

*Angelo State University's
Information Technology
Strategic Plan
2007 - 2010*



"What seems like only a ripple today...
can become the wave of the future."

Table of Contents

1. EXECUTIVE SUMMARY	3
2. VISION	6
2.1. Mission and Guiding Principles	7
3. STRATEGIC PLANNING PROCESS.....	9
4. GOALS, OBJECTIVES, AND STRATEGIES.....	12
4.1. Goals	12
4.2. Overview of Objectives and Strategies	13
4.3. Details of Objectives and Strategies.....	17

1. Executive Summary

This document presents the Information Technology Strategic Plan for Angelo State University. The purpose of this plan is to provide a “roadmap” for the Information Technology (IT) Department to implement and deliver services that support the strategic mission and goals set by Angelo State University, the Texas Tech University System, and the statewide goals/objectives set by the Department of Information Resources (DIR).

This planning document is part of an overarching planning process that ensures the following:

- A shared vision for Information Technology that is consistent with the institutional vision.
- Align technology initiatives with institutional priorities.
- Disseminate knowledge about technology needs and constraints.
- Identify required funding levels for technology.
- Address institutional academic and business needs through the use of technology.

Over the past ten years, the Angelo State University Information Technology Team has depended on a strategic planning process to evolve and meet the challenges of delivering quality services to the ASU campus community. A key component of this planning process is centered on the recognition and understanding of customer needs captured through a variety of feedback mechanisms that are used to improve and deliver new and existing services.

With the successful completion of the three-year implementation of the Portico Project to replace our administrative systems, Information Technology is preparing for the next set of objectives to be addressed in the ever changing landscape of the ASU technology environment.

From a macro level, three trends are contributing to the continued growth and expansion of technology services.

- Increasing adoption and dependence on technology by the learning and administrative environments.
- Expanding technology services to reach new and existing customers in innovative

ways. An example of the former is our use of technology to reach prospective students before they arrive on campus to assist in our recruitment efforts. An example of the latter is our use of technology like the portal to reach out to current students on a daily basis to assist in our on-going retention efforts.

- Increasing involvement and collaboration at the Texas Tech University System and State levels.

While technology continues to play an integral part in university related activities, industry trends show initiatives that focus on the integration of people, processes, and technology will deliver the most value and benefits to the institution. To further articulate this point, value and benefits translate into more streamlined processes, as well as, timely access to better information to make better decisions. This allows the institution to deliver more value-added services to its customers and improve the institution's efforts in the ongoing recruitment and retention of students.

In preparation for the next set of objectives, the planning process requires the Information Technology Team to review and realign its internal organizational structure to support new technology service opportunities, as well as, current service support areas to gain greater efficiencies in service delivery. This was a key step in the planning process when the Portico Project began in 2003. The administration's support for the internal restructuring of Information Technology helped make the implementation a success and premier example as a best practice model both nationally and within the State of Texas.

Building on the success of Portico, the Project Office will continue under the guidance of the Technology Steering Committee to lead us through the selection, planning and implementation of technology related initiatives. To date, we have over 70 potential projects on the list to be considered for implementation.

Angelo State University has a campus-wide commitment to incorporating technology into the classroom. There are over 700 on-campus computers available for student use. A three-year replacement cycle ensures that students have access to current technology equipment in any of the seven on-campus computer labs. Extended 24-hour lab access in general use computer labs provides students access to over 200 applications, email, Internet and a personalized electronic storage area. Student lab assistants are on duty at all times to assist students with hardware and software problems.

We believe that the application of technology in the learning environment can contribute to ASU's academic excellence by increasing student interest in course materials, by meeting the needs of students with different learning styles and by improving communication between students and faculty. The *e*-Learning Center supports faculty with the use of technology to enhance the learning environment. The center's services include faculty assistance with integrating technology into university teaching, support for online and technology enhanced classes and coordinating and assessing the use of technology in the classroom.

To ensure students, faculty and staff achieve the full benefits from the information technology infrastructure, a help desk with extended hours of operation is available to answer questions or dispatch technical support technicians. Data collected through the Help Desk are analyzed to identify potential infrastructure problems and to target software training needs. Each semester, training classes are offered for faculty and staff on a variety of software systems.

