

**Appendix G: The University of Texas at Arlington
Information Resources Strategic Plan**

**Table G-1: The University of Texas at Arlington
Goals, Objectives, Strategies, and Programs**

<i>Item</i>	<i>Description</i>
IR Goal	<p>The University of Texas at Arlington’s (UTA) overall goal is to provide the instructional and operations support necessary to ensure that our students achieve their overall educational goals. Leadership at UTA has directed that its adopted motto “students come first” become a comprehensive reality.</p> <p>Towards that end, UTA’s IR goal is to deliver improved student access to computing services through the efficient use of its information resource technologies.</p> <p>UTA’s IR goal supports the stated goals of the Agency to (1) use technology to make higher education more effective in the traditional classroom and beyond for degree-seeking and continuing education students; (2) improve the computing infrastructure and organization at all levels, including the campus network, Internet access, personal computing, computational research, and support services.</p> <p>The Agency’s goals, including the IR goals, support the statewide IR goals. The state goal to leverage information resources to deliver services to citizens irrespective of government boundaries is addressed primarily through UTA’s Distance Education program, which has experienced a significant increase in enrollment, and expansion of course offerings directly related to faculty development. Also, UTA has actively participated in the planning and creation of the TIFB-sponsored Arlington Community Network Collaborative, whose goal is to “build a strong foundation of infrastructure, content, and services that can expand and serve the citizens of Arlington for many years to come.”</p> <p>Another state goal is to enhance agencies’ performance of their mandates and missions through the appropriate use of information resources. This goal is addressed through the appointment of an IRM who (1) completes all continuing education requirements; (2) participates in DIR-sponsored Quality Review Surveys; and (3) applies ‘best practices’ in the procurement, distribution and operation of information resources on the campus.</p> <p>The state goal to ensure the privacy, security, integrity, and relevance of its data is critically important to UTA. This goal has been addressed through the recent hiring of an IT Security Manager, whose primary responsibility is the protection of UTA assets and information that are processed by or stored in our computerized information systems. Other taskings for this individual include the</p>

	<p>(1) development, implementation, and updating of IT security policies and procedures; (2) designated HIPAA security official (in collaboration with the Privacy Officer), (3) development and presentation of information security awareness and security training, and (4) active participation in the newly formed UT-System Information Security Council.</p> <p>The state goal to provide citizens with access to multiple information technology channels to interact with Texas government entities is addressed through various strategies implemented by UTA, such as its Distance Learning Program, collaboration with the Arlington Community Network, expanded offerings of academic programs at the Fort Worth (River Bend) campus, and the dramatic beginnings of the distribution of digitized holdings to remote areas of Texas from our Central Library.</p> <p>Finally, the state goal to promote the use of technology in ways that will redesign how state government works is addressed in our plans to replace our aging Student Records System and fragmented databases with an integrated Student Information System, and a supporting Relational Database Management System (RDBMS). UTA faculty, staff, and students should have more direct and immediate access to important student, programmatic, and other administrative information in order to have more time to devote to the academic mission. The overall desired outcome of this project will be to improve the efficiency and effectiveness of student administration, transaction, and decision support processes for the University and to improve the campus' ability to provide excellent customer service.</p> <p>Using these guiding principles, UTA will make every possible effort to make its services available to the citizens of the State of Texas in the most effective and efficient manner possible, utilizing the objectives and strategies outlined below.</p>
IR Objective 01	<p>Make the instructional and operational support programs of the University available to the students and the citizens of the State of Texas on an "on demand" basis that takes into account the students' locations, time constraints, and other similar factors.</p>
IR Strategy 01.1	<p>UTA has developed a particularly effective distance education program, which utilizes distribution via the Internet. This allows citizens of the State of Texas to access both college credit instruction as well as continuing education on an asynchronous basis and without regard to location. That is, citizens may access course work developed for Internet delivery at a time and place that is independent of a scheduled class. UTA will continue to develop additional coursework leading to degrees and continuing education certifications, and to "just in time" learning for the citizens of the state. The number of semester credit hours produced, and the overall growth in enrollment may quantify successes.</p>
IR Strategy 01.2	<p>UTA will cooperate with other Universities to ensure that coursework is made more available to citizens by cooperating with initiatives such as the University of Texas Tele-Campus. UTA has a record of supporting this important initiative of the UT-System, and will continue to support that initiative with high-quality</p>

