Emporia State University

INFORMATION TECHNOLOGY
MANAGEMENT AND BUDGET PLAN

Plan Date: August 30, 2008
Approved By: Dr. Tes Mehring, Provost / Vice President for Academic Affairs
Contact: Michael D. Erickson
Associate Vice President for Technology and Computing Services
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Emporia, KS 66801
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SECTION I ~ AGENCY PROFILE

Mission
Emporia State University is a dynamic and progressive student-centered learning community that fosters student success through engagement in academic excellence, community and global involvement, and the pursuit of personal and professional fulfillment.

Business Programs

Program: As a Kansas Regents University, Emporia State University provides quality instruction, develops lifelong learners, imparts society’s cultural heritage, and educates its students for the professions and advanced study.

Locations: Emporia State University
1200 Commercial Street
Emporia, KS 66801

ESU Metro Learning Center
8400 W. 110th St, Suite 150
Overland Park, KS 66210
**Technology Assets**

### PLATFORMS

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**IT STAFFING**

**Personnel Strength:** 822.7 FTE (323.3 classified; 499.4 unclassified)

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AGENCY IT ACCOMPLISHMENTS

Summary of IT accomplishments for SFY 2008

During SFY 2008, Technology and Computing Services (TCS) at Emporia State University continued to focus on providing the highest quality technology services and support to the campus community.

Summary of primary accomplishments / focus:

- Completion of the Enterprise Resource Planning initiative (Banner@ESU) providing a new suite of administrative systems, consolidated, web-based access to academic and administrative systems via a new portal (BuzzIn), and expanded web access to institutional reports.
- Retirement of the legacy (mainframe) system.
- Completion of fifth (and final) year of a Title III Strengthening Institutions grant focused on expanding access to and appropriate use of data for institutional decision making.
- Appropriation of an Emergency Messaging System and initiation of implementation
- Data center enhancements to improve business continuity.
- Continued progress in the use of academic technologies, in the voice/data network infrastructure, and in operations/technical infrastructure.

Completion of the ERP project (Banner@ESU)

During SFY2008, the multi-year implementation of the Sungard Higher Education’s ERP suite, “Banner@Emporia State University” project was completed, providing an integrated solution for University administrative systems including Finance, Human Resources, Student Information Systems, Financial Aid, as well as University Advancement. The Sungard HE Luminis portal provides a single entry point to all systems and modules. In addition, the Sungard HE Operational Data Store (ODS) and Enterprise Data Warehouse (EDW) have been implemented providing access to institutional data for reporting via the Cognos suite of reporting tools. The past year has seen increased functionality and use of the ODS / EDW and the Cognos suite of tools and subsequent reports. The implementation services contract and project closeout activities were completed on 3/31/2008.

Retirement of the legacy (mainframe) system

As a part of the completion of the Banner@ESU implementation, all remaining data related to student records was migrated to a data repository accessible by a self-service, web-based application. Through Self-Service Banner custom applications and the ODS, authorized users may view legacy data not migrated into the Banner system, including transcript information and Human Resource records. With this migration, all functions of the mainframe system had been duplicated in the Banner production environment. Subsequently, the mainframe was taken out of production in July, 2008.

Title III Strengthening Institutions Grant

SFY2008 was the fifth and final year of a Title III grant. This initiative continues to be programmaticaly aligned with the Banner @ Emporia State University initiative which provides a robust and long-term support mechanism for expanded data-based decision making across the University utilizing the Sungard HE Banner Operational Data Store, Enterprise Data Warehouse and the Cognos Business Intelligence Suite. Funds from the Title III grant were utilized to support key application development and database administration positions. ESU has committed to maintaining these key positions to maintain the Banner systems and associated reporting and data archival environments.

Emergency messaging system

During the past fiscal year, as a part of the review of the campus emergency alert system, the University initiated a project to identify and acquire an emergency messaging system for timely
notification of the campus community. The system allows for the distribution of email and cellular phone
text messages from a single emergency message, initiated by authorized personnel through a web
interface. In collaboration with Wichita State University, the University established requirements,
published an RFP, and selected a vendor to provide such services. The system is hosted by Rave
Wireless, a vendor specializing in mass communication and emergency alerts. The University is currently
in the implementation phase of the project and should be in production by the end of August, 2008.

