

INFORMATION SERVICES

OPERATIONAL PLAN

2006/7

A. Background

This operational plan sets out the specific projects and activities identified for 2006/2007 in support of the Information Services Strategy. The plan takes into account the broad objectives set out in the strategy; the progress against last year's operational plan and discussions of the senior management team during a planning session in July.

The operational plan identifies individual tasks or projects that are not covered by on-going service-related activities undertaken by teams and is organised into the main service areas within Information Services in order to allow individual teams to focus on elements of the plan that are most relevant to them. A number of projects cut across section boundaries and will rightly involve planning and activities from more than one team. Such tasks/projects are allocated to a single section and not repeated under other participating sections in order to keep the plan to a manageable length. In such cases, the nominated section and responsible individual (owner) is expected to ensure that appropriate consultation and involvement of other sections takes place during the course of the project.

This year the focus of the plan is to:

- extend the availability of services and in particular extend the range of services available to all our constituent users and customers no matter which campus they attend and whether they wish to engage whilst on or off campus or on the move;
- help remove barriers to university operation through the setting and adoption of suitably enabling standards and the adoption and appropriate use of core technologies;
- improve the responsiveness of Information Services through the examination of our own operation and its development

B. Section plans

Academic and Research Services

Projects	Owner	Outcome	AUG 2006	SEP	OCT	NOV	DEC	JAN 2007	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Visit all departments and identify additional research needs	RSH																		
Develop a University Research Repository	RSH	Contribute to RAE																	
Pilot licensed document scanning (Medway)	RSH	Improve availability of reading list materials																	
Pilot slide image library	RSH	Improve access to slide collection																	
Produce IS research support strategy	RSH	Contribute to RAE																	
Review resource management processes and streamline	RSH	Improve access to services																	
Web CT basic skills package	RSH	Create Web CT package for launch 2006/2007																	
Implement online direct journal title and article access links service	ARS	Improve access to services																	

Business Systems

Projects	Owner	Outcome	AUG 2006	SEP	OCT	NOV	DEC	JAN 2007	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Admissions System Change from Marvin to Hercules	PVS																		
Research System	PVS	Research System Development of proposal tracking and Full Economic Costing, Research Governance																	
Reporting Services	PVS	Training, Conversion of standard reports, Construction Introduction of user reporting of new cross-database reports,																	
Student Data System security mechanism	PVS	Move to user administered, Role-based security model																	
Web Services Trial	PVS	Using public modules, development of an SDS API and pilot																	
Development platform	PVS	Adoption of ASP .NET, training, planning the future and migration away from Ingres																	
Business System Review and development strategy	PVS	Undertaking a systematic review of University systems and develop development strategy																	
Student Data System & SDS on the Web enhancements	PVS	Improve data access																	
Exams, On line Registration changes (enrolment, returners, exam, modules)	PVS																		
Admissions and CMS development	PVS	Awaiting outcome of meetings																	

Library Services

Projects	Owner	Outcome	AUG 2006	SEP	OCT	NOV	DEC	JAN 2007	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Value for Money Academic & Research Services review	CEP	Identify areas where value for money can be improved																	
National Benchmarking	CEP	Investigate participation in LiBQUAL + survey for 2006/7 and make recommendations																	
Lib Service Level Agreement review	CEP	NEW SLA's agreed																	
Establish new Departmental Materials Fund model	CEP	New model operational																	
Review collection storage arrangements/policy	CEP	Ensure value for money and recommend alternative provision models																	
Establish lib asst IT skill baseline	CEP	Training needs identified																	
Review library signage and plan update	CEP	New signage scheme agreed																	
LMS direct phone/mobile renewals service	CEP																		
IS disabled/special needs online guide services/facilities	MCS	New online guide operational																	
Increase TL building opening hours	CEP	Implementation agreed																	
Implement SED document delivery service to academic staff	JCG	Academic staff in receipt of service																	
Pilot shelf ready stock services	JCG	Pilot completed with recommendations																	
Start LMS procurement review	CEP	LMS procurement review – draft project plan developed																	

Planning and Admin

Projects	Owner	Outcome	AUG 2006	SEP	OCT	NOV	DEC	JAN 2007	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	
			Develop appropriate software asset management database	GW	Improved internal management of software															
Establish central Admin team and develop central admin services to all of IS	GW	More efficient and consistent departmental admin support																		
Define groups of users entitled to use University IT facilities, along with access rights and regulations	GW	Better control of IT facilities																		
Survey of Business Systems users	GW	Improved services to customers																		
Develop service level definitions for all IS teams	GW	Published IS Service Level Definitions (SLDs)																		
Develop set of Key Performance Indicators for Information Services	GW	KPI's published and mechanisms for monitoring in place																		
Produce service descriptions and pricing structure for commercial services to enterprise	GW	Descriptions and pricing proposals to Managers group																		
Produce support service booklet for enterprise customers	GW	Booklet in place for start of new session																		
Review policies and regulations and plan update schedule	GW	Improved services to customers																		