	coursework that is made readily available to the citizens of the state without regard to time or location. Numbers of courses produced for distribution by the UT Tele-Campus and the number of semester credit hours produced by this source will quantify the successes of this strategy.
IR Objective 02	Ensure that UTA students have the capability to reach all of the informational resources that they require in order to achieve their educational goals, and to become productive citizens of the state.
IR Strategy 02.1	UTA will continue to operate an effective and robust on-campus network that ensures that students will be able to access all of the computing resources that are available to them on this campus. Since communication is so vital in the world, it is imperative that UTA students be immersed totally in the world of electronic communication. In order to provide computing opportunities in all forms to students, regardless of their economic background, the University has built several computing laboratories. The largest laboratory, Ransom Hall, is a 376-seat student computing facility with ten computerized classrooms, and is open for student use on a 24 hour-per-day, seven day-per-week basis. UTA has committed funding to not only operate and maintain this facility, but to replace existing computers on a 3-year rotational basis, thus sustaining its institutional planning priority of 'enhancing support for a state-of-the-art information technology environment'. This ensures that UTA students will have access to the latest technology that will provide them with the necessary knowledge and skills to gain quality employment upon graduation.
IR Strategy 02.2	UTA continues to strengthen its working relationship with the UT-System Office of Telecommunications Services, in order to ensure that network traffic entering and leaving the campus has sufficient bandwidth to provide students and faculty with adequate access to the Internet and to other electronic resources that may reside outside the UTA campus. This strategy allows UTA faculty and students to access research material and informational resources that may not be available on campus. An excellent example of this is accessing remote databases and other similar Library materials that may exist within the State of Texas or elsewhere in the United States, but do not exist on the UTA campus.
IR Objective 03	Provide access to non-UTA-student citizens of the State of Texas by making as many of the informational resources of the University available to those citizens and lifelong learners via electronic means.
IR Strategy 03.1	The UTA Libraries and The Office of Information Technology recently constructed a computing laboratory (Internet Café) in the Main Library that is open to the general public to visit and utilize for any library research, both locally and remotely via the Internet. This project was funded with a grant from the Telecommunications Infrastructure Board (TIFB). This project provides general public access to UTA informational resources both on and off campus, while, under current policy, other University computing labs are restricted to use by current students, faculty and staff. This new lab provides much-needed technology support to non-student citizens of Texas, and especially those in the Dallas/Fort Worth Metroplex. The success of this strategy has clearly been demonstrated by a 95% sustained occupancy of the Internet Café since the Grand Opening in September 2000, and the number of users and accesses made through

	these electronic resources.
IR Objective 04	Provide a robust, differentiated, technology-rich environment that enables significant innovation in teaching and learning; that makes higher education more effective in the traditional classroom and beyond for degree-seeking and continuing education students.
IR Strategy 04.1	As one example, UTA’s Distance Education Center exists to assist faculty with the development of courses targeted for Internet delivery or delivery via other interactive means. The Center for Distance Education has become an increasingly important aspect of curriculum development for the University. Already, two student support specialists provide advising, registration assistance and other information, either online or via the telephone. Consistent increases in making coursework available to the Metroplex citizens by Internet delivery; ensuring adequate on-campus and off-campus bandwidth so that citizens may access University information resources via the Internet; and making facilities available to those who may come on campus to use the Libraries have become clear indicators of success for this initiative.
IR Strategy 04.2	To facilitate greater opportunities for learning, UTA provides tools to enhance the discovery of new information, and provides access to higher education to students who do not traditionally follow that path. Over the past few years, UTA has allocated funds to create technology-equipped classrooms and provide faculty rapid and reliable user support in the classroom. Successful implementations of this strategy have occurred in various campus locations such as: <ul style="list-style-type: none"> - Central Library (English Reading Lab) - Central Library (Computer Classroom) - Ransom Hall (10 Computer Classrooms) - College of Business (Computer Classroom) - Nedderman Hall – Engineering (Computer Classrooms) - Fine Arts (4 Computer Classrooms) - Preston Hall – English Department (Wireless Classroom) - Fine Arts (Digital Photography Classroom) - Fine Arts (Multimedia-enabled Lecture Hall) - School of Architecture (14-seat Digital Classroom for Training and Instruction – in progress) - School of Architecture (14-seat Physical Technology Workshop for Digital Teaching – in progress)
IR Objective 05	Implement an integrated Student Information System (SIS), including recruitment, admission, financial aid, student records, student financials, and academic advisement, using a Relational Database Management System (RDBMS).
IR Strategy 05.1	UTA’s existing administrative applications reside on multiple database platforms. By acquiring a RDBMS, and integrating all of our administrative applications, UTA would greatly simplify the management and flow of information across departments, provide much-needed query capabilities that are not currently available, streamline processes, and improve reporting.

