

ILLINOIS STATE UNIVERSITY

COLLEGE OF ARTS AND SCIENCES
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FY14 Budget and Planning Document

Part 1: FY 15 Annual Report & Accountability Reports [as applicable])

1.1 Accomplishments and productivity for FY14

- a. List the unit's goals for FY14 and how the goals supported the *2010-2015 CAS Strategic Plan* and *Educating Illinois*.

Our goals support the *CAS Strategic Plan 2010-2015* and *Educating Illinois*.

CAS-IT is unique in that our focus is not on one department or unit, but rather on the provision of IT services to all schools, departments, and units within the College of Arts and Sciences. This focus is reflected in our mission statement:

"To improve the working life of CAS employees through the implementation of state-of-the-art technology"

Given this focus and mission, all CAS-IT activity supports Strategic Focus Two of the *CAS Strategic Plan, 2010-2015*: "Enhance the systems and infrastructure supporting academic excellence".

CAS-IT activities also support the University's Strategic Plan, *Educating Illinois 2008-2014*, especially goals 1 and 2 as noted below:

- *Goal 1: Illinois State University will position students to excel in a globally competitive, culturally diverse, technological, and changing environment.*
 - Specifically Strategy 5, Ensure that the University's curricula and teaching reflect the best educational practices and create enduring learning experiences that prepare students for success in their personal and professional lives. Implementation will include activities such as:
 - Providing the information technology environment necessary to prepare students for a rapidly changing workforce;
- *Goal 2: Illinois State University will demonstrate excellence in scholarship, teaching, and learning at the undergraduate and graduate levels.*
 - Specifically Strategy 3, Facilitate the appropriate use of on-site, on-line, and other innovative delivery methods of instruction. Implementation will include activities such as:
 - Installing, maintaining, and updating appropriate teaching technology in all classrooms;

- b. List your unit's major accomplishments for the past year. Please clearly categorize each accomplishment by your unit's and CAS's strategic foci/goals.

One of CAS-IT's highest planning objective for FY14 was to **enhance infrastructure and equipment**. Most of our primary goals for FY15 revolve/revolved around the server team.

- a. Put in production, with the planning of Dagmar Budikova in the College office, an online budget system for the purpose of steering formatting budget submissions and reducing manual work to collecting such submissions. (CAS Goal 2.1.1)
- b. Worked with department/school leadership to facilitate the purchase and deployment of **XXXX faculty, staff, and lab** computers. XXXX of those XXXX computers were new purchases; the remainders were handed down from the new purchases. XXXX of those computers were funded by CAS for faculty or staff.

The above information will not be available until the early summer months.

- c. CAS-IT is actively involved with departments/schools in determining computer recapitalization priorities and coordinated with the University to take advance of computer bulk purchase prices. We understand the continuing need for recapitalization of faculty, staff, and lab computers and will continue working with the department, school, and college leadership to meet these needs.
- d. CAS-IT Server Virtualization along with the storage consolidation efforts with the SAN purchases has been a multi-year strategy to cut costs and increase efficiency of our server environment, and are still in progress. This move saves about \$15,000 every three years in hardware replacement while increasing infrastructure reliability.
- e. Migrate from a CAS-IT hosted System Center Configuration Manager (SCCM) to one that Administrative Technologies hosts for the entire campus. This puts less reliance on knowledge and budget for CAS. We now function as a user of a system instead of administrators of a system. This move saved \$795 (aprox. every three years) in licenses and an unforeseeable amount in training, and personnel.
- f. Beginning in FY14 all CAS-IT servers (virtual and physical) running Windows Server 2003 will be upgraded to Windows Server 2012 as Server 2003 will no longer be supported by Microsoft after July 2015. This move costs about \$6,000 in software licenses.
- g. Completed a migration from an old storage device (SAN) to a new one.

In FY15 CAS-IT Staff were provided online training materials (funded by GR) through, an annual subscription to <http://www.safaribooksonline.com/> (unlimited access to books published by Safari, a leader in technical publications) and to <http://www.pryor.com/site/trainingrewards/learn-more/>. Providing online and on-demand

training reduces travel cost and loss of productivity. Eric Schuller, the most senior member of CAS-IT, has also been sent to SCCM training (funded by GR).

Enhance and coordinate planning and organizational development.

