

## **Strategic Plan for Technology 2010 - 2015**

### **Introduction**

The Strategic Plan for Technology 2010-2015 follows the first strategic plan for technology published in 1996. The two documents are quite different. The first plan attempted to paint as broad and inclusive a picture of technology as possible, to be limitless in imagining the possibilities that were just beginning to appear at the time.

The original strategic plan for technology has led us to where we are today. We have achieved much of what the first plan envisioned. The broad principles and sweeping goals provided a vision that guided decision makers for the last 14 years. The result is that the university has achieved tremendous success, building a foundation of technology resources and organizing support for these resources that provide the maximum benefit to the entire campus community.

We have created a tradition of achievement, making good investments with the resources we have. We can be particularly proud of the opportunities we have created for talented and dedicated staff and faculty to excel. The pioneering spirit we sought in people coming to build and open the university has been exemplified in the creative and energetic pursuit of technology to achieve excellence in all we do, and the university will profit by this legacy for many years.

Now we find ourselves at a critical point in time. We are coming to the end of the third year in which resources have been static or actually declined, and the prospects for the next few years are bleak. This new plan must focus more clearly upon this critical period, rely upon the vision of the first, capitalize upon the achievements we have made thus far, and again attempt to guide decision makers so that we may achieve the greatest good with the resources that are available to us.

The Strategic Plan for Technology 2010-2015 provides specific action items and recommendations for new technologies, and identifies the issues we will face in the next three to five years in order to maintain our position among our peer institutions.

Our needs are many, and the initiatives described in the document constitute a daunting set of specific goals. It is important to note that these initiatives span virtually every aspect of the university's operations. Technology has become a vital part of almost every activity, and it is reflected in the length and breadth of the listed goals.

The task before us, as we face the next few years, will be to make difficult decisions, choosing among initiatives competing for limited resources. In this document we have described what will be compelling issues and specific proposals to achieve solutions. The future is uncertain and we will no doubt encounter many unexpected challenges and opportunities, but our hope is this plan will provide the perspective and guidance necessary to those making decisions at this time.

**Mission:**

Florida Gulf Coast University will employ technology to support the mission of the university.

**Technology Vision:**

Florida Gulf Coast University will be nationally recognized for technology excellence in education.

**Goals:**

1. Organizational Structure - Commit to a responsive and agile I/T organizational structure.

**Action:**

1. Review current business practices (such as communication and decision making transparencies) and their effectiveness within the campus organizational structure. Submit report and any recommendations to PBC for review and direction. This will include an advisory task force to review technology initiatives on campus.
  - a. Tasked to IRC
  - b. Benchmarks:
    - i. Report submitted to PBC
    - ii. Utilization of national comparative data such as EduCause
2. Identify the funding needed for organizational units to meet their respective goals.
  - a. Tasked to:
    - i. IRC
    - ii. Department heads
  - b. Benchmark – Funding needs identified

2. Human Capital - Maintain a position of leadership in technology staffing, training and professional development to ensure academic excellence and student success.

**Action**

1. As the university grows, attract and retain dedicated IT professionals while ensuring proportional and appropriate technology staff to support growth.
    - a. Tasked to IRC
    - b. Benchmarks:
      - i. Study staff turnovers
      - ii. Maintain proper ratios of IT staff to campus facilities and uses
  2. Provide proper training to the user community to maintain a standard level of competency in the use of current technology.
    - a. Tasked to IT department heads and HR
    - b. Benchmarks – User technology surveys and training program
3. Funding - Identify and establish recurring funding sufficient to support the level of technology to which the university commits.

**Action**

1. Revise the budget process to identify and include recurring components of new initiatives as commitments are made
  - a. Tasked to IRC
  - b. Benchmark – Funding increases as a function of FTE and space
2. Recurring commitments and process for technology currency
  - a. Tasked to IRC
3. Provide annual budget mechanism to identify and prioritize instructional computing needs and align with available resources
  - a. Tasked to IRC
4. Cooperative evaluation of technology purchases
  - a. Tasked to IRC

4. Services - Achieve academic excellence by providing the highest quality technology services, based upon the assessed needs of faculty, students, and staff.