IR Strategy 05.2	Once the acquisition of a SIS is in place, we can move towards enabling our students to review classes, check grades and financial aid information, consult with advisors, and request transcripts over the Internet using a standard Web Browser. The expected outcome from this strategy will be improved customer service – improved access to information, gleaned from Student Satisfaction Surveys, and numbers of administrative tasks that are eliminated through the enabling of the SIS software (e.g., manual error checking, error correction, duplicate data entry, reconciling information in redundant systems, manually collecting, manipulating, and analyzing data).
Programs	<p>The impact of technology on our current operations has been widespread. Changing technology affects and will increasingly influence how the University does business. The programs most affected by these technological changes include, but are not limited to, our:</p> <ul style="list-style-type: none"> ➤ Distance Education Program ➤ The UTA Library (Online Resources & Assistance, Instructional Technology) ➤ The North Texas (Internet-2) GigaPop ➤ Research Programs (High Performance Computing) ➤ Enrollment Management Program ➤ Campus-based Academic Community Programs (Residence Halls, etc.) ➤ Arlington Community Network Collaborative (UTA Outreach Program) <p>In addition, the UTA student computing laboratories, and the increased capacity of the campus network, have allowed for expanded development programs for our faculty, and enhanced Internet-based access for our students who seek full-time access to informational resources.</p>

**Table G-2: The University of Texas at Arlington
University Databases**

Name	Registration/Student Records
Description	Includes all student records information to register, process grades, class rolls, etc. Primary users include the Registrar's Office, Student Records, and the Registration Center located in the Basement of Davis Hall.
Type	CA-Datacom/DB
Size	11 GB Projected Growth: 2% per year
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality will be included with the planned purchase of an integrated Student Information System (FY2003).

Name	Course Inventory
Description	Data is used to monitor and report on courses. Primary users are the Registrar's Office and the Registration Center located in the Basement of Davis Hall.
Type	CA-Datacom/DB
Size	1 GB Projected Growth: 2% per year
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality will be included with the planned purchase of an integrated Student Information System (FY2003).

Name	Degree and Transcript
Description	Data is used to monitor degree progress and record student transcripts. Primary user is the Student Records Office.
Type	CA-Datacom/DB
Size	10 GB Projected Growth: 5% per year
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality will be included with the planned purchase of an integrated Student Information System (FY2003).

Name	Graduate School (Admissions/Advising)
Description	Additional student data on graduate students. Primary user is the Graduate School.
Type	CA-Datacom/DB
Size	400 MB Projected Growth: 2% per year
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality will likely be included with the planned purchase of an integrated Student Information System (FY2003).

Name	Housing
Description	Data is maintained on UT-Arlington owned rental property. Primary user is the Housing Office.
Type	Access, MS-SQL
Size	70 MB Projected Growth: None
GIS	No GIS support or geographic data.
Sharing	None
Future	It's possible this functionality can be provided with our new Student Information System.

