

*Strategic Focus Areas Identified by the ITAC-DS
Committee per request of the ITSP Committee*

Institutional Data Systems

Focus Area: Technology

Description:

Continuously identify or create, and implement, innovative technologies for the delivery of services to students, faculty, and staff.

Implementation Strategies:

Survey universities on the use of technology in delivery of services to students, faculty and staff.

- 1) Conduct focus groups with students, faculty and staff to identify needed services.
- 2) Provide research and development resources to the areas coordinating the development of new systems to provide needed support.
- 3) Create a training environment to educate our clientele regarding service system functions and use.

Outcomes:

- 1) Survey students, faculty, and staff regarding the system's success or features needing improvement.
- 2) Conduct quantification analysis to determine if the new services actually provide improved service to the targeted clientele.
- 3) Annually inventory the availability of interactive services.

Focus Area: Human Resources

Description:

Adopt a strategy to address IT human resource issues.

Implementation Strategies:

- 1) Assess salary competitiveness nationwide and reorient IT salaries to the upper quartile for all levels.

- 2) Create a personnel classification pay plan commensurate with the current IT environment.
- 3) Create an interdisciplinary IT College that offers degrees and training in practical IT disciplines to prepare students and non-IT staff for jobs in the professional IT environment.
- 4) Use the IT College to train UF's IT professionals to keep their skills current with emerging technologies (as a component of their employment).
- 5) Together with above strategies, set a campus-wide goal to reduce turnover by 20% within five years.

Outcomes:

- 1) Assess the attrition data on IT professionals on a routine basis to determine what issues may need addressing.
- 2) Routinely assess skill sets of IT professionals through self-assessment.
- 3) Regularly reassess salary competitiveness.
- 4) Regularly reassess position classifications for conformance with national norms.

Focus Area: Systems Security

Description:

Create an environment that secures the campus wide systems infrastructure from external or internal compromise or corruption.

Implementation Strategies:

- 1) Survey all potential vulnerabilities and commit resources to hardening them against intrusion.
- 2) Create a campus cyber swat team that conducts frequent and regular security vulnerability sweeps of all networked electronic devices to manage and aggressively defend our data processing environment from unlawful and harmful intrusion.
- 3) Establish a security certification process that all local computing environment managers must complete annually.

Outcomes:

Evaluate campus wide intrusion data prior to and after the implementation of these strategies.

Focus Area: Data Management

Description:

Create a campus-wide data management plan.

Implementation Strategies:

- 1) Create policies and standards for:
 1. Data ownership.
 2. Data definitions.
 3. Data commonality.
 4. Creation and management of a data warehouse.
- 2) Create a campus wide database for administrative data, and promulgate a policy that encourages UF personnel to use the data.

Outcomes:

- 1) Survey staff and faculty regarding the use of data in the new environment to determine if it is meeting the needs of campus users and to receive feedback for its enhancement.
- 2) Conduct periodic audits to assure the accuracy of the database.

Focus Area: Systems Accessibility

Description:

Make administrative electronic systems accessible to physically challenged staff, faculty, and students commensurate with university policy.

Implementation Strategies:

- 1) Create university wide policies and standards for the creation of human interfaces to technology systems.
- 2) Audit existing systems for compliance.
- 3) Commit resources for the conversion of existing systems and for the acquisition of accessibility technologies.
- 4) Direct system owners to assure current and future system compliance.

Outcomes:

- 1) Survey physically limited students, faculty, and staff to determine the success of the new policies and to gain feedback for improvement.

- 2) Audit systems routinely to identify those in compliance with the standards.

Focus Area: Funding

Description:

Create an environment that provides adequate and appropriate funding of each unit's data processing infrastructure at a level necessary to meet the needs of the unit, the university, and those served by it.

Implementation Strategies:

- 1) Establish public/private partnerships at the unit level.
- 2) Create the ability for units to generate revenue from the infrastructures they create.
- 3) Evaluate and assess the feasibility of off the top funding for core data processing infrastructure needs, including funding for accessibility modifications to existing systems.

Outcomes:

Annually measure unit compliance with minimum university infrastructure requirements, as defined by the university, to determine if resources are adequate to sustain the unit's data processing initiatives.

Focus Area: Campus-Wide Compatibility

Description:

Assure campus-wide systems compatibility and minimum functionality standards.

Implementation Strategies:

- 1) Survey industry standards and campus needs for:
 - a. Email clients.
 - b. File servers.
 - c. Workstations.
 - d. Web browsers.
 - e. Office productivity software.
- 2) Establish UF standards for compatibility and minimum functionality.

- 3) Enforce these standards.

Outcomes:

- 1) Create productivity and compatibility assessment models to be used on a routine basis to compare the post standards environment with the pre standards environment.
- 2) Routinely assess the currency of existing standards relative to industry standards.

Focus Area: Development Collaboration

Description:

Create an environment that encourages collaboration among application development groups.

Implementation Strategies:

- 1) Create a clearinghouse of applications that have been or are being developed by development groups at UF.
- 2) Create routine opportunities for development groups to meet and discuss issues of cross-campus collaboration.
- 3) Create routine communication mechanisms such as listservs that allow for passive or active interaction and idea sharing or problem resolution.

Outcomes:

- 1) Routinely survey the use of the collaborative material acquired through this process.
- 2) Evaluate the reduction in the development to implementation timeframe when collaborative materials are exchanged.