UNH Technology Master Planning Process

In September 2008, The UNH Steering Committee for Information Technology (SCIT) reviewed a proposal for a traditional strategic technology planning process and determined that it would be too time intensive to adopt at this time. In response to many suggestions from SCIT members, the following revised model is offered.

Who?

Key technology leaders from the university’s staff will take on the role of developing a plan for SCIT review and endorsement. The core team developing this plan will consist of the UNH CIO and the UNH individuals listed on the SCIT charter as staff to the committee:

- Director of Academic Technology
- Director of CIS Finance & Planning
- Director of Enterprise Computing Group
- Director of Telecommunication & Client Services
- Director of IT Project Management & Consulting Services
- Director of Information Technology Security
- Director of UNH Interoperability Lab (IOL)
- Associate Director of Research Computing
- Director of Communications & Information Technology (CE)

Others will be invited to participate based on their special expertise on specific topics. For example, the Dean of the Library will be asked to assume a major lead role in the knowledge assets planning. The UNH CIO will provide overall leadership to the process. External consultants will be retained as needed to assist with the project. At least two university-wide forums will be held to invite broad-based input into the plan.

What?

The following topics (with sample questions) will be addressed in the plan:

- Institutional infrastructure
  - Should UNH implement ubiquitous wireless access?
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- How should UNH prepare for massive increases in data storage?
- When should UNH move to voice over IP?
- How should UNH implement information lifecycle management?
- When, and how broadly, should UNH implement gig Ethernet?
- How should UNH prepare for increasing bandwidth demands?
- Beyond bandwidth, what demands and opportunities will arise from the international cyber infrastructure movement?

- Security
  - What policies are needed to ensure safe computing and to meet regulatory requirements?
  - What resources are needed to ensure a safe computing environment?
  - How should identity management be enhanced at UNH?
  - How should UNH extend its IT disaster recovery plan to incorporate an institutional perspective?
  - What areas of business continuity should be addressed within the plan’s timeframe?

- Knowledge assets
  - What are UNH’s risks in protecting its knowledge assets, and how can technology reduce those risks (example, back up standards)?
  - What is UNH’s need and commitment to extend content management technology to its various constituent members?
  - What kind of digital repository should be built?
  - What technology resources will be needed to support the library of the future?
  - How should UNH extend its uses of document imaging and electronic document exchange?

- Information Systems
  - How will the established commitment to the Banner Advancement system and the FAMIS system be incorporated into the plan?
  - How can needs for an institutional planning system be met? Should the Banner enrollment management module be implemented as part of the SIS?
  - Should Comprehensive Rate Information System (CRIS) be implemented with FAMIS?
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- Should endowment management be implemented?
- What kinds of systems are needed for assessment?
- What are the requirements for a faculty activity reporting system, and how should they be met?
- Are other systems needed to support the academic activities of the university?
- What will be the impact of Sungard technology changes in providing new services and in requiring staff time?
- How will USNH projects relate to the plan?
- What additional systems are needed on a broad or institutional basis to meet the needs of teaching and learning?

When?

- The Planning group will present its report for SCIT endorsement by the end of March 2009

Assumptions:

In order to develop an effective plan, the planning group will need institutional direction on key assumptions to make, such as these:

- With what institutions should we attempt to remain competitive?
- Is our goal to be current state-of-the-art, middle-of-the-road, or cutting edge overall or in specific areas?
- What is the institutional vision of how we want to be technologically enabled?
- What is core? What must we be able to do at UNH using technology? What can/cannot be outsourced?
- Should we assume current models for paying for technology?
- What are the academic expectations for use of technology
  - To enrich classroom teaching?
  - To increase distance learning?
- How should priorities be adjusted to contribute to the UNH overall strategic plan?

Proposal endorsed by SCIT 10/15/2008
Proposal endorsed by President’s Cabinet 11/5/2008