- CAS-IT and affiliates continue to meet on a monthly basis for communication, planning, and organizational development purposes.
- CAS-IT has representation in numerous campus committees to facilitate effective and consistent technology solutions and experiences across campus.

In addition to these specific planning objectives, CAS-IT continues to be extremely productive in its efforts to provide **prompt, efficient, and effective service**.

- From July 1 2014 to 2/16/2015 CAS-IT responded to 2,270 tickets and are on par to match last year's number of tickets.
- 72.86% of incident tickets were resolved within two working days, down from 82.67% in FY13, and 64.14% of incident tickets were closed within 24 hours, down from 73.54% in FY13. This dramatic drop can be mostly attributed to COM tickets being open for months before being resolved.
- Implementing Digital Measures: This multi-phase and multi-year project involving setting client needs, establishing system viability, creation of system, usability, client training, and the creation of a yearly update process that produces annual reports, custom reports, the ability to feed information from Digital Measures to department and faculty sites, and the ability to import data from external systems. Status: All active faculty and staff have been entered and department websites now draw from this system (replacing COINS). Efforts are now being made to utilize this data in more ways, like a syllabus archive, a Collaboration clearing house, custom reports, etc.
- Continued maintenance of IlstuViews Civic Engagement Project: The ownership of this project transitioned from the School of Communication to the Provost office. CAS-IT is currently negotiating the transition of service to another unit or receiving funding from the Provost to continue to maintain and further develop the system.

The support provided by CAS-IT goes beyond installing and fixing computers.

- As already stated, all CAS-IT staff members provide consultation to chairs, directors, and advisory committees on such matters as the design and population of classrooms and labs; the purchase of desktop computers and other equipment; and responses to technological and policy developments on campus.
- Servers housed in Schroeder provide file sharing for students and faculty that facilitates data backup, collaborative work, and paperless submission and grading of assignments (until the COINS decommission) as well as host nearly 650 CAS departmental websites; many with custom built web-based-applications. A move is being made to migrate these custom build website for faculty to the

About.IllinoisState.edu system to reduce the workload of our server, our storage needs, and our dependency on human resources within CAS-IT.

- CAS-IT staff members work closely with departmental instrument technicians across the College to assure the smooth running of research groups, teaching labs, clinics, radio stations, and a television station.
 - Continuing to research solutions for Apple Macintosh central server solutions similar to those like Microsoft SCCM for central Mac management of proactive OS updates, software updates, and security updates.
 - We focus on prevention of incidents rather than the response of incidents. For example; when a software issue is realized in small cases, fixes are distributed centrally to all so that those never realize the issue.
- c. Report the following information for the past year by T/TT faculty and other staff members: (Note: you may use the first tab titled “Activity Report” in the provided spreadsheet titled “Productivity Report & Instructional Request” for items 1-9 and bullet points below. This spreadsheet template will be also available for download from the online system):

Not applicable for CAS-IT.

1.2 Internal Reallocations and Reorganizations in FY14

- a. Describe any reallocations or reorganizations, including the movement of positions, upgrade of positions, creation of new positions, or reallocations of personnel or operating funds. Exclude tenure-track faculty positions and temporarily funded instructional positions in this description.
- Todd Thomas resigned from CAS-IT on 11/15/2013 for a position in the Department of Information Technology. He received an approximate 30% raise in doing so.
 - His position was filled by the hiring of Tim Helmuth on 3/24/2014.
 - Sarah Walczynski resigned from CAS-IT on 7/14/2014
 - Her position was filled by the hiring of Bob LeGrand as an Application Developer on 1/5/2015 and by additional duties being assigned to Mike Regilio.
- b. Describe how your unit used additional funds to enhance accomplishments and productivity. Such funds include:
- Enhancement funds (from college and Office of the Provost)
Note: If any enhancement dollars were received from the Office of the Provost, provide the following information for each:
 1. Amount received from Provost’s Office
 2. College contribution, if any
 3. Department/School contribution, if any
 4. Describe how funds have helped meet the goals and priorities of the unit. Include plans for any component of the project not yet fulfilled for FY14
 5. Describe how funds have helped meet the goals of Educating Illinois

6. Describe plans for sustainability beyond FY14 (if applicable)

- Strategic budgeted carryover funds
None
- Variance dollars
CAS-IT may utilized variance for supplementing student worker help but has not yet decided to do so.
- Technology tuition dollars
CAS-IT received \$8,000 from tech tuition for supplementing student worker help.
- Summer session funding
Not applicable for CAS-IT
- External funding
None
- Foundation funds
None
- External contracts
None