**Action:**

1. Expand technology services to include: (Ordered by priority)
  - a. Provide personal computer support for students faculty and staff

Tasked to	Cost	Resources	Benchmark
CS	\$40,000	- USPS position	<ul style="list-style-type: none"> <li>- Provide enhanced services for students, faculty and staff members with better access to FGCU resources</li> <li>- Decrease the number of students sent off campus for PC help</li> </ul>

- b. Eliminate the need for e-mail storage limits by procuring an e-mail archival system

Tasked to	Cost	Resources	Benchmark
CS	\$60,000	- Software and hardware	<ul style="list-style-type: none"> <li>- Reduction in help desk calls for increased mailbox storage and help with cleaning inbox</li> <li>- Reduction in employee time cleaning out mailboxes and dealing with pst files</li> <li>- Access to email personal folders anywhere in the world</li> </ul>

c. Campus wide document imaging management and workflow to reduce paper and file storage

Tasked to	Cost	Resources	Benchmark
<b>IS</b>	<ul style="list-style-type: none"> <li>- Initial estimates of \$175,000 implementation and first year maintenance.</li> <li>- Approximately \$30,000 recurring annual maintenance</li> </ul>	<ul style="list-style-type: none"> <li>- Document Imaging stations</li> <li>- Imaging translation and optical character resolution server</li> <li>- Imaging repository system and storage</li> <li>- Image Indexing server</li> <li>- Banner Imaging Interfaces</li> <li>- Document Workflow and approvals services</li> <li>- Banner workflow interfaces</li> </ul>	<ul style="list-style-type: none"> <li>- Reduction of data entry labor</li> <li>- Reduction of data entry errors</li> <li>- Enhanced management of document security, retrieval, and disposal.</li> </ul>

d. Improve coordination and communication of technology training for business, productivity, and e-Learning activities to improve technology competency and reduce strain on support services

Tasked to	Cost	Resources	Benchmark
<b>IRC</b>	TBD	TBD	<ul style="list-style-type: none"> <li>- Reduction in hours spent providing one-on-one training for those topics covered in group training.</li> <li>- Attendance to Group training is higher than one-on-one training.</li> <li>- Reduction in support calls for topics covered in group training.</li> </ul>

- e. Upgrade current student e-mail system with a new one that includes advanced features like calendars, access from mobile devices, increased storage limits

Tasked to	Cost	Resources	Benchmark
<b>CS</b>	\$75,000	- E-mail software - Servers and storage	- Students using new features - Student users satisfaction surveys

- f. Provide extended after hours support for student AT/LIB labs, as well as Help Desk, network, and e-Learning support

Tasked to	Cost	Resources	Benchmark
<b>CS, AT, LIB, WEP</b>	\$ Hourly Wage times number of hours times Number of technicians - LIB – (TBD, min. of 2 OPS)  - E-learning (TBD)	- Support technicians - Ongoing training for support personnel	- The support time window is expanded as needed - A report of extended hours usage is generated by each area and review by IRC - Extended support hours are offered when requests exceed (n) calls per hour - One Support staff for every (n) calls per hour

- g. Create a centralized call center to increase efficiency and customer service. Many departments (e.g. Telecommunications, Computing, Admissions, Financial Aid and Housing) have staff answering lower level questions. Scripting and limited ERP information access can be provided for the top volume questions and support issues while transferring more complex calls to upper level staff.

Tasked to	Cost	Resources	Benchmark
<b>Telecom</b>	Cost could be minimal based on participation	- Research other large university call centers	- Call center setup and improvement of customer service
	Large scale integration would need more investigation of cost	- Evaluate FGCU departmental call usage and participation	

- h. Create dedicated technology centers for academic research within various Colleges as requested, assessed and or required

Tasked to	Cost	Resources	Benchmark
<b>AT</b>	Un-determined variable Ongoing change as initiatives are requested	- Expandable physical locations - Hardware as requested - Software as requested/ required - Technical personnel according to growth - Ongoing training for support personnel	- Research technology support requests are met. - Report on number of new initiatives completed or in progress - National recognition as research institution

- i. Enhance systems integration services (Such as transferring grades from ANGEL to Gulfline)

Tasked to	Cost	Resources	Benchmark
<b>IRC</b>	TBD	- Staff to design, develop, and implement system integration initiatives	- Successful completion of approved integration requests.

