Program Summary

**Task Force:** Thank you for the time and effort you put forth in your report. Through the USAP process, we are working to create a culture of continuous improvement; setting specific and measurable goals is an important step in the process of moving IPFW toward this culture of improvement. Part of this effort is getting individuals and units at IPFW to think differently about planning and the future. The work of Information Technology Services is critical to IPFW and we greatly appreciate the time you spent on this significant endeavor. Thank you again for being part of this important initiative.

**Criterion:** #1: Mission - How does your unit support the mission of the university? This may include your mission and vision statements. (no more than 200 words)

**Question:** Mission - How does your unit support the mission of the university? This may include your mission and vision statements. (no more than 200 words)

Our mission is to provide high quality technology systems and services that meet the academic and administrative needs for all IPFW constituencies.

Our vision is to create and sustain a multifaceted, robust, stable, and efficient technology environment that delivers appropriate services to IPFW in support of the institutional mission, vision, and values.

**Criterion:** #2: Accomplishments - Please list significant accomplishments from the last three years as they align with Plan 2020 goals

**Question:** I. Foster Student Success - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area I: Foster student success.

- Degree Works Implementation - 2013 - DegreeWorks is software used to plan and audit students’ progress towards degree completion.
- MapWorks Implementation - 2012 - MapWorks is used for undergraduate retention.
- Mastodon Card ID System Implementation - 2013 - The Mastodon Card allows scan access for students to the fitness center, library checkout and athletic events.
- PaperCut Application Implementation - 2012 - This software tracks student printing against allowance and collects payments for additional usage.
- MediaVault (Kaltura) implementation - integrated into the IPFW pedagogical process.
- Blackboard Learn – migrated from a Purdue West Lafayette system to a more stable, hosted solution for our course management system / learning management system.
- Developed several training courses, materials, and articles regarding accessibility; which have led to several faculty and staff receiving training on accessibility.
- Installed Tegrity in more classrooms and on instructor stations across campus.

**Question:** II. Creation of Knowledge - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area II: Promote the Creation, Integration, and Application of Knowledge.
Question: III. Regional Hub - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area III: Serve as a Regional Intellectual, Cultural, and Economic Hub for Global Competitiveness.

Question: IV. - Create a Stronger Univ - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area IV: Create a Stronger University through Improving the Support of Stakeholders and the Quality and Efficiency of the Organization.

- Chancellor Application Implementation - 2013 - This software is used for the tracking of all corporate donations to the University.
- NeuLion Ticketing Implementation - 2013 - This software is used to issue tickets and collect funds for athletic and cultural events at the University.
- Vibe- 2011 – Implemented campus-wide collaboration environment.
- Internet traffic real time blocking – 2014 – Implemented a new security measure to protect the campus from online threats in real time.
- Numerous Banner (Student Information System) upgrades over the previous three years.
- Implemented Full Disk Encryption solution (Zenworks FDE) for Athletics Box Office laptop
- Implemented Fiber Relocation on North Anthony, which was necessary due to Coliseum construction, as it is a crucial link to I-Light (connection to Internet).
- Relocation of fiber optics for CVS/Hobson.
- Design and implementation of infrastructure technology for the Honors area (data/phones/wireless and fiber optics link).
- Implementation of 17 new internet connections used for the new projector system - drops for classrooms/conference rooms.
- Implementation of large-scale security camera environment (over 800 cameras).
- Implementation of Kronos Project, including 13 Kronos Card Systems (electronic time cards).
- Complete renovation and redesign of the Math Department Tutoring Lab, KT G038.
- Planning, Design, and Implementation of VMware Chassis and new VDI (virtual desktop infrastructure) environment.
- Implementation of digital storage of video camera data in University Police patrol cars.
- Implementation of new wireless access controllers.
- Implementation of Lab Stats statistical usage software.
- Implemented upgrade to CommVault backup / recovery software for 400+ servers.
- Implemented upgrade to StuXureWare.
- Decommissioned all outdated NetWare servers.
- Implemented large-scale Science Building network upgrade.
- Implemented Neff network upgrade, basement floor.
- Implemented Walb Union 1st and 2nd floor network upgrade.
- Implemented expansion of wireless coverage in residence halls.
- Implemented generator power in Rhinehart to keep the network core operational in the event of a power outage.
- Implemented LA building network replacement and wireless upgrade
- Transition to and supporting of new VPN (virtual private network) software – OpenVPN Connect.
- Creation of an SLA (Service Level Agreement) for the ITS Help Desk.
- Planning, testing, developing, and integrating Tegrity Cloud-based lecture capture system across the IPFW open classroom system.
- Development and integration of the IPFW Digital Signage platform.
- Developed our current strategy and integrated technology and relationships with our closed captioning vendor 3-Play Media.
Question: Other Accomplishments - Please list any other significant accomplishments from the last three years that do not align with Plan 2020.