1.3 *Accountability Reports*

- a. *Instructional Capacity Accountability Report.* The provost requires that each unit account for the allocated dollars for Instructional Capacity and General Education during the previous year (FY14). The deadline for submission of your completed spreadsheet for the fall, spring, and summer semesters will be due to the college on **July 1, 2014**.
Not applicable for CAS-IT
- b. *Supplemental Travel for Field Supervision Accountability Report.* The provost requires that each unit account for the allocated dollars received for supplemental travel for field supervision during the previous year (FY14). The deadline for submission of your completed spreadsheet will be due to the college on **July 1, 2014**.
Not applicable for CAS-IT

Part 2: FY15 Planning Narrative

2.1 *Major Objectives for FY15*

Describe the unit's most important objectives for FY15. Please be certain to outline how these objectives tie to the mission/goals of the unit, the *CAS Strategic Foci/Goals*, and *Educating Illinois*.

Please note that sections 2.2 through 2.5 should be completed by filling out the various forms provided for each item in the online system. However, additional information may be provided in this document as needed.

2.2 *Personnel Requests: New Tenure Track Faculty Request (PERS 936A)*

Based on an assessment of current and projected needs, provide your prioritized requests for tenure track faculty. Provide a brief description of the need for each position in terms of program development/maintenance, recent or pending retirements, and department goals. It should be noted that all Tenure Track requests should

be based on a 9-month contract as limited by the AIF. The form requires that you provide a brief rationale for the salary requested. Common sources of information for setting a requested salary include CUPA, disciplinary associations, and the Oklahoma State Survey.

2.3 Personnel Requests: New Tenure Track Faculty Other – Non-reappointment, tenure-denial, or death (PERS 936B)

At any time during the two years, the unit may request permission to fill the tenure track position. The primary funding source for these authorized positions will be permanent funding in the tenure track line. The form requires that you provide a brief rationale for the salary requested. Common sources of information for setting a requested salary include CUPA, disciplinary associations, and the Oklahoma State Survey.

2.4 Strategic Budgeted Carryover Requests

Strategic Budgeted Carryover (SBC) Requests - Use this option if you anticipate carrying over dollars from FY14 to FY15/16. Additional SBC information is available at <http://provost.illinoisstate.edu/budget/>.

Strategic Budgeted Carryover Requests supplemented with Provost Enhancement (PE + SBC) - Use this option if you wish to request that your SBC dollars be also supplemented by Provost funds.

2.5 Temporary/Permanent Enhancement Fund Requests

Temporary Enhancement Funds - Any initiative that would require temporary or 1-time, 1-year funds. Please note the various categories provided in the online system by which your request should be classified. An explanation of the need and budget rationale should be provided. In your justification, please identify how these priorities advance your department/school's goals, the *CAS Strategic Plan*, and *Educating Illinois*.

Please also use the online system's Temporary Enhancement Fund Request Form to request anticipated funds for FY15 for the following items:

- Student Teacher Supervision Travel
- Student Teacher Supervision Salaries (only if NOT requested through IC/Gen-Ed)
- Internship Travel
- Instructional Travel

We realize that some of the numbers you are able to provide at this time will be estimates only, but nonetheless, the information will be very helpful for financial planning purposes at the college level and we very much appreciate the additional effort that this step requires.

Finally, please make your instructional capacity and general education request by filling out the information in the second tab of the excel spreadsheet titled "Productivity Report & Instructional Request" and submitting it through the online system.

Permanent Fund Requests - Any initiative that would require new permanent funding should be outlined in this section. This section should be used to request funding for staff (CS and AP) lines, Graduate Assistants, NTTs, and student help. For operating funds, please use the following categories: Commodities, contractual, equipment, tech tuition, telecommunications, and travel. A detailed explanation of the need and budget rationale should be provided. In your justification, please identify how these priorities advance your department/school's goals, the *CAS Strategic Plan*, and *Educating Illinois*.

- Maintain a level of service that our customers and clients have come to expect.