As part of our partnership with the Texas State Data Center (formerly the West Texas Disaster Recovery and Operations Center (WTDROC)), Angelo State University has access to state-of-the-art mainframe hardware, software and administrative information services.

This plan will be evaluated and updated at least quarterly, allowing the opportunity to review and adjust to changing conditions. As Angelo State University evolves, its needs and priorities will change, and this plan will be revised accordingly to reflect changes to priorities and goals.

2. Vision

The rate of change in our world continues to grow at an unprecedented rate with a key reason being the ubiquitous proliferation of technology in many parts of our culture and daily lives. This proliferation of technology has resulted in an information age that has allowed people to connect with others and have experiences that were previously considered unfeasible or impossible. The benefit of this information age is that it has helped flatten the world to give businesses and governments' new opportunities for redefining themselves and improving their daily operations. Institutions of higher learning are factoring in this new world into their own learning environments and daily operations to ensure that students are prepared to enter the workforce to contribute to society and make the world a better place.

The information age is motivating institutions to provide students, faculty, and staff access to vast amounts of networked information with integrated, meaningful views to help make better decisions and facilitate the ever changing environment. At Angelo State University, the importance of technology in the learning environment and business operations continues to grow, but must be managed to ensure that the choices made are reflective of Angelo State University's mission, priorities, and long term goals.

The vision for Information Technology at Angelo State University is an environment that integrates technology into the fabric of the institution and provides all of the university constituents with the information, tools, and services they need, when and where they need them, to accomplish their goals.

If we could look at the technology environment at Angelo State University in three to five years, we would see:

- The university is a recognized leader in the application of information technology to the learning and business environments.
- A high-level of integration exists between people, processes, and technology to streamline operations and ensure timely access to information to make better decisions for the university.
- All students, faculty, and staff have timely, convenient access to the information they need for learning, teaching, research, decision making, and communications.

- The university continues to build stronger relationships earlier in the life cycle with prospective and admitted students through the use of technology solutions that foster communication and value-added services.
- The technology environment is transparent but used actively by students in their learning environments. This environment is interactive, student-centered, more self-directed, and is not bounded by classroom walls.
- The technology environment enriches and excites the learning process and expands discovery through collaborations and seamless access to knowledge and information.
- The university continues to foster relationships with ASU alumni and constituents through the use of technology solutions and value-added services.

2.1. Mission and Guiding Principles

The mission of the Information Technology Team is to provide reliable, secure, useful and easily accessible information resources and related services that empower our students, faculty and staff by focusing on customer needs and innovative, coordinated and cost-effective service delivery.

To support this mission, the Information Technology Team utilizes the following set of guiding principles in service delivery, decision-making, and strategic/tactical plans. These guiding principles act as a compass to the team in the overall approach for delivering services and “best value” to the institution.

Customer Focused – Focus on customer service above all other priorities. Utilize customer feedback to develop strategic direction based in part upon desired new services and feedback on improving existing services.

Accessible/Reliable – Require reliability and accessibility from campus information technology systems and services. These values rely upon each other; you cannot jeopardize reliability for accessibility and vice versa.

Innovation – Promote new and improved ways to solve technology problems without sacrificing other guiding principles. Think beyond perceived constraints.

Value – Implement new information services that represent value to our customers as compared with other peer institutions. Value requires containing costs while optimizing usefulness.

Continuous Improvement – Incorporate metrics to measure performance and verify effectiveness of information technology. Utilize metrics along with customer feedback, direct or through surveys, to identify training and/or resource deficiencies. Incorporate the feedback into the Angelo State University Institutional Effectiveness process.

3. Strategic Planning Process

The strategic planning process is critical to the success for delivering value-added technology services to Angelo State University and the campus community. As described in our recent Academic Master Plan,