- j. Ensure that technology support staff have access to emerging technologies for the purposes of testing, support, and research

Tasked to	Cost	Resources	Benchmark
<b>WEP, AT, CS, LIB, IS</b>	Hardware and Software - WEP- \$3,000 - AT - \$12,000 - CS - \$5,000 - LIB - \$10,000 - IS - \$5,000	- Existing technical personal - Requested hardware/ software for evaluation testing purposes	- Evaluation and recommendation of device or technology evaluated is presented (recommended adoption or decline)

k. Provide a consolidated location for audio/video editing workstations used for academic projects

Tasked to	Cost	Resources	Benchmark
<b>WEP, AT, LIB</b>	Variable depends on the scope AT - \$4,500 per workstation times 4 units LIB – \$7,500 software licenses and training for library staff	<ul style="list-style-type: none"> <li>- Physical location</li> <li>- Dedicated support personnel</li> <li>- Ongoing training</li> <li>- Shorter schedule for hardware/software replacement.</li> </ul>	<ul style="list-style-type: none"> <li>- Mac and PC editing workstations will have the same availability</li> <li>- Audio and video project support is consolidated</li> <li>- User satisfaction with tools and support</li> <li>- Usage adequate to justify cost (Usage Volume)</li> </ul>

l. The university can support Telecommuting by supplying the tools and policies to work from home as appropriate.

Tasked to	Cost	Resources	Benchmark
<b>CS, Telecom, WEP, AT, LIB</b>	Licensing fees which is approx. \$125 per employee LIB- approx 40 employees (\$5,000) Support personnel	<ul style="list-style-type: none"> <li>- Laptop and desktop configuration and support</li> <li>- Utilize video-phone, soft-phone and EC500 technology</li> <li>- Training on the use of telecommuting technologies</li> <li>- Human Resources policy issues needed</li> </ul>	<ul style="list-style-type: none"> <li>- Successful telecommuting for employees</li> <li>- Reduce current carbon footprint</li> <li>- Better utilization of current office space</li> </ul>

- m. Provide technical support as needed for the university's remote sites. (e.g. Naples, Charlotte County, Buckingham)

Tasked to	Cost	Resources	Benchmark
<b>CS, Telecom, AT</b>	Needs further investigation	- Based on need	- Increase in technology funding and/or positions as remote sites increase

- n. Expand access to student print services throughout campus to be consistent with expansion of the academic core and housing

Tasked to	Cost	Resources	Benchmark
<b>CS, IS, Aux. services</b>	Needs further investigation	<ul style="list-style-type: none"> <li>- Enhance current Pharos/Blackboard system to provide student printing to campus wide multifunction copiers, printers, scanners.</li> <li>- Buy/lease additional multifunction devices and place throughout selected locations on campus</li> </ul>	(Volume and location) <ul style="list-style-type: none"> <li>- Ratio of use to enrollment</li> <li>- Max capacity per location</li> <li>- A minimum of (n) locations per Academic Building</li> <li>- A minimum of (n) locations per Housing area</li> </ul>

2. Expand security and access to campus information

- a. Provide identity management and account provisioning services to integrate biographical information across university application systems.

Tasked to	Cost	Resources	Benchmark
<b>IS, CS, Telecom</b>	Research/ITN	<ul style="list-style-type: none"> <li>- Directory application server and repository database</li> <li>- Identify management and synchronization services</li> <li>- Banner Identity management interfaces</li> <li>- Application interfaces (Active directory, Angel, Oracle, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>- Reduction of duplicate identities</li> <li>- Enhanced electronic providing of entities across systems</li> </ul>

- b. Implement a single sign-on portal to provide seamless access to enterprise applications through a web based interface with one set of credentials.