Name	Campus Police
Description	Includes all of the detail data necessary for the maintenance of Decals and Citations. Primary user is the Campus Police Department.
Type	CA-Datacom/DB
Size	100 MB Projected Growth: 5% per year
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality may not be included with the planned purchase of an integrated Student Information System – in which case, we'll convert to our Relational DB.

Name	Fees/Student Accounts Receivable
Description	Data is used to process all student charges/payments. Primary users are the Office of Accounting & Business Services and the Bursar's Office.
Type	CA-Datacom/DB
Size	7 GB Projected Growth: 5% per year

GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality will be included with the planned purchase of an integrated Student Information System (FY2003).

Name	Cash Receipting
Description	Data is used to monitor student payments to the University. Primary users are the Bursar's Office and the Office of Accounting & Business Services.
Type	CA-Datacom/DB
Size	700 MB Projected Growth: 2% per year
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality may be included with the planned purchase of an integrated Student Information System (FY2003).

Name	University Constituency (Alumni/Development)
Description	Data is used to process information on former UTA students (addresses, gifts, professions, etc.). Primary users are the Development and Alumni Offices.
Type	CA-Datacom/DB
Size	500 MB Projected Growth: None
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality may be included in the planned purchase of an integrated Student Information System (FY2003).

Name	Project Information
Description	Data is used to track computer projects from inception to completion. Primary user is Data is used to track computer projects from inception to completion. Primary user is Business Computing Services (BCS) and its users.
Type	CA-Datacom/DB
Size	20 MB Projected Growth: 2% per year
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality will likely be purchased or converted to our Relational Database as part of the Student Information System implementation.

**Table G-3: The University of Texas at Arlington
University Applications**

Name	Student Records System
Type	Web-enabled, Student System
Description	The Student Records System is a comprehensive system of several hundred programs that maintain student records and supplies the necessary reports for undergraduate and graduate student record keeping. These include counseling, registration, grade reporting, degree planning and transcripts.
Database	CA-Datacom/DB
Language	COBOL
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality will be replaced (and enhanced) with the planned purchase of an integrated Student Information System (FY2003).

Name	Undergraduate Admission System
Type	Student System
Description	The Undergraduate Admissions System consists of entry of undergraduate application information tracking of related transcripts from other schools, and recording admission decisions and type of admission granted.
Database	VSAM files – not Database
Language	COBOL
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality will be replaced (and enhanced) with the planned purchase of an integrated Student Information System (FY2003).

Name	Graduate Admission System
Type	Student System
Description	The Graduate Admissions System consists of entry of graduate application information tracking of related transcripts from other schools, and recording admission decisions and type of admission granted.
Database	CA-Datacom/DB
Language	COBOL
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality will likely be replaced (and enhanced) with the planned purchase of an integrated Student Information System (FY2003).

Name	Registration System
Type	Web-enabled, Student System
Description	The Registration System consists of several primary subsystems. The Schedule of Classes subsystem assigns course sections to specific rooms; associates instructors with course sections; and prepares the "Schedule of Classes" for publication. Student Course Selection records the student's requested course selections. It also maintains enrollment and course records.
Database	CA-Datcom/DB
Language	COBOL
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality will be replaced (and enhanced) with the planned purchase of an integrated Student Information System (FY2003).

Name	Student Grading System
Type	Student System
Description	The Grade System prepares optical scanning sheets for collecting grades. Grades are collected and placed on permanent record files. Grade reports are produced.
Database	CA-Datcom/DB
Language	COBOL
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality will be replaced (and enhanced) with the planned purchase of an integrated Student Information System (FY2003).

Name	Degree Audit System
Type	Student System
Description	The Degree Audit System allows for entry of course requirements for each undergraduate degree offered by UTA. These are matched against a student's transcript to indicate progress towards a degree and to ensure completion of all academic requirements.
Database	CA-Datcom/DB
Language	COBOL
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality will be replaced (and enhanced) with the planned purchase of an integrated Student Information System (FY2003).