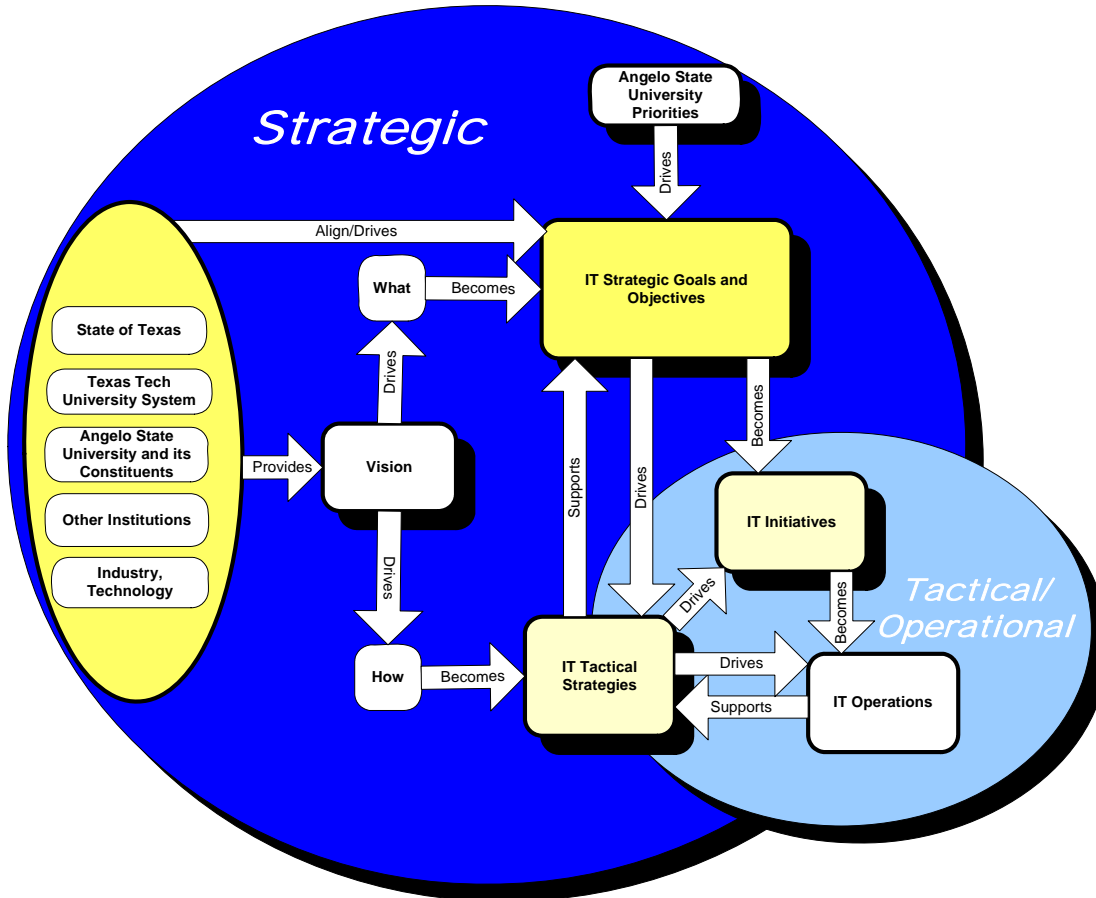
“...the technology infrastructure has evolved over time and has become part of the *fabric* of the university. Technology and information literacy should be evaluated as underlying tools to achieve goals...”.

With this in mind, campus expectations and dependency on technology continues to grow as reflected in the 70 potential projects that are being considered for implementation.

The IT planning process is developed around the ASU mission statement which supports Angelo State University planning priorities and the various strategic planning documents developed and distributed by DIR. Our guiding principles convey and reinforce our key planning priorities throughout the process.

The diagram below shows the Information Technology planning process and the two main components – the strategic and tactical/operational aspects of the process.

Planning Process Overview



The strategic aspect of the planning process is to develop a vision for technology at Angelo State University by continuously evaluating feedback from students, faculty, and staff to identify new services and make improvements with existing services. Furthermore, in this process we compare ourselves to peer institutions, both in Texas and nationally, while aligning ourselves to industry trends, as well as, system-level and state-level priorities and goals. All of these factors are routinely evaluated and aligned with the priorities and goals of Angelo State University.

The tactical/operational aspect of the planning process ensures that technology initiatives are planned, selected, and managed at an institutional level and are sustainable from a fiscal, people, and process resource perspective to ensure ongoing delivery of services.

Angelo State University is committed to acquisition, use, and management of information technology resources driven by the recognition and understanding of customer needs. To gain further insight into customer needs, the Information Technology Department conducts an annual technology services survey that attempts to measure customer satisfaction and target desirable new technology services. Survey feedback is incorporated into the annual budget request process and the Institutional Effectiveness program.