Tasked to	Cost	Resources	Benchmark
<b>IRC</b>	ITN/ RFP from vendors	<ul style="list-style-type: none"> <li>- Review and selection of vendors for Web Portal and SSO services required</li> </ul>	<ul style="list-style-type: none"> <li>- Number of systems requiring unique access credentials</li> <li>- Number of systems accessible from single sign-on portal</li> </ul>

3. Enhance campus communication tools

- a. Faculty/staff directory service against enterprise resource data with pluggable web-components for department/college directories providing options for display of biographical information with pictures, and with searching capabilities.

Tasked to	Cost	Resources	Benchmark
<b>WEP, IS, Telecom</b>	Review vendor products	- Whitepages - Application for identity management directory	- Common biographical directory pages - Interface with banner and related applications for biographical data

- b. Install kiosks at strategic location on campus to provide access to campus maps, tours, directory, etc.

Tasked to	Cost	Resources	Benchmark
<b>CS, IS, WEP</b>	More information needed	- Developer	- Successful access to information through kiosks - Usage per kiosk - Support cost per kiosk

- 5. Technology - Provide cutting edge and state of the art technology to the university, and position the university to respond wisely to emerging technology trends.

**Action**

- 1. Identify and adopt standards and best practices in technology
  - a. Tasked to IRC
  - b. Benchmarks:
    - i. Being able to support advanced academic applications
    - ii. Being able to support business systems and processes
- 2. Develop a process that supports research and other non-standard technology that falls outside parameters of established standards (e.g., other operating systems, various hardware platforms)
- 3. Implement new technology to fulfill the university vision

*Infrastructure*

- a. Acquire log aggregation and analysis system that collects the system and security logs on all wireless access points, firewalls, servers and switches and review for anomalies. This includes over 700 devices and can no longer be maintained manually.

Tasked to	Cost	Resources	Benchmark
CS, AT, LIB	\$75,000	- Purchase software for log aggregation and analysis and provide technician training	- Anomaly reporting will be reviewed daily and malicious activity caught sooner

b. Internal and external penetration testing to identify security flaw before they are exploited

Tasked to	Cost	Resources	Benchmark
<b>CS, AT, LIB</b>	\$25,000	- Purchase system or contract services	- Monthly reports review for systems that fail - Ability to find vulnerabilities before security breaches occur

c. Identify and designate an on-site disaster recovery location

Tasked to	Cost	Resources	Benchmark
<b>CS, AT, LIB, IS, Telecom, WEP</b>	Variable; needs future analysis	- Hurricane resistant space for hardware with generator power, air conditioning and redundant internet connections. - Physical location - Hardware/software necessary for a cold site setup - Technical personnel - Identify critical services to include	- Disaster recovery location is available - Periodic testing of sustainability

d. Off-site data storage and disaster services

Tasked to	Cost	Resources	Benchmark
<b>CS, AT, LIB, IS, Telecom, WEP</b>	Telecom- \$27,500 for server, monthly recurring of approx. \$500 for trunking (\$75,000) LIB- \$20,000 for offsite data backup, live sync with recovery service contract for LIB critical services	<ul style="list-style-type: none"> <li>- Create alliance with disaster recovery site</li> <li>- Provide hardware for most critical systems</li> <li>- Add Avaya survivable server, add local trunking, QoS link to main campus</li> </ul>	<ul style="list-style-type: none"> <li>- Successful testing of recovery from disaster</li> <li>- Successful completion of site</li> </ul>

e. Additional storage space for e-mail, databases, file storage, faculty share folders

Tasked to	Cost	Resources	Benchmark
<b>CS</b>	\$30,000	<ul style="list-style-type: none"> <li>- SAN hardware</li> </ul>	<ul style="list-style-type: none"> <li>- Increase limits on mailboxes and faculty folders</li> <li>- Increase limits on departments folders</li> </ul>

- f. Convert all current PBX functions to support notice IP connectivity for phones, call centers, remote sites and trunking where applicable

Tasked to	Cost	Resources	Benchmark
<b>Telecom</b>	\$25,000 first year \$35,000 following year based on current price structure	- Upgrade to 8800 series server and G450 Gateways	- Removing TDM hardware and cabling

- g. Add non-proprietary SIP protocols for voice and support generic IP voice hardware and software

Tasked to	Cost	Resources	Benchmark
<b>Telecom</b>	\$40,000 and yearly recurring based on usage	- Add SIP gateway, develop policies and standards for use	- Use of internet based trunking for conventional call completion and the use of non-proprietary phone systems. Current baseline is none.