Name	Transcript System
Type	Student System
Description	The Transcript System provides a highly formatted printed record of any student's academic record achieved while at The University of Texas at Arlington.
Database	CA-Datacom/DB
Language	COBOL
GIS	No GIS support or geographic data.
Sharing	Transcript shared through SPEEDE.
Future	Functionality will be replaced (and enhanced) with the planned purchase of an integrated Student Information System (FY2003).

Name	Police System
Type	Campus Police System
Description	The Police System is designed to maintain police decal and citation records. The system adds new decals and changes. The system also updates and lists citation information.
Database	CA-Datacom/DB
Language	COBOL
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality will likely be replaced (and enhanced) with the planned purchase of the Oracle Relational Database Management System.

Name	University Constituency
Type	
Description	This system is designed to allow the University Alumni Office and the University Development Office to maintain information on all of their constituents, and to cultivate and manage all gifts and pledges to the University.
Database	Sybase
Language	Unknown
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality may be included with the planned purchase of an integrated Student Information System (FY2003)

Name	Student Accounts Receivable
Type	Financial System
Description	This system processes, maintains, and bills charges/payments for students, faculty

	and staff, and external accounts.
Database	CA-Datacom/DB
Language	COBOL
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality will be replaced (and enhanced) with the planned purchase of an integrated Student Information System (FY2003).

Name	Cash Receipting
Type	Financial System
Description	This system processes and maintains payments for the University.
Database	CA-Datacom/DB
Language	COBOL
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality may be replaced (and enhanced) with the planned purchase of an integrated Student Information System (FY2003), Otherwise, it will be replaced with the planned purchase of the Oracle RDBMS.

Name	Financial Aid
Type	Student System
Description	Most of the Financial Aid process is being maintained by a purchased software product called FAM (Financial Aid Management). FAM manages all of the Aid processing (rule setup), Awards, Packaging, and Disbursement.
Database	VSAM Files, not Database
Language	COBOL
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality will be replaced (and enhanced) with the planned purchase of an integrated Student Information System (FY2003).

Name	Loan Management System
Type	Financial System
Description	This system processes institutional short-term loans for students.
Database	VSAM Files, not Database
Language	COBOL
GIS	No GIS support or geographic data.
Sharing	None
Future	Functionality will be replaced (and enhanced) with the planned purchase of an

	integrated Student Information System (FY2003).
Name	Accounting System
Type	Financial System
Description	This system processes and maintains all G/L and S/L accounts.
Database	Software AG Adbase
Language	Natural
GIS	No GIS support or geographic data.
Sharing	Data and applications reside at UT-Austin. UT-Arlington shares data that is accessed through a 56KB data line.
Future	No current plans to change application processing.

Name	Budget System
Type	Financial System
Description	This system processes and maintains all planning budgets.
Database	Software AG Adbase
Language	Natural
GIS	No GIS support or geographic data.
Sharing	Data and applications reside at UT-Austin. UT-Arlington shares data that is accessed through a 56KB data line.
Future	No current plans to change application processing.

Name	Payroll System
Type	Financial System
Description	This system processes and maintains all UTA payrolls.
Database	Software AG Adbase
Language	Natural
GIS	No GIS support or geographic data.
Sharing	Data and applications reside at UT-Austin. UT-Arlington shares data that is accessed through a 56KB data line.
Future	No current plans to change application processing.

Name	Human Resources
Type	Human Resources
Description	This system processes and maintains HR functions (Benefits, etc.)
Database	Software AG Adbase
Language	Natural
GIS	No GIS support or geographic data.
Sharing	Data and applications reside at UT-Austin. UT-Arlington shares data that is

	accessed through a 56KB data line.
Future	No current plans to change application processing.

Name	Inventory System
Type	Financial System
Description	This system processes and maintains UTA's complete inventory.
Database	Software AG Adabase
Language	Natural
GIS	No GIS support or geographic data.
Sharing	Data and applications reside at UT-Austin. UT-Arlington shares data that is accessed through a 56KB data line.
Future	No current plans to change application processing.

Name	Purchasing System
Type	Financial System
Description	This system processes and maintains UTA's Procurement Management functions.
Database	Software AG Adabase
Language	Natural
GIS	No GIS support or geographic data.
Sharing	Data and applications reside at UT-Austin. UT-Arlington shares data that is accessed through a 56KB data line.
Future	No current plans to change application processing.