Data center enhancements improving business continuity
During SFY2008, planning and implementation began on infrastructure improvements on the
University’s data center. This included the addition of a second UPS system and generator to provide
increased capacity for the data center electrical needs as well as improved business continuity. These
improvements allow for supplemental power for both the installed equipment as well as the HVAC
systems, allowing continuous, interrupted power for the entire center. The project is scheduled for
completion during SFY 2009.

Continued progress in use of academic technologies
ESU offers nearly 600 fully online courses each academic year. In addition, every course section on
campus now automatically receives a Blackboard course shell several months prior to the start of the
semester. More than a dozen degree, degree completion, and certificate programs are available
completely online to students across Kansas and the world using this and other complementary
technologies. ESU also offers a number of courses and programs that utilize Polycom IP-based web
conferencing delivered to the KC Metro Center and other statewide locations.

Faculty members continue to integrate technology into their daily face-to-face teaching as well.
Presently, ESU supports approximately 85 mediated classrooms in nearly every academic building. Also
known as Smart Classrooms, these enriched learning spaces employ a variety of presentation, media,
and other technology to support instruction. Access to these technologies enhances innovative instruction
and expanded learning opportunities. Approximately 85% of all ESU faculty utilize this technology to
augment their face-to-face instructional delivery. Newer, updated Smart Classrooms have been
introduced in 6 locations across campus to better meet the expectations of students and faculty alike.

The core of the ESU online course content delivery system is the Blackboard Learning Management
System. During the past year, efforts to fully integrate Blackboard with the Sungard HE Banner Student
System and the BuzzIn Portal were completed. This allows automated population of Blackboard course
rosters in near real-time as students enroll through the Banner Student System via the BuzzIn portal.
This integration substantially improves the integrity of the Blackboard course rosters and the Blackboard
system.

Continued improvement in the voice / data network infrastructure
Replacement of aging data networking equipment continued in order to ensure a modern, reliable
network infrastructure. Additional switches and closet UPS systems have been purchased and are being
installed to replace outdated switches and to provide uninterrupted service in the event of a brief power
outage. Due to limitations in the finite number of IP addresses available to ESU, alternative IP numbering
schemes (use of NAT, etc) are being researched to allow for continued expansion of services and
devices on the ESU network.

Expansion of the wireless network continues to be a focus. Current coverage includes public areas of
nearly all campus buildings, but progress was made in extending the coverage to office and classroom
areas of academic buildings as well as residence halls. Migration to a new wireless network
management system was completed, enabling more efficient management of the network as it continues
to grow.
Operations and technical infrastructure

ESU is currently migrating away from Novell file and print services to Microsoft-based systems in an effort to provide more seamless integration with other Microsoft-centric applications and to leverage advantages in application authorization and authentication to provide a more robust single-sign-on experience. By the end of CY2008 all faculty and staff workstations will be authenticating via Active Directory. This initiative has also allowed ESU to leverage an existing investment in the Microsoft Campus Agreement resulting in financial efficiencies.

The use of virtualization technologies has been introduced to maximize the investment in physical servers and to provide opportunities for redundant systems. Currently approximately one-third of the installed server instances are virtual rather than physical. Given the success of recent implementations, the use of virtual servers (in appropriate situations) will continue to expand.

User and client support services

All campus information technology support, including workstation hardware/software support, distance education and distance learning, and problem resolution services are now provided through a centralized help desk. Support services are provided via e-mail, telephone, and three in-person locations including the Technology and Computing Services office, the student union and the library. Issue tracking and automated follow-up is managed for all services, providing an opportunity for feedback from the campus community and subsequent improvement of customer relations and support.

AGENCY IT STRATEGIC DIRECTION

Summary

During the coming fiscal year, significant planning will occur to ensure that the IT strategic direction is in alignment and provides foundational support for the University’s forthcoming Strategic Plan. The plan is currently published as a “working document” with final approval and adoption coming this year. Priorities for IT services will be determined by ensuring they align with the plan’s strategic themes, goals, and objectives. This will be important not only for those objectives that specifically address IT services, but also for those that imply and/or require a solid underlying IT infrastructure.

Approaches to IT Asset Management, specifically in terms of desktop, smart classroom technologies, voice and data network infrastructure and server infrastructure will be reviewed in order to standardize technology support, implementation/maintenance processes, and refresh planning. Additionally, increased use of project management methodologies for IT operational activities and services will be explored, as will methodologies for managing the numerous projects which are continually within the scope of the Technology and Computing Services department. A new focus on formalized practices will aid in achieving the goal of alignment between IT resources and priorities and those of the campus community and the University’s overall strategic direction.