- h. The university shall consider the cost advantages of cloud computing and outsourcing as an alternative to purchasing in-house technologies

Tasked to	Cost	Resources	Benchmark
<b>CS-AT-LIB-IS-Telecom-WEP</b>	LIB - current cloud/outsourced services costs are approx. \$20,000/yr. and steadily increasing. More comprehensive outsourced services are anticipated in near future with a forecast cost of \$25,000 in additional licensing, hosting and software costs.	<ul style="list-style-type: none"> <li>- LIB - Enhancement of the current services in place for pushing library resources to distance learning students, offsite campus entities and local community patrons. Systems involved: Library Management System, Interlibrary Loan, eRes Course Reserves, Serial Solutions Database access.</li> <li>- WEP – Staffing; faculty use of cloud computing technology is increasing and faculty is contacting WEP staff for guidance, and support.</li> </ul>	<ul style="list-style-type: none"> <li>- Yearly usability studies and outreach services statistics compiled.</li> <li>- Yearly Cost Benefit Analysis of offsite vs. local hosted services</li> <li>- Yearly Participant Study of support response effectiveness</li> </ul>

- i. Implement a self service web content management system to support the creation and management of web sites for student clubs and organizations, and faculty FGCU professional/research web sites

Tasked to	Cost	Resources	Benchmark
<b>WEP, AT, LIB</b>	More information needed	- Server and storage space, staff to manage and support system, development of training material	- Servers available - Self serve access available - User satisfaction assessment - Number of active web sites

- j. Outdoor wireless mess for redundant connections to buildings and better outdoor wireless services

Tasked to	Cost	Resources	Benchmark
<b>CS</b>	TBD	- Wireless hardware troubleshooting software	- Testing system for total redundancy

*Educational Structure*

- a. Replace (most) student classroom computers with student-provided laptops (FGCU provides networked licensed software instead)

Tasked to	Cost	Resources	Benchmark
<b>AT, LIB, CS</b>	Variable depending on the scope and software titles involved	<ul style="list-style-type: none"> <li>- Support personnel</li> <li>- Ongoing training for support personnel</li> <li>- Student provided laptop</li> <li>- Application server</li> <li>- Application software</li> </ul>	<ul style="list-style-type: none"> <li>- Number of workstation replaced</li> <li>- User satisfaction with tools and support</li> </ul>

- b. Implement virtual student labs with remote accessibility to licensed network course software

Tasked to	Cost	Resources	Benchmark
<b>AT, LIB, CS</b>	<ul style="list-style-type: none"> <li>- Hardware to support 20 sessions at \$10,000</li> <li>- software license price times number of sessions</li> <li>- 1 additional server specialist</li> </ul>	<ul style="list-style-type: none"> <li>- Application server Farm</li> <li>- Support personnel</li> <li>- Ongoing training for support personnel</li> </ul>	<ul style="list-style-type: none"> <li>- Virtual labs are operational</li> <li>- # of student accesses to “virtual labs”</li> <li>- Level of satisfaction with virtual labs</li> </ul>

- c. Evaluate FGCU's Learning Management System and Content Management System requirements as they relate to e-Learning, Distance Learning, and general business usage and report finding and recommendations

Tasked to	Cost	Resources	Benchmark
<b>WEP, AT, CS, IS, LIB</b>	More information required	- Faculty and staff for committee	- Recommendation of most appropriate platform is made

- d. Create an Institutional Repository/Digital Collections initiative for the dissemination and storage of local special collection and scholarly materials

Tasked to	Cost	Resources	Benchmark
<b>LIB</b>	\$6,000 initial \$10,000 recurring	- FCLA Digitool subscription - LTA digital collections specialist position	- Usability and statistics access study - Assessment of campus scholarly materials publication and outreach

