

Administrative and Educational Support Report

Division of Information Technology

**Annual Action Plan
Annual Assessment Report**

June 2006 – May 2007



Annual Action Plan: June 1, 2006–May 31, 2007

Unit: IT Division

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master's and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: IT **Unit Head:** Bob Lim

Unit Mission: The Information Technology Division provides reliable, contemporary, effective, and integrated technology solutions and information services to serve our students and support the mission and goals of the university

University Goal: Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.

Division Objective: Provide students a technology rich environment similar to the one in which they will live and work.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Provide wireless in all UTPA buildings and surrounding grounds. (1)	Extend the wireless network to outdoor campus locations.	Build out the WLAN to provide 100% geographic coverage beyond the existing 60% of coverage.	Measurement of increase in the coverage area beyond 60%.	Equipment.
Provide student portal services. (2)	Develop a student Internet portal.	Complete and activate the student portal.	Number of services offered in May of 2007. Student portal completed and activated by May 31, 2007.	Equipment.

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University Goal:

Become an outstanding research institution, emphasizing collaborative partnerships and entrepreneurship.

Division Objective:

Provide infrastructure that will facilitate collaboration and growth among the research community.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Ensure that UTPA has a local connection to the LEARN (Lone Star Education and Research Network) backbone. (3)	Work with other underserved institutions to acquire state support.	A LEARN connection.	The presence of a working lambda circuit (10Gbps) at the UTPA point of presence.	Dark fiber, optronics, and operational support.

University Goal:

Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

Division Objective:

Deliver basic services effectively and efficiently and organize UTPA's information and make it useful.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Develop data warehouse for UTPA. (4)	Acquire and populate a data warehouse.	Create warehouse databases.	Amount of content available on the warehouse databases in May of 2007. Warehouse database operational by May 31, 2007.	Equipment.
Enhance the security of information. (5)	Implement security standards and practices.	Expand the size of the IT Security staff from four and complete the planned program.	Have five IT Security staff in place and have nine departments complete the program by May of 2007.	Staff and equipment.
Program review. (6)	Conduct program review.	Review is complete. Recommendations for improvement	Program review report, FY07 Recommendations for improvement addressed in Annual	None.

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		implemented immediately and reported on FY07 Annual Assessment Report and/or included in FY08 Annual Action Plan.	Assessment Report and/or FY08 Annual Action Plan.	



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Provide wireless in all UTPA buildings and surrounding grounds. (1)	Build out the WLAN to provide 100% geographic coverage beyond the existing 60% of coverage.	Measurement of increase in the coverage area beyond 60%.	Project is currently under way. Wireless orders for equipment have been placed and with the exception of a few pieces, most equipment has arrived and is currently being configured for deployment. Additional on-going tasks: cabling and electrical power	Equipment configuration. Wireless coverage has been turned on at the Haggar building. Remaining areas are pending installation: green outdoor spaces, Coastal Studies Lab, and the Rio Grande City

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			installation.	campus.
Provide student portal services. (2)	Complete and activate the student portal.	Number of services offered in May of 2007. Student portal completed and activated by May 31, 2007.	An RFP has been issued and bids are being reviewed.	Portal will provide a single location for students to access UTPA information. A login function for the Banner self service will be included on this site.

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Ensure that UTPA has a local connection to the LEARN (Lone Star Education and Research Network) backbone. (3)	A LEARN connection.	The presence of a working lambda circuit (10Gbps) at the UTPA point of presence.	Continue to participate in the LEARN Board of Directors and Technical Advisory Group. Coordinated with UT-System Office of Telecommunication Services (OTS) to introduce a rider in this year's appropriation bills in both the State House and Senate for funding LEARN extension to deep South Texas.	Rider was not passed thus no funding was appropriated for this project. Next step is to continue to work with OTS and the Texas Higher Education Coordinating Board to pursue other source of funding to extend lambda circuits to deep South Texas.

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Develop data warehouse for UTPA. (4)	Create warehouse databases.	Amount of content available on the warehouse databases in May of 2007. Warehouse database operational by May 31, 2007.	Initial plan was presented to Executive Committee. Due to cost and new staff requirements, plan was put on hold pending future discussions.	Project is currently on hold pending further discussions with Executive Committee.
Enhance the security of information. (5)	Expand the size of the IT Security staff from four and complete the planned program.	Have five IT Security staff in place and have nine departments complete the program by May of 2007.	A fifth IT Security staff member was hired on February 1, 2007. Upon request, Security has reviewed IT operations in various departments. Additionally, risk assessments are completed on new systems to ensure security requirements are met.	Additional resources will be used for monitoring the constantly increasing needs of the UTPA and UT System security infrastructure.
Program review. (6)	Review is complete. Recommendations for improvement implemented immediately and reported on FY07 Annual Assessment Report and/or included in FY08 Annual Action Plan.	Program review report, FY07 Recommendations for improvement addressed in Annual Assessment Report and/or FY08 Annual Action Plan.	Support Services works closely with the Academic Computing Council and various departments across campus to ensure resources are available for the various academic programs.	Labs and services are continuously updated based on feed back from faculty and staff. Recently various labs were updated to have Office 2007 to coexist with Office 2003 at the request of faculty.

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