Name	Document Direct
Type	Document Management
Description	This system provides for the storage and retrieval of electronic documents.
Database	VSAM Files – not Database
Language	Unknown
GIS	No GIS support or geographic data.
Sharing	None
Future	May need to change with the implementation of the Student Information System

**Table G-4: The University of Texas at Arlington
Information Resources Management (IRM)
Organizations, Policies, and Practices**

<i>Item</i>	<i>Description</i>
Priorities	<p>A sub-committee of UT Arlington’s Long Range Planning Committee is the Strategic Planning subcommittee. Among other institutional priorities, it advises the senior administration on IR-related matters. This is a standing committee and is composed of faculty, staff and when appropriate, students.</p> <p>A similar, but separate committee, The Executive Committee, advises the Vice President for Research & IT and the Assistant Vice President for Computing & IT about needs and establishes priorities for the expenditure of resources allocated for academic and administrative computing purposes. A subcommittee of this committee is the Supercomputing Committee. It is composed of faculty who use UT Arlington’s newly acquired high-performance Alpha Server Supercomputer. This committee advises the Vice President for Research & IT about needs and priorities for maintaining and operating the Supercomputer.</p> <p>The Distance Education Committee began as a subcommittee of the now defunct Academic Computing Committee, but has since become a separate standing committee, which advises the Director of the Center for Distance Education on requirements, policies and priorities related to distance education.</p> <p>Often matters of immediate concern or unusual urgency are taken up with the President’s Staff. This is the collection of Vice Presidents and other similar administrators who meet on an ad hoc basis. This group also advises the Vice President for Research & IT on requirements and priorities. The President of the University chairs this group.</p> <p>The University has published policies about the allocation and use of information resources. These are published in the Operating Procedures of the University. One in particular, Administrative Memorandum 98-6 (Policy for Allocation and Use of Information Technology Resources) outlines the allocation of information resources in meeting the mission of the University. This memorandum is published on the UT Arlington web pages at URL: http://www-ais2.uta.edu/policy/memos.shtml. It specifies that student needs are paramount, in accordance with the mission and the strategic plan of the University. It then gives secondary priority to faculty access to computing resources and staff access to required resources.</p> <p>It should be noted that the University has written policies regarding the appropriate use of computing resources. These are published in Operating Procedures (Sub-Chapter 5-200) and are abstracted on the UT Arlington Web Pages at: http://www-ais2.uta.edu/policy/HOP/partI_toc.htm.</p>

<p>Planning</p>	<p>UTA’s methodology for planning for the expenditure of information resources depends upon the complexity of the project. For highly complex and expensive projects, the Assistant Vice President for Computing and Information Technology is charged with initially evaluating the overall need for the project and probable costs, and then making a series of recommendations to the Vice President of Research & IT. The Vice President then makes a determination whether the benefits of proceeding with the system justify the necessary expenditures. This decision is made with the counsel of the Executive Committee of the University. If the decision is made to continue with the project, an ad hoc committee of appropriate faculty, staff and student representation is appointed to make certain decisions related to the choice of vendors, RFI, RFP, etc. When required, amendments to the Biennial Operating Plan (BOP) are made, and all of the required studies and risk assessments are performed. Careful, close monitoring of the progress of the project is conducted by the ad hoc oversight committee and the Information Technology staff until the project is completed.</p> <p>Where projects may not be quite so complex, or may be required by legislative mandate, and are hence necessary and not complicated, the OIT staff, working with the staff of the user office and other staff members as are required, provide input to the process plan and execute the project with the continuing oversight of the Vice President for Research & IT.</p> <p>The BOP and amendments require the coordinated efforts of the IRM and OIT Directors involved in the various IT projects of the University. The IRM and OIT Directors also participate in the development of the Agency’s Strategic Plan.</p> <p>UTA plans to implement a new Student Information System beginning in FY03. A more formal planning methodology will be adopted at that time, incorporating the traditional System Development Life Cycle, and the project management disciplines of either the Software Engineering Institute (SEI) or the Project Management Institute (PMI), i.e.:</p> <ul style="list-style-type: none"> - Scope Management - Time Management - Cost Management - Quality Management - HR Management - Communications Management - Risk Management - Procurement Management