- Rave ENS - 2012 - Rave ENS is an Emergency Notification System used to provide timely updates to students, faculty and staff in the event of a safety situation.
- Ungerboeck Scheduling System Implementation - 2013 - The Ungerboeck Scheduling System is open to the public and allows for scheduling of rooms at the University for events ranging from music rehearsal to meetings.
- IUWare SSO Implementation - 2013 - Allows for the IPFW users to download agreement software without the need of an affiliate login and also eliminated the need for creation of physical media.
- Compliance Sheriff implementation - 2012 - This software is used to ensure that all IPFW websites are compliant under the accessibility guidelines of Section 508 of the ADA
- Guest Account Manager (GAM) Implementation - 2012 - This software allows for the quick creation of guest accounts for visitors and program participants to access computer resources at the University.
- Employee account deletion process – 2012 – Implemented a timely process to remove access to IT resources when faculty and staff leave IPFW
- IT account audit process – 2012 – Created an ongoing process to evaluate access to university data and resources, removing it from individuals when no longer appropriate.

Criterion: #3: Accreditations - Program specific accreditation and status

Question: Accreditations - What program-specific accreditations and status do you have, if any?

Question: Constraints/Benefits - How do these accreditations constrain or benefit the work of your unit, if applicable?

Criterion: #4: Laws and Mandates - Federal and state laws or mandates that your unit addresses

Question: Federal and State Laws - What federal and/or state laws or mandates do you address, if any?

FERPA, HIPPA, PCI DSS (Payment Card Industry Data Security Standard).

Question: Constraints/Benefits - How do these federal and state laws or mandates constrain or benefit the work of your unit?

Security is a critical function for ITS. Each of the above require special attention and significant effort to maintain appropriate due diligence, therefore each is burdensome in its own way, but also absolutely necessary.
**Criterion:** #5: Inefficiencies - Activities that you spend resources on inefficiently or in ways that do not support the mission.

**Question:** Inefficient use of resources - On what activities, if any, do you spend resources (money, time, people, etc.) inefficiently or in ways that do not support the mission of your unit or the university? List as many as apply.

- **Purchasing:** As of April, 2013, in order to control rogue purchases of IT hardware, software, and services, Purdue implemented a process requiring all departments at West Lafayette to have each purchase reviewed by ITAP. Unfortunately, every IPFW purchase also fell under this new requirement. This is problematic in several ways. First, given the amount of experience and the depth of understanding that IPFW ITS staff have, we certainly know what technology we need at our campus, and we know if far better than anyone at West Lafayette would ever have the opportunity to know. Secondly, it slows the acquisition process down by as much as two weeks, delaying implementation of everything we do. Lastly, it creates unnecessary red tape that ITS must work through, including justification of things that we already know we need.

**Criterion:** #6: IR and Budget Review - Review of your department profile and budget

**Question:** Contextualize IR data - Upon review of your IR Department Profile (for academic units) and FY 14-15 Budget information, are there any data you want to correct or contextualize? To view your profile or budget visit the Office of Institutional Effectiveness website: http://www.ipfw.edu/offices/ir/profiles/

**Criterion:** #7: Goal One - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:**
1. Comment on the specificity of the goal:

Implement budget review, pursue cost savings and reallocations to better address a broad range of technology needs at IPFW.

Yes, specific.

2. Comment on the goal's measures:

Metrics: historical comparisons, negotiations, and alternative solutions.

Actions: CIO review purchases over $1,000

3. Comment on the unit’s ability to achieve the goal (include a consideration of the departmental profile and budget data):

Unknown, limited staffing an issue.

4. Comment on the goal’s relevance:

Relevant.

5. Comment on the timeline of the goal:

Timeline is unknown.

Possible opportunities for collaboration or suggestions for addressing a gap:

Computer technology dept/budget office

**Question:** Unit Goal - What is your unit goal?

Implement intensive budget review processes and aggressively pursue cost savings and reallocations to better address a broad range of technology needs at IPFW.

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

IV.B – Efficiency

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

High Priority # 1

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

The CIO will review every purchase over $1,000. All avenues to reduce cost while maintaining the highest level of functionality and service will be considered. Savings will be reallocated to meet other technology needs.
**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Savings will be calculated based upon historical comparisons and negotiations, as well as the selection of alternative solutions. Additional benefits will be measured by reviewing how dollars saved were invested in other technology needs.

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

Limitations in staffing is the primary challenge.

