

Student Affairs Technology
2009 Program Review Action Plan

1. Recommendations (Action Items)

a. Future Plans

1. Develop a description of where the department would like to be in five years (including a list of program improvement goals) and the department's strategy for achieving this vision.

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2. Identify as much as possible who is responsible for each anticipated action item.

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11. Create and maintain a document that lists all projects that have been requested that have not been undertaken. This would be used to have a record of needs and possibly focus on a staffing plan.

d. Staff

1. Utilize benchmarks for IT staffing based on support of SA Division staff.
2. Identify staff in SA departments to maintain websites using the WSU content management system to distribute the work. SAT staff could assist designated department staff as needed.
3. Complete a skills inventory for full-time staff and an inventory of what applications/systems each staff supports.
4. Define functional roles of staff.
5. Identify IT training/certifications that the full-time staff could use in their roles

3. Create a replacement plan for SA servers.

4. Create a back up process for SA servers.

5. Create a disaster/recovery (DR) plan for production SA servers and test the plan at least once a year. When creating a DR plan, questions to ask are:

