exchange Server –COMPLETED 1-1-2005  
IR Project 82 – Migrate final faculty and staff to Exchange, move students off tamug.tamu.edu email system and point that email server to Exchange server so @tamug.tamu.edu and @tamug.edu emails both continue to work for faculty and staff.  
Completed – 1-1-2005  
IR Project 80 – Implement $2/semester credit hour increase to computer access fee (matching College Station) to fund implementation of new student system. 
COMPLETED 9-1-2004  
IR Project 81 – Add new position to support implementation of new student system. 5-1-2004  
IR Strategy 14 - Converge campus phone system and LAN and move to Voice over IP (VOIP) versus traditional phone wiring. COMPLETED – 1-1-05  
IR Project 66 - Migrate departments from traditional phone switch to VoIP. COMPLETED – 1-1-05  
IR Project 73 – Facilitate Mac User Group. CANCELLED – no participation  
Project 76 – Establish web based project tracking system for CIS projects. Offer system to other dept. for use if successful. CANCELLED  
IR Project 75 (NEW) – Migrate to WebCT Vista Server at College Station Fall 2004 or Spring 2003.-Pilot projects underway Spring 2004 – 9-1-2005
IR Project 78 – Replace Exchange server HW with high reliability system. 2-11-04
IR Project 64 - Upgrade campus backbone from 10MB to Gigabit Ethernet with layer 3 switching. Aug 2003
IR Project 74 – Replace all old Cat 3 wiring with Cat 5e or Cat 6 Aug 2003
IR Project 67 - Replace equipment in two original TTVN rooms 6-1-03-
Library Conf room equipment replaced 4-1-2003
CLB 215 Equipment replaced 4-1-2003
IR Project 68 – Add additional TTVN room 6-1-03  (?? What room was this – Add)
Replaced Video editing computer. 5-1-03
IR Project 65 - Purchase VOIP call manager and limited number of VoIP phones and set up prototype for new phone system for testing. Oct 2002--
IR Project 70 – Complete migration of faculty and staff to Exchange Jan 2003 --
IR Project 69 – Install server and test services with CIS and Fiscal Departments – May 2002
IR Project 62 -. Implement commercial package for room scheduling for classes and ad hoc events. (1-1-02)
IR Project 18 – Obtain funding and upgrade system to DS3 and ATM COMPLETED (1-1-02)--
IR Project 52 – Obtain funding and install ATM based video classroom. COMPLETED (1-1-02)--
IR Project 61 - Obtain position to support faculty in learning and applying technology in the classroom, through supplemental materials provided via WebCT and distance education.-Position requested. One half of funding for position requested via increase to Student Computer Use Fee. COMPLETED (1-1-02)--
IR Project 7 – Develop computer equipment replacement schedules and budgets COMPLETED (1-1-02)--
IR Project 13 - Acquire software to facilitate and manage providing course material (including syllabus, lecture notes, supplemental material) on the Intranet- Completed. (1 Mar 99)
IR Project 14- Acquire software for developing interactive course material- Completed. (1 Mar 99)
IR Project 15- Acquire software to track completion of the interactive course materials, interactive testing and other data on course performance. -Completed. (1 Mar 99)
IR Project 16- Develop teams of content and technical support personnel to develop interactive course materials. Develop incentives to support the process.
IR Project 17 – Develop plan to provide broadcast quality video using a DS3 line and ATM-Completed. (1 Mar 99)
IR Project 25– Publish listing of CIS staff’s contact numbers and what support they are responsibility for providing.- Completed . (1 Mar 99)
IR Project 26– Acquire and implement help desk software to automate tracking problem reporting and resolution.- Completed (1 Mar 99)
IR Project 27– Set up Computer Based Training (CBT) on computer in LRC, publicize to staff, faculty and students.- Completed. (1 Mar 99)
IR Project 32– Establish and support a Technology Center for faculty, staff and graduate students to provide general access to hardware and software infrequently used by any one individual or department.- Completed (1 Mar 99)
IR Project 36 - Re-charter sub committee to oversee site. Have the sub committee review goals and develop; design standards, improved graphics and an improved overall site design supporting better information retrieval. - Completed . (1 Mar 99)
IR Project 37- Assign responsibilities for providing content and maintaining sections of the site. Convert site to meet new design and standards. - Completed . (1 Mar 99)
IR Project 39 - Establish committee to oversee site and develop goals, design standards and overall site design. - Completed (1 Mar 99)
IR Project 40– Assign responsibilities for providing content and maintaining sections of the site. Develop initial version of the site. - Completed (1 Mar 99)
IR Project 43– Identify minimum set of data required by a large group of faculty and staff. - Completed-. (1 Mar 99)
IR Project 44– Develop a prototype Access database with appropriate security. Automate SIMS downloads to update it. - Completed (1 Mar 99)
IR Project 1 – Install Internet access to all classrooms- COMPLETED  (1 April 2001)
IR Project 2 – Establish a second computer equipped classroom- COMPLETED (1 April 2001)
IR Project 3 – Upgrade the existing TTVN classroom to improve audio quality- COMPLETED (1 April 2001)
IR Project 4 – Establish an additional two way video equipped classroom (utilizing state of art technology - TTVN, Internet or ATM based technology) - COMPLETED (1 April 2001)
IR Project 9 – Provide off campus access to the Internet and Intranet- COMPLETED- Added both local remote dial in and VPN (Virtual Private Network) access for people outside the local dialing area. (1 April 2001)
IR Project 12 – Improve process for connecting students in the dorms to the campus network - COMPLETED converted to dynamic IP addressing reducing time and effort for students to connect. (1 April 2001)
IR Project 50 – Fully implement Web Course in a Box (WCB) by providing training in WCB on a regular basis, providing support as needed and marketing the WCB functionality and benefits to faculty. -Canceled
IR Project 51 –Review new Campus in a Box module for WCB which supports departmental course segmentation and access. Purchase if product meets our needs.- Canceled
IR Project 57 (NEW)- Select, purchase and implement replacement for Web Couse in a Box. The company was purchased and the product dropped. COMPLETED- Purchased and implemented WebCT. (1 April 2001)
IR Project 19– Establish service levels for telephone trouble calls - COMPLETED  (1 April 2001)
IR Project 20– Establish service levels for computer support and trouble calls- - COMPLETED (1 April 2001)
IR Project 21– Establish service levels for SIMS support - - COMPLETED (1 April 2001)
IR Project 22– Establish service levels for computer equipped labs and classrooms - COMPLETED (1 April 2001)
IR Project 33– Develop and publicize list of common campus software. Select new software with consideration for the marketability of students graduating with skills in these packages. Often this is software that is a market leader.- COMPLETED (1 April 2001)
IR Project 34– Maintain lists of sources of supply for common software- COMPLETED (1 April 2001)
IR Project 35– Train staff to provide high level of support for common software- COMPLETED (1 April 2001)
CANCELLED - IR Project 89 – Support development of Fort Crockett Video conferencing capability- Pends funding (Due to new Science Building – FY10)