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #8: Goal Two - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:**
1. Comment on the specificity of the goal:

Specific: Addresses data center needs (power, cooling, fire suppression, capacity) to provide stable, secure environment, manage mission critical tech resources.

2. Comment on the goal’s measures:

Metrics: Progress determined by resolution of issues/problems (water leaks, fire suppression, cooling, etc.)

Actions: Hire outside specialists to review KT/Ginsberg data ctrs to determine costs. Possible consolidation of single data center.

3. Comment on the unit’s ability to achieve the goal (include a consideration of the departmental profile and budget data):

Unknown. Must complete review of centers first. May be challenging to have system downtimes during consolidations and impact from construction on equipment functionality.

4. Comment on the goal’s relevance:

Relevant

5. Comment on the timeline of the goal:

2-4 years

Possible opportunities for collaboration or suggestions for addressing a gap:

We recommend that you establish checkpoints to monitor your progress towards achieving this goal.

**Question:** Unit Goal - What is your unit goal?

Research and address Data Center needs (power, cooling, fire suppression, capacity, etc.) in order to provide a stable and secure environment for managing and maintaining mission critical technology resources at IPFW.

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

IV.B - Efficiency

I - Foster Student Success

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

High Priority # 2

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?
We plan to bring in outside specialists to review both the Kettler and Ginsberg Data Centers in order to determine costs and best path for moving forward. We will then execute a project to address all Data Center shortcomings and consolidate into a single Data Center.

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Resolution of issues such as water leaks, fire suppression, cooling, etc., will reflect progress made.

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

This is currently unknown until the review is complete and estimates are provided.

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

Additional funding may be required.

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Down time may be required while work is being completed. There also may be impact from construction (for example, dust from construction impacting equipment functionality).

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

It may require 2 to 4 years to complete this very-large-scale project.

**Criterion:** #9: Goal Three - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:**
1. Comment on the specificity of the goal:
Specific

2. Comment on the goal's measures:
Metrics: software will determine feasibility. A 5-year rotation completion for effectiveness.
Actions: In progress. Software purchased lab usage being monitored. Budget review underway. New systems being acquired due to evaluation.

3. Comment on the unit’s ability to achieve the goal (include a consideration of the departmental profile and budget data):
Challenging. Labor intensive. Possible with student labor.

4. Comment on the goal’s relevance:
Relevant to foster student success on campus.

5. Comment on the timeline of the goal:
Achievable – phase 1 in progress. Full replacement cycle 5 years.

Possible opportunities for collaboration or suggestions for addressing a gap:
The expected completion date for the whole goal is provided, but the nature of the goal is such that intermediate completion dates for component steps are recommended.

**Question:** Unit Goal - What is your unit goal?
Create and execute a plan for a 5-year rotation of high-performance computers and appropriate software to support student computing in all labs across the IPFW campus.

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.
I - Foster Student Success
I.M. 1 Retention and graduation rate

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.
High Priority # 3

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?
Statistical software has been acquired to monitor lab usage to first determine whether lab locations are right-sized. Budget review is underway. Age and performance of existing lab systems is being evaluated. New systems are being acquired.

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Determining whether 20% of lab systems can be replaced annually is the first metric. A full 5-year rotation must be completed in order to determine the full effectiveness of the plan.

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

This is as of yet undetermined, as there are competing needs for the same monetary resources.

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

Additional funding may be required.

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

This type of rotation is labor intensive. Additional student labor may be necessary in order to address the replacement of lab systems during specific windows of time.

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

The planning phase will be completed in the first year. The full replacement cycle will require 5 years to complete, and it will then be an ongoing annual project for the foreseeable future.

**Criterion:** #10: Goal Four - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:**
1. Comment on the specificity of the goal:

   Acquire, implement, manage, maintain a mobile application. Very specific.

2. Comment on the goal's measures:

   Metrics: Phased implementation will allow assessment of progress.

   Actions: In progress

3. Comment on the unit’s ability to achieve the goal (include a consideration of the departmental profile and budget data):

   Not without additional resources. Funding needed.

4. Comment on the goal’s relevance:

   Yes

5. Comment on the timeline of the goal:

   Money must be allocated to meet the timeline of less than 12 months. Federal/state mandates may impact timeline.

   Possible opportunities for collaboration or suggestions for addressing a gap:

   Mobile app committee.

**Question:** Unit Goal - What is your unit goal?

   Acquire, implement, manage, and maintain a mobile application solution that will provide the ability to execute key operations (registration, bill pay, events / calendar, other) from a smartphone of other mobile device.

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

   I - Foster Student Success

   IV.B.3. - Eliminate process barriers in enrollment management that impact student achievement.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

   High Priority # 4

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?
A mobile app committee with participants representing various constituencies has been created. A specific product and direction has been chosen. Once specific prerequisites are completed, we will move forward with internal and external resources.