Specific Areas of Note

- **Agency Architecture:** Emporia State University continues to strive to be in full compliance with the “target architecture” as defined in the Kansas Information Technology Architecture. There are currently some infrastructure technologies (notably network cabling) that must be brought into compliance through replacement. Efforts continue to complete these infrastructure upgrades as funding allows. As ESU selects new and innovative technologies to support administrative and academic needs, it will ensure such technologies are in compliance with KITA.
• **Business Contingency Planning:** The need for a comprehensive business continuity and disaster recovery plan is a part of the University’s Strategic Plan which is currently under development. As such, this will be a priority in the coming year(s) for not just Information Technology Services but for administrative leaders and divisions across campus.

• **Business Process and Workflow Management:** Many business processes are now managed within the framework of the Banner@ESU ERP implementation. In addition, management of certain business processes outside of the Banner system have varying levels of automation. For example, applications are in place to support document imaging, automated routing and approval of forms for various University administrative tasks, and more. Increased utilization of automated workflow processing, including integration of the Banner@ESU and imaging systems for automated image retrieval, are under review.

• **Collaboration Software:** Emporia State University currently utilizes multiple applications to support administrative and academic collaboration. Support for those applications, as well as new technologies, will continue to evolve to provide a solid foundation for collaboration, including:

  o Novell GroupWise, version 7.0, is the standard e-mail and calendaring system used across the University, offering group calendaring and scheduling capabilities. A move towards Microsoft-based systems (Exchange/Outlook and Sharepoint) is currently under consideration.

  o The Luminis Enterprise Portal is used to connect all ESU stakeholders to role-specific targeted content, collaboration tools and single-sign-on access to enterprise applications. The stated direction is to continue expansion of the breadth of enterprise applications available via the portal to enhance access to information and ease of collaboration.

  o Horizon-Wimba provides web-based teleconferencing capabilities utilizing the commercial Internet. It is currently primarily used by academic departments for classroom collaboration, but has the potential for broader application, including use by all faculty/staff for internal and external collaboration.

  o The University supports several teleconferencing sites on its campus and routinely provides locations for satellite downlink programming.

  o Applications within the Microsoft SharePoint suite are currently being evaluated for feasibility and functionality. If favorable, included applications have the potential to enhance collaboration across the University.

  o Initial discussion and evaluation of Web 2.0 technologies (blogs, wiki’s, etc.) and their applicability to IT services at ESU have begun.

  o Techsite, an internally developed Microsoft SharePoint-based system, provides user access to supported software for installation, shared workspaces, support documentation and active project updates. The site will continue to evolve with expanded content, increasing its usefulness to faculty, staff and students for automated, self-service support.

• **Data Storage and Administration:** All administrative data for the Student, Finance, Advancement, Financial Aid, Blackboard and departmental applications are stored and managed within either Microsoft SQL Server or Oracle RDBMS systems. Supporting storage for such databases is in either directly attached server storage or the Enterprise SAN environments. Data backup and retention
processes exist to ensure appropriate storage and retention of all University data and information assets. Emporia State University uses Veritas NetBackup as the backup and recovery tool for all University supported data and information assets. Expansion of the SAN and backup environments are anticipated as data repositories and application needs grow.

The University will also review the feasibility of migrating select technologies and applications to a hosted environment. A number of factors will be considered including the resources required to support the application, cost, impact to availability, and opportunity for customization.

- **Data Transfer**: State and federal reporting and interfaces have been built to deliver required data elements to respective partners, such as SEVIS and the State of Kansas. Interfaced data are delivered through Secure File Transfer Protocol (SFTP).

- **Electronic Records Retention**: The University follows state guidelines regarding adoption and promulgation of electronic records retention policies and processes. University-specific policies regarding data classification and records retention need to be established, as does Enterprise Data Lifecycle Management Planning.

- **E-Government**: The University website, University portal (BuzzIn), and Self-Service Banner (SSB) interface into the Banner@ESU ERP system provide the primary online content to the ESU community and, as appropriate, non-University community. Continued review and expansion of the type and scope of services offered ensure maximum availability of University services to all University stakeholders.

- **End User IT Security Training**: IT Security Awareness materials are distributed to the campus community throughout the year. Special efforts and focus are planned during the month of October (National Cyber Security Awareness Month). Training content is currently being developed for end-user training in “Security Awareness I” and FERPA, with additional topics and content to be developed on an ongoing basis. Training courses will be available in an online, self-paced format.