<p>Quality Assurance</p>	<p>First of all, it is the policy of the University of Texas at Arlington to protect all data and information technology resources in accordance with the Texas Department of Information Resources (DIR) Information Security and Risk</p>

	<p>Management Policy, Standards, and Guidelines published in the Texas Administrative Code, 1 TAC 201.13(b). Under the provisions of the Information Resources Management Act, Section 2054.001 et seq., Government Code (“Act”), University Information Resources are strategic assets of the State of Texas that must be managed as valuable state resources.</p> <p>UTA has published and currently uses a systems development document titled “UT Arlington Administrative Information Systems Standards for the System Development Process”, which is a superset of the quality assurance practices outlined by DIR at http://www.dir.state.tx.us/eod/qa. This document covers all seven of the areas listed in the Information Management Act and others not covered there as well.</p> <p>The IRM works with several departments and the Vice President for Research & Information Technology to formulate informal, but appropriate, costs/benefit analyses for projects. The various departments routinely describe costs and benefits as they develop plans for proposed projects that include a technology component.</p> <p>The IRM participates in weekly management team meetings with other department directors and the Vice President for Research & IT, where ongoing projects and budgets are discussed. UTA executive leadership is kept aware of project status. Project effectiveness is measured informally against projections established at the beginning of a project. Reports are submitted to all participants and customers upon project completion.</p> <p>UTA will augment its current project management procedures with more formal processes (PMI, SEI) as we undertake the planning and implementation of a new student information system (FY2003). We anticipate our project management approach will embrace all six of the DIR-recommended Process Areas (1. Project Planning, 2. Project Monitoring, 3. Efficiency and Effectiveness, 4. Post Project Review, 5. Risk Assessment, and 6. Benefits and Costs).</p>
<p>PC Replacement Schedule</p>	<p>During the last few years, UTA has greatly expanded the number of student computer labs and workstations. While some modest additional expansion may still be warranted, the focus has now shifted to replacing and updating existing equipment and increasing support services.</p> <p>The UTA Student Governance is very active around campus and one of its expectations is that the University funds the improvement of computer labs and ensures student access to information technology. An additional expectation is that labs should provide access to up-to-date hardware and software and provide a well-lit and spacious working environment to foster learning. This (for the most part) is currently achieved through student technology use fees.</p> <p>It is anticipated that at least half of the estimated \$6 million in technology fee</p>

	<p>revenues (based on 500,000 semester credit hours x \$12) will continue to be used for ‘general purpose’ and departmental computer labs. The need to create a three-year replacement and renewal schedule for the approximately 1,500 workstations currently deployed in OIT-operated labs and at sites controlled by departments is widely shared (see Exhibit 1 – Refresh Schedule). Therefore, this planned ‘refresh schedule’ will become the primary focus of the proposed Technology Planning Committee, and in the short run there should be only modest expansion of public campus and departmental computing labs.</p>
<p>Procurement</p>	<p>UTA applies “best value procurement procedures” in the acquisition of information technology systems. This procedure is used by all personnel involved in the procurement process in an effort to provide the University with the lowest possible prices as well as efficient procurement processes for all of our required IT products and services. “Best Value “ means the optimum combination of economy and quality that is the result of fair, efficient and practical procurement decision-making and which achieves the procurement objectives of UTA.</p> <p>Our vendor contracts have been negotiated and structured to take advantage of the University’s significant buying power by offering the best possible pricing to all University departments (hardware as well as software). The UTA Purchasing Department and our IT contract vendor’s work together (with the Office of Information Technology as intermediary) to achieve full customer satisfaction.</p> <p>Our IRM procurement focus is on strategic technologies, products, and vendors, which are those deemed critical to carrying out UTA’s mission of teaching, research, and public service. Some of the more important IT procurement services provided include:</p> <ul style="list-style-type: none"> - participating in task forces appointed to study and/or select technology solutions. - collaborating in the evaluation of vendor bids arising from solicitations (Mainframe and Network infrastructure). - reviewing and negotiating contracts for the acquisition of information technologies. - collaborating with campus departments in resolving any difficulties they may experience with key vendors (Dell, Compaq, HP, IBM). - negotiating volume agreements (Blanket Purchase Agreements), site licenses, and other technology agreements for the campus that take advantage of economies of scale. <p>UTA will continue to incorporate a more formal methodology for technology acquisitions, giving consideration to the Total Cost of Ownership (TCO) and its many components: Business Value, Equipment Life Cycle, Asset Management, and Contract Management. While Leasing is considered a good acquisition alternative, Purchasing has been the preferred method of technology acquisition, mainly because much of our PC equipment is used for longer than 3 years, and funding is frequently uncertain.</p>