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

A phased implementation will allow us to assess progress.

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

No.

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

Funding for the original purchase. Funding for the annual licensing needs. Funding for mobile application development positions for management, maintenance, development, and long-term support.

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Application development workload, loss of experienced application development personnel, and difficulty in acquired skilled application development staff given compensation restrictions.

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

The timeline should be less than 12 months. However, competing demands, particularly from federal and state mandates, may impact the timeline. It will certainly require regular maintenance and upgrades once in place as well.

**Criterion:** #11: Goal Five - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:**
1. Comment on the specificity of the goal:

Specific. Server and storage Area Network (SAN) acquisition

2. Comment on the goal's measures:

Metrics: Completed

Actions: In progress

3. Comment on the unit’s ability to achieve the goal (include a consideration of the departmental profile and budget data):

The unit feels the goal is unlikely and that a phased approach makes it more feasible. Challenges include hardware implementation, hardware relations based on outcomes of data ctr. review, staff time, scheduled down time and competing demands for resources.

4. Comment on the goal's relevance:

Extremely relevant to IPFW’s success as a campus.

5. Comment on the timeline of the goal:

3-5 years

Possible opportunities for collaboration or suggestions for addressing a gap:

Unknown.

**Question:** Unit Goal - What is your unit goal?

Plan, design, acquire, and implement appropriate server and Storage Area Network (SAN) platforms to address access, data storage, performance, reliability, and security needs for all IPFW faculty, staff, and students.

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

I - Foster Student Success

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

High Priority # 5

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

Review of the entire SAN environment is complete. Phase 1 planning sessions are complete. Some upgrades have been acquired and will be installed in this fiscal year. Migration of data from older technology to new traditional SAN as well as SSD technology has begun.
**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Performance metrics have already been completed and reflect a dramatic improvement of 300%-1,000% dependent upon operation. Additional performance measurements will be taken as data is migrated. Cost savings in electricity consumption have also been estimated.

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

Unlikely, though a phased approach brings it more within reach.

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

Funding.

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Hardware implementation, hardware relocation based upon the outcome of the Data Center review, staff time, scheduling down time, and competing demands for available resources.

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Dependent upon a variety of factors, this may require 3 to 5 years to complete.

**Criterion:** #12: Goal Six - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.
1. Comment on the specificity of the goal:

Network infrastructure upgrades across IPFW.

2. Comment on the goal's measures:

Metrics: Review of unscheduled downtime/network failures/review of performance impact

Action: Overview of entire tech environment with outside engineers.

3. Comment on the unit's ability to achieve the goal (include a consideration of the departmental profile and budget data):

Not likely with current funding.

4. Comment on the goal's relevance:

Highly relevant

5. Comment on the timeline of the goal:

Will span a decade or more.

Possible opportunities for collaboration or suggestions for addressing a gap:

The expected completion date for the whole goal is provided, but the nature of the goal is such that intermediate completion dates for component steps are recommended.

**Question:** Unit Goal - What is your unit goal?

Plan, design, acquire, and implement appropriate network infrastructure upgrades across the IPFW campus to create a robust, high-speed environment for accessing a broad range of internal and external computing resources.

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

I - Foster Student Success

I.M. 1 Retention and graduation rate

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

Medium Priority # 6

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?
Creation, compilation, and review of complex network documentation across the entire technology environment. Review with outside engineers. Phased acquisition and implementation of appropriate hardware and software. Implementation of a maintenance plan that provides on-site hot-spare equipment as well as service contract coverage for mission critical portions of the network infrastructure.

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Review of unscheduled down time due to network failures and review of performance impact.

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

No.

**Question:** Needed Resources - If you don't have enough resources, what additional resources do you need to accomplish this unit goal?

Additional funding.

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Professional education for network infrastructure engineers and support staff and competing demands for staff time.

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

This is an extensive project. Without a significant injection of funding annually, this project will span at least a decade. However, all steps are positive ones, and we will move forward with the resources that we have.

**Criterion:** #13: Goal Seven - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.
Program Write-up with Task Force Comments

ITS Information Technology Services

Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don't have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #14: Goal Eight - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?
Question: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Question: Resources - Are you able to accomplish this unit goal with your current resources?

Question: Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Criterion: #15: Goal Nine - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

Question: Unit Goal - What is your unit goal?

Question: IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

Question: Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

Question: Actions - What action(s) does your unit plan to take to support this unit goal?

Question: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?
**Indiana University-Purdue University Fort Wayne (IPFW)**

**Program Write-up with Task Force Comments**

ITS Information Technology Services

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #16: Goal Ten - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?
**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?