### Priority Category

#### Infrastructure
- Infrastructure support, particularly email, calendaring and SPAM filtering (AFD, ASI, Foundation)
- ITS needs to improve means of billing back for installation services (AFD)
- Business resumption analysis, especially relative to network i.e. duplicate paths/redundancy (AFD)
- Ability to send mass e-mail to Alumni as means of communication (University Advancement)
- Continued metrics development to measure infrastructure performance and support (AFD)
- Continued strengthening and build-out of campus technical infrastructure (ITS)
- Continue Middleware growth/enhancement (ITS)
- Telephone and voice mail needs assessment e.g. PCS replacement, cell phone forwarding ability (AFD)
- Migrate Advance C/S from Windows NT to Solaris and EMC (University Advancement)
- X/PTR replacement for publishing reports (Academic Affairs)
- Continue investigating card readers for Cashier capable of interfacing with keyboards (AFD)
- Automated scheduling tool for queries (AFD)
- High speed access from off campus (AFD, Foundation)
- Expansion of wireless access points (Foundation)
- TII Awareness (University Advancement, AFD, ASI)

#### System Support
- Production support for existing systems (ITS)
- Continued maintenance and enhancement of SIS+ (Academic Affairs)
- Continued maintenance and enhancement of PeopleSoft Finance and HR (AFD)
- Continued maintenance and enhancement of Advance C/S (University Advancement)
- MCA Rewrite (Academic Affairs)
- Upgrade Advance C/S to version 7 (University Advancement)
- Trusted Authentication for Financials and HR self-service. For example Address Changes. (AFD)

#### Data Warehouse
- Data Warehouse growth/enhancement (ITS)
- Redesign of data warehouse architecture to improve performance (ITS)
- Incorporation of UA information into the data warehouse (University Advancement)
- Incorporate Parent data into data warehouse (Student Affairs)
- Incorporate Continuing Education data into data warehouse (Academic Affairs - Continuing Education)
- Aggregation of data (PolyProgress & SIS+) to assist in course planning (Academic Affairs)
- All faculty, student, and course data in one table (Academic Affairs)
- Prospects data mart (Academic Affairs)
- Improved coordination of university-wide data elements e.g. changing room numbers and cascading through affected systems (AFD)
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<th>Priority</th>
<th>Category</th>
<th>Details</th>
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</table>
|         | Portal                  | • Portal support and enhancement (Student Affairs, AFD, ASI, ITS)  
• Parent access  
• Human Resources Self Service  
• Better education of campus community on portal (AFD) |
|         | New System              | • PolyProgress (DegreeWorks) completion (Academic Affairs, ITS)  
• Polycomm implementation (ITS, Foundation)  
• Student Administration Needs Assessment and Fit/Gap Analysis (Academic Affairs, AFD)  
• Student Administrative system input (Student Affairs/Academic Affairs - Continuing Education)  
• Implementation of comprehensive Alumni on-line community (University Advancement)  
• On-line grading capability (Academic Affairs)  
• Web based training program (Foundation) |
|         | Imaging                 | • Support further rollout of Imaging and centralization of support (Academic Affairs, AFD, ITS, University Advancement)  
• Imaging gift related files to reduce storage need (University Advancement)  
• Imaging checks to reduce manual entry (University Advancement) |
|         | Process Automation      | • Support for key self-service/process automation projects (ITS)  
• Voice recognition software to assist advancement officers for prospect reporting (University Advancement)  
• Review of registration process (Academic Affairs - Academic Programs)  
• Automating permit process (Academic Affairs) |
|         | Accessibility            | • Accessibility to systems 24X7 e.g. course info (Student Affairs)  
• Better support for BlackBoard e.g. Continuing Ed (Academic Affairs - Continuing Education)  
• More open computer labs – access for Continuing Ed (Academic Affairs - Continuing Education)  
• Adaptive Technologist position (Student Affairs)  
• Renewal/expansion of purchase agreements inclusive of Auxiliaries (Foundation) |
|         | Policy                  | • Evaluate FERPA restrictions as they relate to Alumni (University Advancement)  
• ASI and Foundation access to data warehouse (ASI, Foundation)  
• HIPAA Security issues primarily Health Center and other offices storing health related data (Student Affairs)  
• HIPAA Security issues related to faculty and staff (AFD)  
• E-mail communication mechanism for parents (Student Affairs)  
• Parent access to portal (Student Affairs) |
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<tr>
<td></td>
<td><strong>Policy (Continued)</strong></td>
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<td>• “Auxiliaries” need to be considered in university wide efforts/implementation (Academic Affairs - Extended Ed)</td>
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<td>• E-mail space allocations based on business need e.g. Facilities need to use large file attachments (AFD)</td>
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<td>• Electronic Signatures (Foundation)</td>
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<td>• Web survey tool – with easy authoring/analysis (Academic Affairs - Academic Programs)</td>
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<td>• Staff workstation program – minimum supported standards published and kept up-to-date (University Advancement)</td>
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