To ensure an effective process for determining and prioritizing user technology needs, Information Technology has established a Project Office that focuses on the planning and delivery of new technology initiatives. This office works under the guidance of the Technology Steering Committee which provides the prioritization, direction and resources for technology initiatives on campus.

Another committee that has been key to the ongoing prioritization of technology initiatives in the learning environment is the University Technology Committee (UTC). This committee, with cross campus representation, was organized to provide campus-wide feedback and prioritization for new campus technology services in the learning environment. The UTC committee has been directly involved with many significant advances in expanding the use of multimedia and instructional technology in the classroom.

We will continue to deploy information technologies that provide tangible, measurable benefits for Angelo State University students, faculty and staff. Enhanced network based services, web enabled software systems and expanded information security tools are being deployed this year. New technologies that provide seamless, integrated access to information services both in and out of the classroom will remain a high priority. As outlined in this plan, Angelo State University is committed to remaining a technologically advanced institution supporting our institutional mission and goals.

4. Goals, Objectives, and Strategies

4.1. Goals

The following Information Technology Goals align and support the Angelo State University Strategic Plan, the Academic Master Plan, Campus Centennial Master Plan, the Texas Tech University System Level plans and initiatives, as well as State Level plans defined by the Department of Information Resources.

Goal 1: (Integration & Access)

Information Technology will plan and deliver integrated information services to enable customers to access the information they need, when and where they need it.

Goal 2: (Service Delivery)

Information Technology will meet or exceed customer requirements for technology service delivery.

Goal 3: (Improve & Streamline)

Information Technology will leverage existing, emerging, and innovative technologies to enhance, improve, and streamline business processes.

Goal 4: (Privacy & Security)

Information Technology will ensure the privacy, integrity, reliability and appropriate use of information resources.

4.2. Overview of Objectives and Strategies

The following section describes the objectives and introduces the strategies to support and achieve Angelo States vision and mission for success.

<p>The table below summarizes the objectives and strategies and how they map to each of the Information Technology Strategic Goals which are shown at right. Each of the Information Technology Strategic Goals must support the University Strategic Plan, Academic Master Plan, System-level planning initiatives, and the Department of Information Resources (DIR's) shared vision for Texas Government.</p>		Goal 1: Integration & Access	Goal 2: Service Delivery	Goal 3: Improve & Streamline	Goal 4: Privacy & Security
Objectives	Strategies	Goals			
1. Provide simple, universal access to information and services through the University's portal, Ramport.	1.1 Integrate the University's reporting tool into RamPort.	√	√	√	√
	1.2 Integrate technology resources into RamPort.	√	√	√	√
	1.3 Plan and implement more self service type applications.	√	√	√	√
2. Implement VoIP technology to improve the delivery of voice communications.	2.1 Develop a plan for the implementation of VoIP campus-wide.	√	√	√	√
	2.2 Develop a funding plan for the implementation of VoIP on campus.	√		√	
3. Research and provide more advanced web tools for the university to enhance the University's web presence.	3.1 Evaluate and implement a web content management system.	√	√	√	√
	3.2 Research, develop and implement a plan to utilize search engine optimization.	√			
4. Improve the online communications ability for individuals and groups associated with the university.	4.1 Provide recommendations for the use of a communications and collaboration suite.	√	√	√	
	4.2 Determine and implement the needs for online communications with alumni.	√	√	√	√
	4.3 Determine and implement processes to enhance communication between student	√	√	√	√

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Objectives	Strategies	Goals			
	and instructor.				
	4.4 Determine and implement processes to enhance communication between university offices and the student	√	√	√	√
5. Expand and enhance use of instructional technology services to increase collaboration between faculty and students.	5.1 Expand the resources and services available through the e-Learning Center.		√		
	5.2 Evaluate requirements of the faculty to determine need for enhanced functionality within the course management system.		√	√	
	5.3 Provide increased offerings utilizing online learning methodologies.	√	√		√
	5.4 Research and implement classroom tools that provide 24/7 content for students.	√	√	√	√
6. Expand and enhance technology support tools to meet customer's current needs and expectations.	6.1 Research and implement a plan to support student owned personal computers.		√		
	6.2 Research and develop a plan to provide more efficient customer support.		√	√	
	6.3 Identify methods and tools to resolve customer's issues more quickly.	√	√	√	
7. Obtain feedback from users on satisfaction levels and desired new services and implement changes accordingly.	7.1 Conduct technology services survey for faculty, staff and administrators to offer feedback.		√	√	
	7.2 Conduct annual student survey to offer feedback on technology services.		√	√	
	7.3 Evaluate feedback provided by technology		√	√	

