INFORMATION TECHNOLOGY REPORT
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Progress on Four of the Initiatives in the Current IT Strategic Plan

Strategic Initiative 1: Enhance the Security of Information Resources
The Auditor of Public Accounts’ Statewide Review of Information Security in the Commonwealth of Virginia in 2006 reported that the Information Security Program at the College of William and Mary was inadequate. In the 2007 APA report to the Board of Visitors, the College was again found deficient in five key areas of its Information Security program.

In response, the College has worked diligently over the last year to address these findings by building and sustaining an Information Security Program based on the ISO/IEC 27002 Information technology – Security Techniques — Code of Practice for Information Security Management publication, an international standard for information security programs. This effort has proven successful as indicated by the APA’s 2008 Statewide Review of Information Security in the Commonwealth of Virginia, the follow up report to the one published in 2006.

In this most recent review, the College was found adequate not only for security program documentation but also for program operationalization and adherence. Furthermore, the 2008 security audit was recently completed by the APA including a review of the College’s progress toward correcting the findings from the previous year. The College has been unofficially informed that no findings will be reported regarding the College’s Information Security Program. Specific actions taken in support of this effort include the following:

• Formally established an Information Security Officer with appropriate responsibilities/authority
• Structured committees to review and approve information security policies, standards, and guidelines and to raise awareness about the role of information security outside of IT
• Drafted and implemented formal information security policies, standards, and guidelines to govern risk management, security awareness and training, logical and physical access controls, disaster recovery planning, continuity of operations planning, and other information security related activities
• Joined VASCAN as a participating member
• Created a Risk Management Committee and established a Risk Management Policy currently being enforced across all College units
• Launched a data management initiative to classify data and identify where sensitive data is exposed to risk

Strategic Initiative 3: Enhance and Strengthen Enterprise Systems
Efforts to implement Banner 8 in February and completing the migration of mainframe data before July continue to be the main focus of resources.

Summarized by business unit, other efforts in progress for enterprise systems at W&M are as follows:

Alumni Affairs/Development
• upgrade to Campus Call 3.3 (go-live Jan ’09)
• evaluate need for Advance client/server upgrades
• evaluate upgrade to Advance web interface – in planning and cost determination phase
• evaluate Advisor reporting solutions for annual giving
• evaluate Ace project management software
• evaluate Microsoft Sharepoint for intranet services
Auxiliaries
- implement ecommerce solution for campus wide application (contract negotiation complete; project initiation scheduled for 1st quarter '09)
- evaluate and implement new parking tag/ticketing system (go-live Aug '09)
- evaluate upgrades to hardware and software supporting the Blackboard Optim ID card system
- Interface Student Advantage discounts to the W&M id card

Facilities
- evaluate need for FAMIS upgrade to 8iR2
- completed migration of mainframe work request data to ODS

Finance
- evaluate/migrate financial data and reports from mainframe to ODS/ePrint (complete June '09)
- implemented eVA chargeback process

Financial Aid
- implement algorithmic processing for packaging in Banner 8 (go-live Feb '09)

Human Resources
- implemented human resources requirements for Restructuring
- continue evaluation and implementation of the Faculty Tracking module within Banner
- evaluate/migrate mainframe HR and payroll data and reports to ODS/ePrint (complete June '09)

Institutional Effectiveness/Assessment
- enhance faculty breakdown report to capture categories for external reporting (go-live March '09)
- evaluate options to track Faculty research and service outcomes
- implement assessment functionality for School of Business to meet accreditation requirements (go-live Oct '09)
- develop application to capture data from offices needed for external surveys (go-live March '09)
- evaluate hosted software supporting campus strategic planning efforts

Student
- expand pilot project to assess in-class, on-line course evaluations for spring '09 term
- continue developing requirements to enhance collection and storage of undergraduate research activities in Banner (project initiation Nov '07)
- explore eportfolio options to track student experiences
- implement Law School Admission Council’s ACES2 software to replace NOLIJ as interface to Banner (go-live May '09)
- implement Studio Abroad, study abroad management software (go-live May '09)
- evaluate commencement event processing in Banner 8

Technical/General/Other
- continue enhancements to domain accounts management system
- streamline process to collect, store, and maintain parent information (go-live fall '09)
- continue work on mainframe shutdown – printer shutdown complete; licensing and contract work in progress (completion June '09)
- develop new source/change management life cycle for Banner and Accounts Management code
- completed Luminis IV upgrade
- complete data collection to track software applications and classify data
- implement Banner 8/ODS8 (go-live Feb '09)
- implement new rules for tracking and reporting ethnicity (go-live March '09)
The College of William and Mary Board of Visitors
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COMMITTEE ON ADMINISTRATION

- determine implementation plan for Blackboard Project NG (Academic Suite)
- evaluate Events Management/Classroom scheduling software for Mason School of Business with possible use campus wide

Strategic Initiative 4: Integrate Technology in Teaching and Learning
The Academic Information Services group is charged with supporting faculty in finding effective ways to use technology in teaching, research and service.