Technical Services

Projects	Owner	Outcome	AUG 2006	SEP	OCT	NOV	DEC	JAN 2007	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Rollout wireless network across campus	BDH	Wireless available in agreed range of locations at Canterbury and Medway																	
Pilot SMS (text) server	DM C	Texting service to be used by other projects																	
Investigate IPTV (television provided on University data network)	BDH	Provide a feed of (say) Freeview channels on campus																	
Procurve Manager Plus	BDH	Deploy to enable efficient management of HP switches																	
Disk staging for backup	ARV	Explore use of SATA disks for staging or replication – make recommendations																	
Machine Room refurbishment and security review	PWR	Project plan with consultants on-board																	
Review of current anti-virus systems	ARV	Report with recommendations																	
Mailing list server	MA B	Replace majordomo with a suitable modern equivalent																	
Investigate and deploy Windows virtual machines	ARV	Services provided out of virtual machines																	
Windows 2003 server migration	MA B	Pre-2003 servers identified and plans executed to move to 2003																	
Build PCs with SMS	ARV	PCs being rebuilt with SMS (including OS)																	
Track Windows Vista developments	ARV	Technical knowledge and report on possible deployment																	
Develop new network security framework	PWR	Fewer service restrictions and better security management in place.																	

Projects	Owner	Outcome	AUG 2006	SEP	OCT	NOV	DEC	JAN 2007	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Public PC usage stats	MA B	Collect and present data on a regular basis																	
Shibboleth and Athens – authentication and authorisation to access electronic materials projects	DM C	Piggyback on SSO work. No Athens accounts being created or used by the time it becomes a charged service																	
Complete work on Patron data feed	DM C	Improved data feed to Voyager																	
Withdraw CD Rom systems	DM C	Complete the decommissioning of networked CD Rom servers																	
Image database	SJB	Investigate applicability to Special Collections and Cartoons. Present report.																	
E-Prints	SJB	Support the pilot project																	
Encompass	SJB	Investigate replacement options																	
Library web site	DM C	Investigate possible move to central web server and report. If approved, create and execute project plan																	
Design and implement a single sign-on system for the University	PWR	Precise specification agreed and starting to role out																	
Pilot a thin client solution for core applications	ARV	Thin client service for some applications in place at Medway																	
Design and implement a user ID and login for life framework for the University	PVS/ PWR	Precise specification agreed and starting to role out																	
Deploy new print charging system	PWR	New system in service, old system withdrawn																	

User Services

Projects	Owner	Outcome	AUG 2006	SEP	OCT	NOV	DEC	JAN 2007	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	
Campus Support																				
Review how students use public PCs, departmental facilities, home and study bedroom PCs	ST	Improved targeting of public PC facilities to student requirements																		
Install equipment in public PC areas specifically for students with disabilities	ST	Appropriate adaptive technology available in public PCs areas																		
Review facilities in PC-based classrooms with a view to improve these teaching spaces	ST	Better equipment and more flexible PC-based teaching spaces available																		
Evaluate and select a display screen solution for the University / Information Services	CMW	Standard information display solution to recommend to University departments																		
Review department IT support mechanisms	CMW	Improved liaison between departments and Information Services on IT issues																		
Review all aspects of the environment in public PC rooms and establish maintenance and upgrade procedures	CMW	Improved student PC-based study space																		
Review the control and management of audio-visual equipment in teaching spaces and develop documentation and training in order to enable teaching staff to be more self-sufficient	CMW	Improved service for teaching staff using of AV equipment in teaching spaces																		

Projects	Owner	Outcome	AUG 2006	SEP	OCT	NOV	DEC	JAN 2007	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Helpdesk																			
Establish an Information Services service status user information system	ST	System Status/Alert in place																	
Develop a public information system and install public information display screens at main front-line service points	ST	Information displays in place																	
Review of helpdesk software	JCH	New helpdesk software selected, installed and in use across IS																	
Implement SBS network control and charging systems	JCH	SBS system installed																	
Extend support services for laptop users	JCH	Laptop support services in place, including trained Helpdesk staff, and laptop support service definition published																	
Investigate the requirements for the support of Personal Digital Assistants and similar mobile devices <i>(requires budget)</i>	JCH	Recommendations on mobile device support provision in place, including limitations of the service																	
Establish joint library/computing enquiry point for students	JCH	Help and Enquiry Desk established on library level 2																	
Review helpdesk and enquiry email phone and web contact points across Information Services <i>(requires budget)</i>	JCH	Agreed and integrated system of IS contact points																	
Investigate dedicated switchboard equipment in Helpdesk to improve call handling of user enquiries	JCH	Appropriate switchboard equipment identified and installation plan written																	