<p>The table below summarizes the objectives and strategies and how they map to each of the Information Technology Strategic Goals which are shown at right. Each of the Information Technology Strategic Goals must support the University Strategic Plan, Academic Master Plan, System-level planning initiatives, and the Department of Information Resources (DIR's) shared vision for Texas Government.</p>		Goal 1: Integration & Access	Goal 2: Service Delivery	Goal 3: Improve & Streamline	Goal 4: Privacy & Security
Objectives	Strategies	Goals			
	services surveys and make changes.				
8. Maintain current technology hardware, software and network infrastructure.	8.1 Secure and prioritize funding to maintain the current technology refresh plan.		√		
	8.2 Develop a desktop refreshment plan for academic/administrative equipment.		√		
9. Evaluate business processes and identify efficiencies that could be gained.	9.1 Utilize feedback from closeout of ERP Project to identify processes that need technology resources to maximize efficiencies.			√	
	9.2 Use key business processes in administrative areas to leverage new technologies.			√	
10. Implement a campus-wide planning, selection, and tracking methodology for technology initiatives.	10.1 Develop methodical approach to align technology initiatives with ASU priorities.		√	√	
	10.2 Develop methodical approach for planning and tracking technology initiatives.		√	√	
11. Leverage and develop partnership relationships to identify emerging and mainstream technologies.	11.1 Participate and provide leadership with peer institutions.			√	
	11.2 Participate with state level initiatives to improve efficiencies.			√	
12. Evaluate existing security program and services for items that need to be updated to align with best practices or new/pending	12.1 Complete analysis of appropriate information resource policies and procedures to align with best practices.				√
	12.2 Continue annual audit process of Information Technology Security program.				√

<p>The table below summarizes the objectives and strategies and how they map to each of the Information Technology Strategic Goals which are shown at right. Each of the Information Technology Strategic Goals must support the University Strategic Plan, Academic Master Plan, System-level planning initiatives, and the Department of Information Resources (DIR's) shared vision for Texas Government.</p>		Goal 1: Integration & Access	Goal 2: Service Delivery	Goal 3: Improve & Streamline	Goal 4: Privacy & Security
Objectives	Strategies	Goals			
legislation.	12.3 Engage external entity to perform annual vulnerability test.				√
	12.4 Evaluate automated risk management systems to track and document risks.				√
13. Evaluate and implement security technologies to ensure the privacy and integrity of information resources.	13.1 Evaluate and implement additional security gateway technology.				√
	13.2 Evaluate desktop security tools to develop additional security layers.				√
	13.3 Evaluate all areas to assist in data gathering for security incidents.				√
14. Evaluate and implement technologies that ensure availability of information resources.	14.1 Implement generator power and fire suppression in ASU data center.		√	√	√
	14.2 Evaluate and implement redundant technology infrastructure and equipment.		√	√	√
15. Enhance security awareness program for the campus.	15.1 Enhance existing security web site.				√
	15.2 Enhance security awareness sessions.		√		√

4.3. Details of Objectives and Strategies

The following section is a more detailed description of the objectives and strategies that were outlined in the table above. Each of the objectives below supports one or more institutional, system-level, and state-level goals that are outlined in their respective planning documents.

Objective 1

Provide simple, universal access to information and services through the University's portal, RamPort.

Strategy 1.1

Integrate the University's reporting tool, Web Focus, into RamPort. Using Web Focus, create a 'dashboard' for users to easily view key statistics regarding recruiting, enrollment, etc.

Strategy 1.2

Integrate technology resources into RamPort such as access to specialized/limited availability software and access to network storage areas.

Strategy 1.3

Plan and implement more self service type applications to improve efficiencies and deliver better services to students, faculty, and staff.

This objective is focused on making RamPort the unified approach for electronic communication and access to web-based technology related services for ASU customers. When a customer is asked why they use RamPort, the answer will vary depending on what each customer wants as a service. For example, a student might use RamPort for e-mail, registration, checking Financial Aid status, library resources, or collaboration with a student organization or class. A faculty member might use it for advising purposes and/or grading while a staff member may want to look up vacation/sick leave status. RamPort is the mechanism for tying a variety of systems together to allow our customers to access the information they need when they need it.