- e. Obtain and deploy software and hardware to enhance e-Learning and distance learning multi-media streaming technology

Tasked to	Cost	Resources	Benchmark
<b>WEP, AT, CS</b>	\$45,000 Hardware and software	- Servers and other infrastructure - Staff to manage installation and usage	- Multimedia streaming infrastructure for most common formats is available

f. Enhance FGCU classroom integrated teaching systems, and replace outdated systems

Tasked to	Cost	Resources	Benchmark
<b>WEP, AT, CS</b>	Estimated at \$35,000 per room/podium upgraded (Currently 30 of 125 rooms are 12 years old) More information required	<ul style="list-style-type: none"> <li>- Upgraded integrated podium control systems to support hi-def upgraded associated server/software</li> <li>- Technical training/certification for support staff</li> <li>- Upgraded infrastructure to support scaled-down classroom projection where assessed need indicates</li> <li>- Staff to train faculty in the technical and pedagogical uses of the technology</li> <li>- Staff to support and maintain systems</li> </ul>	<ul style="list-style-type: none"> <li>- Statistics indicating active daily usage of podium systems</li> <li>- Faculty satisfaction with classroom technology</li> <li>- Student satisfaction with classroom technology</li> </ul>

g. Implement lecture capturing technology

Tasked to	Cost	Resources	Benchmark
<b>WEP, AT, CS</b>	\$30,000	<ul style="list-style-type: none"> <li>- Server and other infrastructure</li> <li>- Classroom and podium installation</li> <li>- Staff to train faculty in the technical and pedagogical uses of the technology.</li> <li>- Staff to support and maintain systems.</li> </ul>	<ul style="list-style-type: none"> <li>- Statistics indicating active requests and use of lecture capturing technology</li> <li>- Faculty satisfaction with classroom technology</li> <li>- Student satisfaction with classroom technology</li> </ul>

h. Implement an enterprise online conferencing solution for e-Learning, distance learning, and general university business use (such as Elluminate)

Tasked to	Cost	Resources	Benchmark
<b>WEP, AT, CS, Telecom, LIB</b>	More information required (Approx. \$25k-\$50k depending on vendor/agreement/features)	<ul style="list-style-type: none"> <li>- Server and other infrastructure</li> <li>- Staff to train faculty in the technical and pedagogical uses of the technology</li> <li>- Staff to provide support and manage virtual rooms</li> </ul>	<ul style="list-style-type: none"> <li>- Faculty satisfaction survey.</li> <li>- Statistics indicating active usage of the selected platform.</li> <li>-</li> </ul>

*Business Enhancement*

- a. Collection, management, and archiving of learning Outcomes and Assessment data for face-to-face, hybrid, and distance learning program evaluation and accreditation.

Tasked to	Cost	Resources	Benchmark
<b>WEP, IS, AT, CS</b>	More information required	- Developer	- Data necessary for program evaluation and accreditation is readily available

- b. Florida Distance Learning (FLDL) catalog updates - review export of FGCU FLDL data and revise as necessary

Tasked to	Cost	Resources	Benchmark
<b>IS, WEP</b>	TBD	- Integration support	- Time spent updating FGCU courses on FLDL Catalog - Accuracy of FGCU FLDL Catalog Courses

- c. Roaming profiles for desktop computing

Tasked to	Cost	Resources	Benchmark
<b>CS</b>	\$40,000	- Increased network storage - Training for helpdesk and user community - Additional backup media and storage	- Faculty able to access desktop from any PC - All desktop data backed up decreasing change of losing vital information

d. Print- on-demand technology for library materials

Tasked to	Cost	Resources	Benchmark
<b>LIB, IS</b>	\$100,000 Book Machine \$4,000 - \$25,000 Printer Staff LTA/coordinator position	- Espresso Book Machine Print on Demand technology	- Make available local digital collections and faculty scholarly materials (See institutional repository) - Publishing (n) faculty materials per year

e. Identify and put in place an internship data management system to manage internship contracts, assignment, organization information, etc.