- **Identity Management**: ESU currently relies on Novell’s eDirectory for the foundation of its Identity Management infrastructure. Future directions include the expansion of Microsoft Active Directory to support the authentication and authorization services of all workstation-based applications at ESU and to maximize the “single-sign-on” environment across all University on-line services.

- **IT Disaster Recovery**: The need for a comprehensive business continuity and disaster recovery plan is a part of the University’s Strategic Plan, currently under development. As such, this will be a priority in the coming year(s) for Technology and Computing Services as well as administrative leaders from across campus. Currently, planning and design of new applications includes consideration of availability and recovery in case of a disaster. Specific architectural models (load balancing, clustering, and virtualization) are used to increase availability and minimize recovery efforts. Location of geographically distant data center facilities for continuity / recovery purposes will be a priority during the coming year.

- **IT Security Staff**: Emporia State University currently has one staff member who serves as the University Information Security Officer (ISO). All information technology staff members realize the importance of security and give consideration to such in their daily responsibilities across the spectrum of IT support and services. With the attention given to a comprehensive Information
Security Plan in the forthcoming Strategic Plan, the ISO will lead an inclusive effort of all TCS staff in the review, revision, and update of security policies, procedures, and awareness training.

- **Public Key Infrastructure**: ESU currently has no active initiatives or plans involving PKI.

- **Service Oriented Architecture**: ESU currently has no active initiatives or plans involving formalized SOA.

- **Technology Infrastructure**: The University currently supports a mixed platform environment including Netware, Windows 2003, Linux, and Solaris (Sun Microsystems Unix). It relies on a combination of physical and virtual server technologies, depending on the nature of an application's technical requirements.

  ESU has successfully implemented new ERP systems (SunGard Higher Education Banner). Sun Microsystems provides the hardware and extensive SAN storage solutions. The Banner systems have been deployed utilizing the Oracle database management system. The University purchased an Oracle campus agreement as a part of this initiative in order to standardize on a single database management system product suite for enterprise application data management.

  Emporia State University is currently pursuing an initiative to replace all Novell-based identity management, email, file and print services with Microsoft-based technologies. This will better position the University to support a fully integrated federated identity and service/content authentication/authorization environment. This initiative supports a critical goal of information technology services at ESU in providing the right data to the right people at the right time in a convenient and secure manner.

  All campus buildings including residence halls are connected via an Ethernet data network comprised of copper cabling to the desktop and fiber optic cabling between buildings and between building segments. There is need for the replacement of aging copper cabling within nearly all campus buildings, an ongoing project which is primarily constrained by funding resources. The wireless network infrastructure continues to be expanded and ubiquitous wireless coverage will become a priority in the coming year as a part of the University's Strategic Plan.
SECTION II ~ AGENCY IT OBJECTIVES AND GOALS

Part One: IT Objectives and Business Goal(s) Alignment

IT Objective #1: Increase the use of new, innovative technologies for academic and administrative functions.
- Enhance online and web-based technologies for teaching and learning
- Support faculty adoption of new teaching / learning technologies
- Develop and promote training opportunities
- Introduce web-based collaboration technologies

Business Goals Supported: Proposed Strategic Plan Goals 1.1 and 5.3

IT Objective #2: Maintain a robust, comprehensive ERP system (Banner@ESU)
- Implement Banner Enrollment Management Suite to augment recruitment, prospect management, admissions and information access functions
- Continued enhancements to business intelligence and reporting capabilities, providing database-driven decision support technologies
- Implement timely upgrades to the latest versions of Banner, Luminis and Cognos
- Implement business process and change controls to ensure the integrity of University data

Business Goals Supported: Proposed Strategic Plan Goals 1.1, 1.5, 1.9, 2.3, and 4.1

IT Objective #3: Develop a comprehensive Business Continuity and Disaster Recovery Plan
- Inclusion of administrative, academic, and infrastructure stakeholders
- Review / revise of comprehensive plan
- Improved IT architecture, infrastructure to minimize impact of disasters
- Implementation of plan components to ensure continuity / recovery

Business Goals Supported: Proposed Strategic Plan Goal 5.5

IT Objective #4: Develop a comprehensive Information Security Plan
- Review, revision of policies, procedures and standards supporting IT security
- End-user training

Business Goals Supported: Proposed Strategic Plan Goal 5.3

IT Objective #5: Provide a modern, robust IT infrastructure on which to build comprehensive support and services
- Deploy and maintain a modern cabling infrastructure
- Deploy ubiquitous wireless across campus
- Provide adequate classroom technology equipment