Objective 2

Implement Voice over IP (VoIP) technology to improve the delivery of voice communications on campus and to integrate the data and voice networks.

Strategy 2.1

Develop a plan for the implementation of VoIP campus-wide which includes a demonstration of the technology features, functionality and capabilities. Develop a business case to support the financial benefits of implementing VoIP.

Strategy 2.2

Develop a funding plan for the implementation of VoIP technologies on campus. This funding plan should include the funding necessary for replacement of voice communications equipment as equipment becomes obsolete.

Voice over IP is the next generation for delivering telephone service to the ASU campus environment. This new technology consolidates voice onto the existing data network and gives the campus more flexibility and scalability for utilizing on-campus phone services. Voice over IP has become a common practice among our peer institutions within the Texas Tech University system and other universities across the state.

Objective 3

Research and provide more advanced web tools for the university to enhance the University's web presence in a way that it will reach and attract more potential students and meet our community's changing needs.

Strategy 3.1

Evaluate and implement a web content management system to provide more efficient access for content providers to maintain current information and up-to-the minute resources that our viewers demand.

Strategy 3.2

Research, develop and implement a plan to utilize search engine optimization to increase the visibility of the University's web presence. Develop and

implement a plan to provide access to innovative web resources.

More and more emphasis is being placed on the role of the external website for recruitment and marketing of the university. In addition, the internal portal environment called RamPort is growing in popularity on a daily basis for a variety of reasons. Expectations of services through the external website and the portal continue to grow, requiring dynamic methods for collaboration and interactivity which will improve the overall experience for the ASU community. With more emphasis on these services, web tools are needed to make this possible and make the environment easy to manage by the individual departments.

Objective 4

Improve the online communications ability for individuals and groups associated with the university.

Strategy 4.1

Provide recommendations for the use of a communications and collaboration suite that integrates with personal communications devices and supports a single communications and calendaring platform.

Strategy 4.2

Determine the needs and implement solutions for online communications with University alumni, prospective students, admitted students, first-year students, and other university constituents.

Strategy 4.3

Determine and implement processes to enhance communication between student and instructor.

Strategy 4.4

Determine and implement processes to enhance communication between the university offices and the student.

Objective 5

Expand and enhance the use of instructional technology services to increase collaboration between faculty and students.

Strategy 5.1

Expand the resources and services available through the *e*-Learning Center to provide faculty with the tools they need to enhance the learning environment.

Strategy 5.2

Evaluate the requirements of the faculty to determine the need for enhanced functionality within the current course management system. Research and develop a plan to upgrade/replace the existing course management system with a system that meets the requirements of the campus community.

Strategy 5.3

Provide increased offerings utilizing online learning methodologies to broaden our reach beyond geographical borders.

Strategy 5.4

Research and develop a plan to implement classroom tools that provide 24/7 content for students.

As faculty and student technology expectations increase, so must the responsibility of Information Technology to meet the demands of a more connected campus. It is no longer acceptable to believe that e-mail and PowerPoint will improve learning and communication. The tools for learning must be untethered, transparent, and accessible by a variety of methods, whether it be face-to-face or online. Faculty must not only be adept at different pedagogical strategies, depending on the mode of instruction, but also the technological means for advancing knowledge. Academia and IT are becoming seamless, as they become more reliant on each other.

Objective 6

Expand and enhance technology support tools to meet customer's current needs and expectations.

Strategy 6.1

Research, develop and implement a plan to provide support for student owned personal computers.

Strategy 6.2

Research and develop a plan to provide more efficient customer support through computer telephony integration, customer relationship management technology, an e-mail management system and/or a quality monitoring system.

Strategy 6.3

Identify methods and tools to resolve customer's issues more quickly and increase first call resolution by researching interactive remote web support, chatting, interactive knowledge bases, and software asset management tools.

Objective 7

Obtain feedback from users on satisfaction levels and desired new services and implement changes accordingly.

Strategy 7.1

Conduct a technology services satisfaction survey providing the faculty, staff and administrators the opportunity to offer feedback on the quality of technology services and newly-desired technology services.

Strategy 7.2

Conduct an annual student satisfaction survey to offer feedback on technology services provided to the students and rankings on new desired technology services.

