Student Affairs Technology 2009 Program Review Action Plan

1. Recommendations (Action Items)

SAT would benefit from undertaking the following recommendations:

- 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.
 - (i) Draft strategic plan over a series of department meetings and the retreat.

 : Spring 2010
 - 2. Identify as much as possible who is responsible for each anticipated action item.
 - (i) Each member of the department will be assigned action items based on their responsibilities and will all incorporate the help of the entire department during certain cross over goals. Certain assignments are already recognized:

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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.
 - (i) See c(1). This system will also track the necessary items for projects. : Fall 2009

d. Staff

- 1. Utilize benchmarks for IT staffing based on support of SA Division staff.
 - (i) N/A; IT staffing needs will be determined based on workload and discussions with division leadership
- 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.
 - (i) We are currently looking to add a staff member to handle all web based information for the division. Timeline for the position has not been set, but hopeful during this academic year. This has been identified as a high priority position for our services.

 : Fall 2009
- 3. Complete a skills inventory for full-time staff and an inventory of what applications/systems each staff supports.
 - (i) Each member of the department will take the Strength Quest to determine each members overall personality strengths. With this knowledge we will be able to find compatibility and positive interactions between staff members and use them accordingly.
- 4. Define functional roles of staff.
 - (i) See a(2) : Spring 2010
- 5. Identify IT training/certifications that the full-time staff could use in their roles

- (i) We will contact the testing centers to establish a replacement plan for computers.
- (ii) Computer labs are running currently on a 4 year rotation and we will evaluate the repair issues since we will be 1 year without warranty service.

 Fall 2010, we need to see how the current machines last to make a good evaluation about the warranty.
- 3. Create a replacement plan for SA servers.
 - (i) Look at industry standards to ensure compliance with WSU IT and current needs. Having a server replacement plan will help SA to know the total cost of a service SAT is supporting. In addition it will enable the full life cycle of a service to be budgeted for.

 Spring 2010
- 4. Create a back up process for SA servers.
 - (i) A backup strategy is being created to ensure all business critical data can be backed up and restored in the event of a server crash, file corruption, or accidental deletion. RAID is only a high availability tool not a back up strategy. A tested backup/ restore process is a key component of a good disaster recovery and business continuity plan. We have purchased the required equipment to begin this backup process. : Spring 2010
- 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:
 - (i) Which services are critical to the SA division's day-to-day business?
 - (ii) Can we function if there were a major loss from fire, flood, or other catastrophic loss of these services? What about minor disruptions such as power outages even when on redundant power?
 - (iii) How quickly would each service need to be back in production to not hinder ability of the University and SA division to complete their mission?
 - (iv) Do some services have specific legal or regulatory up-time accessibility requirements would they need to have priority over other services?
 - (a) We will draft a DR plan:

: Fall 2010

(i) We will follow the layout for WSU ITs best practices

: TBD