Business Goals Supported: Proposed Strategic Plan Goal 5.3

IT Objective #6: Ensure superior Information Technology services and support
- Help desk and client support services
- Training in academic and administrative applications and technologies in both online and in-person formats
- Introduce metrics for measuring performance in providing services and support

Business Goals Supported: Proposed Strategic Plan Goals 5.3 and 5.5
Part Two: Strategic Information Management Plan Goal(s) and IT Objective(s)
Alignment

The IT strategic direction and specific objectives will align the University’s technological foundation with the vision and objectives identified in the state’s Strategic Information Management (SIM) plan. It will enable ESU to provide customer-centric services to the students, faculty, staff, and community and improve the business processes to provide those services in the most efficient and cost-effective manner. The Banner@ESU system will manage enterprise information in an effective manner, while also enhancing workforce efficiency. The use of innovative technologies will improve collaboration and collaborative partnerships, while an improved infrastructure, comprehensive IT security plan, and solid business continuity and disaster recovery plan ensure a solid underlying foundation on which to achieve these goals and objectives.
SECTION III ~ MAJOR IT APPLICATIONS

Unmodified Applications

Application 1: EMAS – Enrollment Management and Admission System
Purpose: Manages undergraduate recruitment and admissions processes and procedures. Interfaced with the Banner Student System.
Planned Initiatives: Consolidate functions and data of EMAS with the Banner@ESU ERP with the implementation of the Enrollment Management Services module. Eliminate the EMAS application upon completion of the migration to Banner EMS.

Application 2: Banner Finance
Purpose: Supports business and finance needs of the University
Planned Initiatives: Expanded reporting and analysis of data through reporting tools. Review and implement process controls and change management procedures.

Application 3: Banner Advancement
Purpose: Supports information needs of development and alumni relations
Planned Initiatives: Expanded reporting and analysis of data through reporting tools. Review and implement process controls and change management procedures.

Application 4: Banner Student
Purpose: Supports the management of academic programs, faculty, advising, and registration services
Planned Initiatives: Expand reporting and analysis of data and creation of dashboard reports. Refine baseline implemented business rules. Review and implement process controls and change management procedures.

Application 5: Banner Financial Aid
Purpose: Supports the management of financial aid services and processing Requirements
Planned Initiatives: Expand reporting and analysis of data through reporting tools. Review and implement process controls and change management procedures.

Application 6: Banner Human Resources
Purpose: Supports the management of ESU Human Resources services
Planned Initiatives: Expand reporting and analysis of data through reporting tools. Review and implement process controls and change management procedures.

Application 7: Banner Operational Data Store
Purpose: Supports information reporting needs of Banner users.
Planned Initiatives: Expand reporting and analysis of data through reporting tools.

Application 8: Cognos 8 BI (Business Intelligence)
Purpose: Supports information analysis and reporting needs of Banner users.
Planned Initiatives: Expand reporting for University wide performance dashboards and analytics. Deploy score-carding features to support the Banner Enrollment Management performance module.
Application 9:  e~Print
Purpose: Reporting; decision support; data analysis
Planned Initiatives: None.

Application 10:  OnBase
Purpose: Document Imaging, Limited workflow
Planned Initiatives: Interface imaging functionality with Banner module(s) for timely data retrieval and improved workflow.

Application 11:  Infopath
Purpose: Workflow, Online document storage
Planned Initiatives: Expand application of workflow to business processes.

Application 12:  Novell Groupwise
Purpose: Email, Calendaring for faculty and staff
Planned Initiatives: None.

New/Modified Applications
Application 1:  Blackboard Learning Management System / Banner
Purpose: Provides tighter integration of the Blackboard Course Management System with the Banner@ESU system to allow automated course creation and population tied to student enrollment.
Planned Initiatives: Refine the system to meet the student record management needs of the University.