Strategy 7.3

Evaluate feedback provided by the technology services surveys and make necessary changes to operations to ensure continuous improvement.

Determine the feasibility of implementing the technology services that were designated as highly desired based on feedback provided in the survey process.

Objective 8

Maintain current technology hardware, software and network infrastructure in student use areas and academic/administrative support areas.

Strategy 8.1

Secure and prioritize funding to maintain the current technology refresh plan which will ensure that student-use desktops, servers and related network equipment are replaced in a timely manner.

Strategy 8.2

Develop a plan for a desktop refreshment plan for academic/administrative equipment based upon business case studies.

Objective 9

Evaluate business processes and identify efficiencies that could be gained by leveraging the use of existing or emerging technologies.

Strategy 9.1

Utilizing feedback from the closeout of the Portico Project (ERP Implementation Project), identify processes that need technology resources to maximize efficiencies. Using the Oracle environment, provide technical solutions to allow the administrative offices to complete these tasks.

Strategy 9.2

Utilizing Business Process Analysis, select key business processes in the administrative areas to leverage new technologies to streamline and improve these practices.

Objective 10

Implement a campus-wide planning, selection, and tracking methodology for implementing technology initiatives.

Strategy 10.1

Develop a methodical approach utilizing national standards for defining project initiation, selection, and prioritization to align technology initiatives with ASU priorities.

Strategy 10.2

Develop a methodical approach utilizing national standards and the DIR Project Delivery Framework for planning and tracking technology initiatives to ensure the achievement of the goals and objectives within the planned timeframe, scope and budget.

The demand from campus for new types of technology continues to grow at an unprecedented rate such that a formal process for selecting and prioritizing initiatives has become critical to the strategic planning process. The challenge we face is deciding which technology initiatives provide the “best value” and align with the institutional priorities when there are limited financial and people resources. The Project Office, in conjunction with the Steering Committee, will define an overall methodology and help establish technology priorities to ensure that appropriate technology initiatives are selected while aligning financial and people resources for implementation and on-going support.

Objective 11

Leverage and develop partnership relationships to identify emerging and mainstream technologies as well as improve overall efficiencies with bulk purchases and processes.

Strategy 11.1

Participate and provide leadership with peer institutions within the system and beyond to share information as well as identify and implement opportunities for improving efficiencies.

Strategy 11.2

Participate with state level initiatives sponsored by the Department of Information Resources to improve efficiencies and leverage resource like the Texas State Data Center.

Objective 12

Evaluate existing security program and services for items that need to be updated to align with best practices or new/pending legislation.

Strategy 12.1

Complete an annual detailed analysis of appropriate information resource policies and procedures to align with best practice polices at the national (National Institute of Standards and Technology), state (Department of Information Resources) and system level (Texas Tech University System). Incorporate any changes into the University's existing policies and procedures.

Strategy 12.2

Continue the annual audit process of the Information Technology Security program based upon guidelines provided by the Department of Information Resources.

Strategy 12.3

Engage external entity to perform annual vulnerability test on both the external and internal network.

Strategy 12.4

Evaluate automated risk management systems to track and document risks. Utilize risk analysis to communicate threats to executives enabling them to make informed decisions concerning security.

Objective 13

Evaluate and implement security technologies to ensure the privacy and integrity of information resources.

Strategy 13.1

Evaluate additional security gateway technology and if funding permits, implement these technologies to further protect the campus environment.

Strategy 13.2

Evaluate desktop security tools such as desktop firewalls and intrusion detection systems to develop additional security layers currently available at the network level to the internal network at the desktop level.

Strategy 13.3

Evaluate forensics tools, log consolidation and management systems and configuration auditors to assist in data gathering for security incidents.

Objective 14

Evaluate and implement technologies that ensure the availability of information resources.

Strategy 14.1

Implement generator power and fire suppression in the ASU data center housed in the Rassman building to sustain reliable technology services in the event of a disruption.

Strategy 14.2

Evaluate and implement a redundant technology infrastructure and equipment for high availability and critical services.

Objective 15

Enhance the security awareness program for the campus community.

Strategy 15.1

Enhance the existing security web site information to explain coming security threats and best practices to prevent breaches of security.

Strategy 15.2

Enhance security awareness sessions provided to the campus community to reinforce best practices to protect against security threats.