Tasked to	Cost	Resources	Benchmark
<b>IS, WEP</b>	More information required	- Developer - Staff to maintain and support application	- Internship data is easily managed and readily available for reporting

f. RFID technology (for library collections, technology and campus inventory)

Tasked to	Cost	Resources	Benchmark
<b>LIB, CS, IS</b>	LIB- \$200,000 includes entire library monograph and serials collections and technology inventory. Other campus inventory (TBD)	<ul style="list-style-type: none"> <li>- RFID readers</li> <li>- Encoders</li> <li>- Tags</li> <li>- Software</li> </ul>	<ul style="list-style-type: none"> <li>- Significant savings in employee hours currently spend on tracking inventory</li> <li>- Lower inventory loss of materials campus wide</li> <li>- Faster customer service response to misplaced materials</li> </ul>

g. Mobile i-phone application

Tasked to	Cost	Resources	Benchmark
<b>WEP, IS, AT, LIB</b>	More information required	<ul style="list-style-type: none"> <li>- Developer</li> <li>- Software</li> <li>- Training</li> <li>- Staff to maintain and manage systems</li> </ul>	<ul style="list-style-type: none"> <li>- Application is being downloaded and used</li> </ul>

- h. Mobile Instant Communication hardware/software for roaming support (Vocera communication badges for wireless mobile reference in the library)

Tasked to	Cost	Resources	Benchmark
<b>CS, LIB</b>	\$30,000 LIB Library Broadband WLAN enhancement to support additional required wireless capacity	- Wireless mobile communicator devices and software. Possible increase in wireless bandwidth and access point in library to support these additional wireless devices	- Faster on-location services provided for library reference and customer services questions as well as facilitate the ease of location and availability of library services and materials. - Yearly assessment of improved services and outreach

- i. Acquire and install a self-checkout technology system for library materials

Tasked to	Cost	Resources	Benchmark
<b>LIB</b>	2 stations @ 25,000 per station including hardware and software	- Self-checkout technology for library patron self-service - Staff and patron training program for use of checkout units	- Current library management system already supports self checkout systems - Measure the savings in staffing and support achieved, and the ability to address the exponential growth derived from continued anticipated campus enrollment. - Usability statistics for assessment of manual vs. automated checkout systems

- j. Investigate integration of FGCU Online Calendar (R25) data with individual FGCU Websites; report on findings and recommendations

Tasked to	Cost	Resources	Benchmark
IS, WEP	TBD	- Staff to assess dept. calendaring needs, R25 integration capabilities and other available calendaring solutions	- Recommendation of integration between R25 and FGCU web sites is reported

6. Sustainability - The University’s commitment to environmental sustainability will be a factor in making decisions about technology use and support.

**Action**

1. Apply environmental sustainable practices for acquisitions and property disposals

Tasked to	Cost	Resources	Benchmark
<b>CS, AT, LIB, IS, Telecom, WEP</b>	Further investigation required	- Acquisition of campus technology power management and metering hardware and software	- Classroom technology - Integrated podium systems have LEED certification - Utilization of Energy Star compliant hardware - Annual assessment of efficiency gains

2. Include the cost of carbon neutrality in cost/benefit analysis of technology initiatives

Tasked to	Cost	Resources	Benchmark
<b>CS, AT, LIB, IS, Telecom, WEP</b>	Training employees	TBD	- Annual assessment of technology initiatives that include carbon neutrality

## Abbreviations:

IRC	Information Resources Committee
AT	Academic Technology Support Services
CS	Computing Services
IS	Information Services
ITN	Invitation to Negotiate
LEED	Leadership in Energy and Environmental Design
LIB	Library Computing & Technology Systems
QoS	Quality of Service, gives priority to time sensitive network traffic such as voice
RFID	Radio Frequency Identification
SAN	Storage Array Network
SIP	Session Initiation Protocol, modern open standard voice protocol for IP networks
TDM	Time Division Multiplex , legacy bandwidth allocation for circuit based telephone channels
Telecom	Telecommunications
WEP	Web, E-Learning & Publications