Application 2:  Microsoft Active Directory (AD)
Purpose: Use of an Active Directory infrastructure will improve Identity Management services and will provide improvements in the single-sign-on user experience and the security of authenticated applications.
Planned Initiatives: Migrate campus workstations currently using Novell’s eDirectory services to a Microsoft AD infrastructure for authentication, file and print services.
Functions: Identity Management, authentication, authorization, file and print services
Interaction: Faculty, staff, and students who utilize on-campus workstations, file, and print services will be affected.
Technical Environment:
   Hardware: Dell
   Network Protocols: TCP/IP
   System s/w: Windows 2003 Server
   DBMS: -none-
   Client: n/a
   Special s/w: n/a
   Language: n/a – commercial product
Implemented: Began
Revision: Windows 2003 Server R2
Maintenance: Vendor supported (Microsoft)

Retired Applications
Application 1:  Right Answers
Retirement Reason: No longer utilized.
SECTION IV ~ IT PLANNED PROJECTS

Provide information below for all planned projects with an estimated total cost of $250,000 or more from any source of funds, in which the agency is proposing new state funding or has spending authority. Agencies are required to provide this information pursuant to KSA 75-7209. Planned projects identify new projects by agencies that are in planning stages only and the IT Project Plan may or may not have been submitted for CITO approval.

An Information technology project is defined in KSA 75-7201 as “a project for a major computer, telecommunications or other information technology improvement with an estimated cumulative cost of $250,000 or more and includes any such project that has proposed expenditures for: (1) New or replacement equipment or software; (2) upgrade improvements to existing equipment and any computer systems, programs or software upgrades therefor; or (3) data or consulting or other professional services for such a project.”

To: Denise Moore, CITO Executive Branch
From: Thomas Rains, PMP
Email: trains@emporia.edu
Phone: 620.341.5514

Agency Name: Emporia State University
Date Submitted: <pending>

Project Name: Banner Enrollment Management Suite Implementation
Project Acronym: B.E.M.S

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Estimated total project cost and three ensuing years of ongoing cost: $ 684,264.00

Anticipated Funding Source: Tuition and State General Use

Estimated Start Date: March 1, 2009
Estimated Completion Date: September 30, 2009

Project Business Objective(s) or Motivator(s)
The successful management of both prospective and existing student relationships is fundamental to the mission of Emporia State University (ESU). Competition for students between institutions of higher education continues to increase along with the demand for real-time data and information access to support the strategic enrollment management efforts of ESU. Emporia State University plans to implement the Sungard Higher Education Banner Enrollment Management Suite, a recruitment and admissions System tightly integrated into the University’s Banner ERP system, to improve University enrollment management processes and access to strategic decision support information assets.
E-Government
Through the deployment of the Banner Enrollment Management Suite, ESU will be better positioned to serve its prospective student population by providing self-service access to a prospective student portal. The portal will be designed to provide access to academic and institutional information to support the prospective student’s admission and enrollment decision.

Technical Architecture
The Banner Enrollment Management Suite is an Oracle 10g based system which is fully installed into the existing SUN Solaris-based Banner production infrastructure. The Banner Enrollment Management Suite is delivered through Oracle Application Server 10g and is tightly integrated into the existing Luminis Enterprise Portal. The product also makes use of existing investments in ESU’s Operational Data Store (ODS), Enterprise Data Warehouse (EDW), and Cognos Business Intelligence tool to support the information access needs of the University.

Project Description and Scope
The scope of the Banner Enrollment Management Suite Implementation project includes the following:

- Development of a Master Recruiting and Admissions Plan
- Installation and configuration of the Banner Enrollment Management Suite – Recruiting and Admissions
- Installation and configuration of the Banner Enrollment Management Suite – Performance System and Cognos ODS/EDW reporting and scorecard installation and integration
- Installation and configuration of the Banner Enrollment Management Suite Luminis integration and prospective student portal environment
- Development of prospective student portal content
- Development of Data Migration Plan through a Sungard facilitated analysis session
- Migration of defined data elements and populations from the legacy recruitment system (EMAS) to the Banner Enrollment Management Suite
- Delivery of Advanced Cognos Training
- Delivery of Banner Enrollment Management Suite – Administration and End User Training

Project Status
The project is currently in the planning phase. ESU is in contract negotiations with Sungard Higher Education for the software licensing, installation, and configuration of the Banner Enrollment Management Suite. ESU is also actively developing the High Level and Detailed Project Plans for CITO approval prior to project execution.
## SECTION V ~ BUSINESS AND TECHNOLOGY RADAR CHARTS

**Emporia State University**

<table>
<thead>
<tr>
<th>Objective</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Increase the use of new, innovative technologies for academic and administrative functions</td>
</tr>
<tr>
<td>2</td>
<td>Maintain a robust, comprehensive ERP system (Banner@PESU)</td>
</tr>
<tr>
<td>3</td>
<td>Develop a comprehensive business continuity and disaster recovery plan</td>
</tr>
<tr>
<td>4</td>
<td>Develop a comprehensive security plan</td>
</tr>
<tr>
<td>5</td>
<td>Provide a modern, robust IT infrastructure</td>
</tr>
<tr>
<td>6</td>
<td>Ensure superior Information Technology services and support</td>
</tr>
</tbody>
</table>