- Our highest planning objective for FY16 is to **continue enhancing infrastructure and equipment**. CAS-IT aims to continue to expand and provide a better IT infrastructure to support teaching and research endeavors within the College (CAS Plan, Strategic Focus 2). This was also a focus throughout FY14 and FY15. Chad Scheiman was promoted to our Server Team Lead as of 01/05/2015 and has begun taking the reigns on server related projects. Tim Helmuth began in March of 2014 and is becoming familiar with our infrastructure and environment. Once these changes stabilize it will be the focus of the server team to increase reliability and redundancy of CAS-IT hosted services.
- Another important focus will continue to be enhancing the skills of CAS-IT staff. Training was often neglected in the past due to budget considerations. As we migrate to newer technologies be it storage, virtualization, web based services, SharePoint etc. the need for up to date training and qualified staff is a key requirement in providing exceptional service to clients. (CAS Plan, Goal 2.2)
- Work towards a new CAS-IT Strategic Plan as the current concludes in 2015.
- Consolidate equipment in our server room to draw less power and reduce redundancy of services/capabilities both within CAS-IT and with ISU services.
- Plan for end-of-life on services that are infrequently used or duplicated at the ISU level.
- Focus on proactive alerting from the server room for environment conditions and server health status.
- Replace aging server equipment that hosts CAS mission critical or high priority services to equipment that is under warranty (some equipment purchases will have to be made to accommodate).
- Work with Facilities to provide an alternate power source to our server room located in SCH 375 for redundancy (CAS Plan, Goal 2.4.3)
- Focus on technology self-help step-by-step guides or videos for faculty/staff use.
- Continue meeting our faculty's specific needs, as they arise, by developing typical and unique software and hardware solutions.
- Continue to work with AT to implement/utilize a virtual client computing environment.
- Continue to discuss consolidating commodity IT services between CAS-IT and AT such as network file storage and other infrastructure services used ISU-wide.
- Convert faculty simple html websites to the implemented SharePoint Publisher content management solution (CAS Plan, Goal 2.4.2, 4.1.1, 4.2.2, and 4.2.4).
- Continue staff skill enhancement and education (CAS Plan, Goal 2.2.3).
- Continue to participate in University initiatives as representatives of the faculty, staff, and students of CAS.
- Begin collecting CAS faculty/staff impressions of CAS-IT and subsequently implement a schedule of open sessions where faculty and staff can discuss future technology needs.
- Continue faculty productivity entries in Digital Measures (CAS Plan, Goal 2.4.1)
- Continue to promote the value of Digital Measures (faculty productivity reporting tool) as a campus wide service.

- Create, improve and make available additional web based forms and information for use by faculty, staff and students. (CAS Plan, Goal 2.4)
- CAS-IT aims to provide our customers with prompt, efficient, and effective service so that they will be satisfied with their IT support.
- CAS-IT aims to be the College's advocates for the procurement of appropriate technology across the College.
- CAS-IT professionals will increase their level of professional development and will be appropriately challenged by and compensated for their work.

NEW College on-line budget interface

The new college online budget portal will be available towards the middle of January. You and your lead staff (as requested) will be asked to log in with your ULID and password. The college will grant access to all chairs/directors and their lead staff automatically. If you would like other individuals to have access to the system, please let Sarah Walczynski at saskers@ilstu.edu know.

Timeline

The complete timeline for this year's budget planning process is as follows:

Mid-January 2014	College on-line budget system will become available
February 14, 2014	All budget documents must be submitted using the online system by 5 pm
March 6, 2014	Department/School presentation files due to dbudiko@ilstu.edu by 9 am
March 7, 2014	Planning presentations by Chairs/Directors to college (8:30-12:00 STV 401). Each unit will make a 10-minute presentation of their budget request to the Dean and other chairs/directors. Power points are welcome but not required. As in years past, the presentations will be open to the public.
March 25, 2014	College planning document due to Academic Affairs
April 1-2, 2014	Planning hearings for Academic Affairs, Alumni Center 118.

FY15 Budget Items Reminder Checklist for items to be submitted online by February 14, 2013

- FY14 Narrative & FY15 Planning Document (Submitted as a single file)
- FY14 Scholarship & Creative Activity Report Spreadsheet
- Temporary Enhancement Requests
- Strategic Budgeted Carryover Request
- Permanent Enhancement Requests

New Tenure-track Faculty Request (PERS 936A)

Tenure-track Faculty Request – Other (PERS 936B)

FY14 IC & Gen-Ed Requests Spreadsheet