Projects	Owner	Outcome	AUG 2006	SEP	OCT	NOV	DEC	JAN 2007	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Learning Support																			
Review and update software support levels	ST	Published support levels for all software on managed builds																	
Evaluate requirements for paper-based documentation and replace with web-based information where appropriate – including a review of the provision of information for new arrivals	AJK	Improved access to documentation, more up-to-date and responsive documentation, reduction in amount of paper-based documentation																	
Review all access to services and ensure that wherever possible are available via the web and portal-ready	AJK	Majority of services with web-based access																	
Implement IT skills training programme from Library staff	AJK	Enhance IT skills base in the Library																	
Review of IS training provision	AJK	Plan for the integration, co-ordination and management of IS and UELT skills training																	
Improve external facing IS website	AJK	New external (visitors) website in new University template																	
Review of IS website	AJK	Plan of how to re-organise IS Websites into coherent, integrated website and adoption of new University template																	
Review IS paper-based documentation and integrate across Information Services <i>(requires staff resources)</i>	AJK	Agreed IS house style and integrated production methods in place																	

Web team

Projects	Owner	Outcome	AUG 2006	SEP	OCT	NOV	DEC	JAN 2007	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
1.1 New web server – timings to be confirmed	MW	Architecture designed and implemented by Technical Services	█	█	█														
1.2 Migration to new server – timings to be confirmed	MW	Migration completed and services operational			█	█	█	█	█	█									
2. Central activity			█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
2.1 Launch / Publicity of IS-Web team service	MW	Web pages live		█															
2.2 Content Management System lite: Left Hand Menu	MW	Script written and deployed	█	█															
2.3 CMSlite: web-based editing	MW	Web authors enabled to edit online	█	█															
2.4 CMSlite: User feedback mechanism	MW	Newly templated pages have consistent and centralised feedback forms	█	█															
2.5 Navigation: Search Engine	MW	Viable internal search engine						█	█	█									
2.6 Navigation: Structure (wireframe)	MW	Providing assistance to Communication and Development Office as required				█	█	█	█										
2.7 Navigation: Structure (intranet/internet)	MW	Providing assistance to C&DO as required					█	█											
2.8 Navigation: RSS central resource	MW	Web information source for RSS developed						█	█										
2.9 Ecommerce: basic integration	MW	Online payment of student tuition and accommodation fees	█	█	█														
2.10 Ecommerce: shopping basket/backend admin	MW	Integrated external service				█	█	█	█	█									
2.11 Discussion facilities: Forums	MW	Central, fully featured, web Forum Service									█	█	█	█					

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			2.12 Discussion facilities: Blogs	MW	Central, fully featured, weblog service														
2.13 Clearing 2007	MW	Successful Clearing admissions process																	
Develop off-line recording and video-streaming service	MW	Understand nature and scope of project including resource implications																	
Develop audio-orientation facilities (podcasts?)	MW	Understand nature and scope of project including resource implications																	
Define and launch departmental web support services	MW	Improved departmental web support services																	
Hosting external UaM website	MW	Scope with C&DO																	
Evaluate online survey software and recommend package for University use	MW	Providing assistance to C&DO as required																	
3. Portals and related																			
3.1 KUSP – Kent University Shibbolized Portal	MW	2 reports delivered to JISC																	
3.2 Web Services (SDS and other Business Systems)	MW	A university web systems architecture																	
3.3 Pilot Student Portal (*beta, then +live)	MW	Portal tested and live									*				+				
3.4 Student Portal	MW	As above																	
3.5 Potential Students Portal	MW	Dependent on outcome of 3..3																	
3.6 Staff Portal	MW	Dependent on outcome of 3..3																	
3.7 Research Portal	MW	Dependent on outcome of 3..3																	
4. Content Management System																			
4.1 Content organisation (by way of new template)	MW	Improved structure and content of website																	
4.2 Analyse available systems	MW	Preferred system identified																	
4.3 Install, train, implement, migrate	MW	Operational Content																	

Projects	Owner	Outcome	AUG 2006	SEP	OCT	NOV	DEC	JAN 2007	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
		Management System																	
5. Projects with CDO dimension																			
5.1 Website Analytics	MW	Web user reports and statistics																	
5.2 Marketing support - Landing pages	MW	Coded web pages																	
5.3 Marketing support - Email mailing system	MW	Dependent on outcome of CMS																	
5.4 Marketing support - Tracking system	MW	Integrating website analytics into e-mails																	
5.5 Website redesign: Templates	MW	Usable templates based on new design – with C&DO																	
5.6 Website redesign: Toolkit (styles and feeds)	MW	Collection of codes and code snippets (off-the-shelf code)																	
5.7 Course Content management - phase 1	MW	Improved course pages in online prospectus																	
5.8 Course Content management - phase 2	MW	Enabled content control within departments – dependent on CMS																	
5.9 Video & Virtual Tours	MW	Virtual tours of the campus and university facilities available online																	
5.10 Photo Library project (phase 1)	MW	Advising S&DO as required																	
5.11 News & Media centre	MW	Improved online Media Centre																	
5.12 Events calendar	MW	Advising and assisting C&DO																	
5.13 Online Directory	MW	Improvements to existing interface																	