Disaster Recovery	<p>The UT Arlington plan priorities were determined by considering all conceivable points of failure in computer operations services for the University. The following list of priorities was established to set up a new site, process as near to normal as possible, and restore the old site, with the least amount of downtime.</p> <p>The University has a contract with Mainline Information Systems, Inc., that guarantees delivery of all necessary equipment to do normal processing. The contract requires delivery within five days. Iron Mountain, Inc has the contract to pickup, store, and deliver backup files. Data Processing Security of Fort Worth, Texas has the contract to make available 1500sq ft of raised floor space to set-up the data center offsite, and provide some office space. Contact names and phone numbers can be obtained from the disaster plan, a copy of which is stored offsite to insure availability. The University will do a cost comparison study between its current plan and using the WTDROC prior to contract renewal.</p> <p>The Recovery plan priorities at UT Arlington were determined to be as follows:</p> <ol style="list-style-type: none"> 1. Acquire suitable facilities to install processing equipment and work space. 2. Acquire needed processing equipment, mainframe, peripherals, servers, and telecommunications. 3. Backup and store all files offsite. 4. Acquire necessary supplies. 5. Maintain a Duty and Responsibility list for key personnel and their alternate(s). 6. Start-up and test newly acquired equipment and systems software. 7. Obtain necessary furnishings for the work areas. 8. Arrange transportation for personnel to the new facility. 9. Obtain files from offsite facility and install on new systems. 10. Begin processing jobs according to the plans priority list. 11. Restore disabled site or establish a new permanent site. 12. Disengage from the alternate site. 13. Start-up at the restored site.
Data Center Operations	<p>UTA maintains its Data Center Operations (Computer Operations & Services) using its internal staff. Staff is responsible for the operation and maintenance of information resources critical to the successful completion of the agency's mission of teaching, research, and public service. It is anticipated that our operations environment will change dramatically over the next 3-5 years, as we move from a Mainframe operation to a Server-based operation, supporting a relational database and integrated Student Information System. During the life of this strategic plan, UTA will review other options, including the opportunities presented by the West Texas Disaster Recovery Operations Center (WTDROC).</p>
Standards	<p>UTA currently operates under an informal set of information technology standards that are applied by IT professionals, as specifications for products during the design and procurement of information systems. Most of these</p>

	<p>standards are in compliance with the DIR Guidelines and Recommendations incorporated in 1TAC-201-13(d).</p> <p>A formal set of IT Standards will be developed by September 2003, with the expectation that they will meet or exceed minimum IT Standards defined by DIR. These standards will ensure the provision of the highest level of technical support to users through expertise on a specific set of hardware/software configurations.</p> <p>UTA currently uses, and will continue to use standards and guidelines published by DIR in the following areas:</p> <ul style="list-style-type: none">- Network Protocols- Communications Software- Building and Campus Wiring/Cabling- Remote Access- Operating Systems- Service Level Agreements (SLA's)- Workstations and Printers- Servers and Network Operations Management- Groupware (e-mail and calendaring)- Office software applications (MS-Office)- Virus Scanning and Backups- Security/Passwords- Web Support- Video Support- Help Desk Support
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