### Business Initiatives

<table>
<thead>
<tr>
<th>Objective</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1, 2, 3, 4, 5, 6</td>
<td>Improve technical infrastructure to meet campus operational, research and service requirements</td>
</tr>
<tr>
<td>2</td>
<td>Expand Operational and Analytical Administrative Reporting Access</td>
</tr>
<tr>
<td>4, 5, 6</td>
<td>Continue to develop, adopt and promulgate security policies, practices and technologies</td>
</tr>
<tr>
<td>1, 5, 6</td>
<td>Replace and upgrade desktop, server, and classroom systems as necessary</td>
</tr>
<tr>
<td>5, 6</td>
<td>Refresh data network infrastructure</td>
</tr>
<tr>
<td>1, 5</td>
<td>Pursue goal of ubiquitous wireless network access</td>
</tr>
<tr>
<td>1, 5, 6</td>
<td>Migrate from Novell-based identity, email, file, print and application delivery infrastructure to Microsoft-based technologies</td>
</tr>
<tr>
<td>2, 5, 6</td>
<td>Banner hardware refresh</td>
</tr>
<tr>
<td>2, 6</td>
<td>Banner, Lumins upgrades</td>
</tr>
</tbody>
</table>

### Technology Infrastructure Initiatives

<table>
<thead>
<tr>
<th>Objective</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1, 2, 3, 4, 5, 6</td>
<td>Implement Banner EMS</td>
</tr>
<tr>
<td>1, 2, 3, 4, 5, 6</td>
<td>Identify disaster recovery &quot;Hot Site&quot;, implement production system redundancy</td>
</tr>
<tr>
<td>2, 4, 6</td>
<td>Review/Revise Business Continuity, Disaster Recovery Plans</td>
</tr>
<tr>
<td>2, 4, 5, 6</td>
<td>Comprehensive Information Security Plan</td>
</tr>
</tbody>
</table>

### IT Business System Initiatives

<table>
<thead>
<tr>
<th>Objective</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1, 2</td>
<td>Ongoing development of Banner applications</td>
</tr>
<tr>
<td>1, 4, 5, 6</td>
<td>Buzz in Portal and Ongoing Single Sign On Development</td>
</tr>
<tr>
<td>2, 6</td>
<td>Ongoing development of DDS / Cognos BI reporting environment</td>
</tr>
<tr>
<td>1, 5, 6</td>
<td>Migrate from Novell-based identity, email, file, print and application delivery infrastructure to Microsoft based technologies</td>
</tr>
<tr>
<td>2, 6</td>
<td>Implement Banner EMS</td>
</tr>
<tr>
<td>5, 6</td>
<td>Research IT Asset Mgmt, Pre-planning of project</td>
</tr>
<tr>
<td>1, 2, 5, 6</td>
<td>Implement cross-platform functionality (workflow, etc)</td>
</tr>
<tr>
<td>1, 6</td>
<td>Expand Distance Learning, Blackboard and Horizon Wimba Services to include portfolio/content system, blogs, Wikis, voice and video services</td>
</tr>
<tr>
<td>2, 4, 6</td>
<td>Implement Process controls / Change Management procedures</td>
</tr>
<tr>
<td>1, 2, 6</td>
<td>(Possible) Deploy hosted email services for students and alumni</td>
</tr>
<tr>
<td>1, 5</td>
<td>Voice over IP Pilot</td>
</tr>
<tr>
<td>2, 3, 5, 6</td>
<td>Review/Revise Business Continuity, Disaster Recovery Plans</td>
</tr>
<tr>
<td>2, 4, 5, 6</td>
<td>Comprehensive Information Security Plan</td>
</tr>
<tr>
<td>1, 6</td>
<td>Develop, deliver training in online teaching / learning technologies</td>
</tr>
<tr>
<td>1, 6</td>
<td>Channel 8 - Deploy research channel / extended content</td>
</tr>
</tbody>
</table>
## SECTION VI ~ ENTERPRISE BUSINESS PARTNERS MODEL