Development of New Lab and Classroom Models
Finding ways to adapt existing classrooms to technology enhanced teaching and learning remains a major objective for the AIS group.
- Complete Mellon Foundation Center for Geospatial Computing Transition
- Conduct a review of classroom technology needs as part of the Tablet PC focused research initiative. (The standard classroom podium configuration is now eight years old and due for assessment.)

Continued Expansion of the Technology Integration Program (TIP)
TIP continues to provide a comprehensive array of support methods that can meet the needs of disciplines and the strengths of individual faculty members.
- Develop and pilot an expanded faculty and staff development seminar series organized by academic discipline or program emphasis. (2-3 Departments)
- Continue Swem/IT Series on Emerging Technology (ongoing; spring schedule)

Collaboration with Faculty on Individual Teaching and Research Projects
One of TIP's primary goals has been to allocate more resources and time to projects that directly aid the teaching and research mission. Current projects that will be completed during the spring semester include:
- Classical Studies Image Database Conversion (finalize)
- Talking Dictionary Project (ongoing)
- Elizabeth Stoddard TEI Project (English)
- Help Us Listen (move to maintenance)
- Finding the Balance: Using Laptops in the Classroom (ongoing)
- Intellectual Property in an Age of Second Life (Phase Two)
- Williamsburg Oral Histories Project (transition plan - May 2009)
- Finalize launch of International Theater Research Project (May 2009)
- Create and support Committee on Sustainability web presence (major)

Focused Research in Key Areas of Potential Educational Innovation
TIP research projects identify and expand the impact of established technologies.
- Getting More from Blackboard (major initiative for 2008-2009)
- Work with student affairs on student technology survey and IR on faculty survey
- Expand student community in building an Undergraduate Research Community (POUR)
- Collaborative Writing Using WMBlogs and WMWikis
- GIS and Visualization (major initiative)
- Personal Response Systems – Final followup
- Launch William and Mary participation in the Virginia Virtual Computing Initiative

Creating a Sustainable Support Infrastructure
Support requirements for faculty and academic departments have changed dramatically in the years since the Departmental Liaison program was launched. The Academic Information Services group has begun a year-long initiative to respond to those challenges through the following projects:
- Complete reorganization of academic technology specialists and engineering positions (ongoing)
• Revise and widely circulate Academic Department Service Level Agreement (May 2009)
• Revise Equipment Service Program process. (Engineering Phase)
• Complete Faculty Digital Center Review and Long-Range Plan (May 2009)
• Develop methodology for preparing custom hardware/software images for special purpose labs (major engineering initiative)

Expand specialized "academic cyber-infrastructure"
The AIS group is expanding our support to niche resources, often developed through community-source or open-source methods, to meet the specific needs of small groups of teachers and scholars. Currently the following servers, software or processes have been launched or are under active development.
• Digital repository for undergraduate research (co-sponsor with Swem; move to phase two)
• Complete High Performance Computing Cluster Program Review (April ‘09)
• Expand MDID digital imaging server (moving into operations; pilot with Art History complete)
• Expand Opinio enterprise survey tool (major emphasis area)
• Statistics server (move into operations)
• Develop Streaming media deployment plan (rescheduled spring ‘09 at request of the music department)

Emerging Technologies for Review (Spring)
• Continue development of desktop video tools (with Swem; spring ‘09)
• Draft humanities cyberinfrastructure study (planning fall ‘08; report spring ‘09)
• Evaluate distance learning and classroom capture tools (planning fall, study/report spring ‘09)
• Evaluate and test virtual display tools in collaboration with New Media Consortium (Infrastructure)

Strategic Initiative 5: Support a Comprehensive Web Communication Strategy
The work in support of a comprehensive web strategy for the College continues; we are directing a strong web communications effort that is receiving national attention.

W&M Web
Our current focus is 1) improving the top-level web presence at www.wm.edu, 2) launching more new sites, and 3) enhancing myWM.

1) Enhancements and features for www.wm.edu included:
• New photo galleries – aerial photography and new buildings
• Give for 2008 option on the W&M Home page during December 2008
• Holiday home page photography and slideshow for December
• Web feature for the Law School’s annual Supreme Court Preview
• Final design was selected for the Mason School of Business
• Transition for the School of Education website in underway
• Campus Tour Guide Bloggers

2) These new websites launched:
• Law Library
• Cultural Arts Calendar
• Economic Development
• Music
• Risk Management
• Andrews Gallery
• Art & Art History
• Diversity
• Multicultural Affairs
• Virginia Shakespeare Festival
• Theatre, Speech and Dance
• Film Studies
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- Student Volunteer Services
- Counseling Center
- PBK Box Office
- Health Education
- Equal Opportunity

3) Changes to myWM included:
- New channels – strategic planning update, calendars & events, SIN, and W&M News
- New service – Twice-weekly digest for Greek Organizations
- Software upgrade to Luminis IV

Recognition for W&M
Web communications at W&M is receiving national recognition.
- The W&M Web received a Special Merit Award from CASE District III
- A presentation about the W&M Web Redesign Project will be offered at the EDUCAUSE Southeast Regional Conference 2009