<table>
<thead>
<tr>
<th>Business Partner</th>
<th>INPUT</th>
<th>OUTPUT</th>
<th>AGENCY</th>
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</thead>
<tbody>
<tr>
<td>Students</td>
<td>Tuition Payments, Coursework, Enrollment Requests, Applications,</td>
<td>Bills, Grades, Enrollment Info, Transcripts, Financial Aid</td>
<td>Emporia State University</td>
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<tr>
<td></td>
<td>Financial Aid Requests</td>
<td>Information/Awards, Education</td>
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<td>Parents of Students</td>
<td>Tuition Payments, Financial Aid Information</td>
<td>Bills</td>
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<tr>
<td>General Public</td>
<td>Financial Support</td>
<td>General Information on the University, Research Information, Service</td>
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<tr>
<td>System Vendors</td>
<td>Software Applications, Hardware, Bills, Bids, Contracts, Licenses,</td>
<td>Requests for Proposals, Fix Requests, Payments</td>
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<tr>
<td></td>
<td>Documentation, Training</td>
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<tr>
<td>Data Vendors</td>
<td>Bills, Bids, Contracts, Licenses, Documentation, Training, Data</td>
<td>Access, Books, Journals</td>
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<tr>
<td></td>
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<td>Requests for Proposals, Fix Requests, Payments</td>
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<tr>
<td>Other Kansas</td>
<td>Shared Planning Information</td>
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<tr>
<td>Universities</td>
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<tr>
<td>State Agencies</td>
<td>Shared Services</td>
<td>Research Information, Planning Information, Reports, Service</td>
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<tr>
<td>Contractors</td>
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<td>Bids, Invoices, Deliverables, Status Reports</td>
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<tr>
<td>Federal Agencies</td>
<td>Research Grants, Financial Aid Funds</td>
<td>Research Proposals, Reports</td>
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</tr>
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</table>
SECTION VII ~ ENTERPRISE VALUE CHAIN

Emporia State University Value Chain

<table>
<thead>
<tr>
<th>Supporting Activities</th>
<th>Supporting Processes</th>
<th>Process Management</th>
<th>Core Business Process</th>
<th>Primary Activities</th>
<th>Quality Management</th>
<th>Product Information</th>
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<tbody>
<tr>
<td>Administration Management</td>
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<tr>
<td>IT Management</td>
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<tr>
<td>Research Resources Management</td>
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<tr>
<td>HR Management</td>
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<tr>
<td>Financial Management</td>
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<td>Procurement Management</td>
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<tr>
<td>Facilities Management</td>
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<tr>
<td>Supporting (Financial, HR, IT, Research, ...) Assets</td>
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<tr>
<td>Process Management</td>
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<tr>
<td>Teaching</td>
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<tr>
<td>Recruitment</td>
<td>Admissions, Enrollment</td>
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<tr>
<td>Instruction</td>
<td>Academic Support</td>
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<tr>
<td>Placement, Counseling</td>
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<tr>
<td>Research</td>
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<td>Research Proposals</td>
<td>Research Human</td>
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<tr>
<td>Research</td>
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<td>Research Facilities, Libraries</td>
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<tr>
<td>Publishing, Performance</td>
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<tr>
<td>Service</td>
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<td>Community Service</td>
<td>Professional Service</td>
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<td>University Service</td>
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<tr>
<td>Training, Development</td>
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<tr>
<td>Alumni Support</td>
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<tr>
<td>Teaching: Assessment, Degrees, Credentialing, Transcripts</td>
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<tr>
<td>Research: Peer Review, Research Awards, Tenure</td>
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<tr>
<td>Service: Evaluation, Tenure</td>
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</tr>
<tr>
<td>University Infrastructure Assets</td>
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</tbody>
</table>

Goals

Emporia State University is a comprehensive Regents university primarily serving residents of Kansas by providing leadership in quality instruction, related scholarship, and service.

Customers

Students |
Parents |
Alumni |
General Public |
Federal Government |
State Government |
Industry |
Professional Societies |
Research Communities |

- The transmission of information and knowledge to others
- The creation of information and knowledge
- The application of information and knowledge to benefit society
SECTION VIII ~ ENTERPRISE APPLICATION MAP

User Interfaces

Applications

Services

Service Integration Layer

Data and Business Integration Layer

Data

Services

Administrative Services

Academic Services

Core Services

Service(s)

Identity - Authentication Services

Identity - Authorization Services

Security Services

Administrative Services

Academic Services

Core Services

Data

Data and Business Integration Layer

Security Services

Administrative Services

Academic Services

Core Services

Data

Service Integration Layer

User Interfaces

Applications

Services

Note: The Shading of objects in the "Applications" section defines the object's associated "Service(s)".