# Applied Health Sciences Computing
## Operational Plan 2015

Terry Stewart  
Director of Information Technology  
Applied Health Sciences  

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Introduction
The year 2014 was an eventful year. Among many other things, the IST Strategic Plan was completed; terms of reference for the University Committee on Information Systems and Technology (UCIST) were revised; Deloitte conducted an Internal Audit of AHS Computing; and a Memorandum of Agreement (MoU) between Information Systems and Technology (IST) and AHS Computing was struck. The latter three were barely on AHS Computing’s radar as 2014 began. It is in this environment of meaningful and lively change that the 2015 Annual Operational Plan has been developed.

About AHS Computing
AHS Computing is a team of Information Technology (IT) specialists in the Faculty of Applied Health Sciences, who work closely with IST and the other Faculty IT support groups to provide IT support to the AHS community. AHS Computing is responsible for all aspects of information technology and delivery in Applied Health Sciences. Its mission is further delineated in the document “AHS Computing Mission.”

AHS Computing is comprised of an IT Director, 3 IT Specialists, and the newly-created position of IST Account Representative. Roles and responsibilities of each of these are described on the website under the document “Roles and Responsibilities.” Committee activity by AHS Computing members is described in the document “Committee Assignments.”

Initiatives
The following initiatives are proposed and expected to be completed by January 2016. Many are joint collaborations with other IT units on campus; some are projects internal to AHS. Some projects have charters; some will need charters produced; and some are immediate enough that charters will not be developed. As a body, they represent the efforts of AHS Computing to move stakeholders in Faculty and the University forward.

Note: The projects below represent additional activity beyond the normal scope of AHS Computing activities, such as desktop support, server support, research and teaching support, etc. Each recommendation is correlated with the objectives AHS Strategic Plan and the UW IT Strategic Plan, where appropriate.

1. Governance
Recommendation: The development of service level agreements (SLAs) and operational level agreements (OLAs) for mission critical services that are partnered with UW Information Technology and Services (IST).

Rationale: During the 2014 calendar year, AHS changed its governance in two ways. In order to meet the new terms of reference for University Committee on IST (UCIST), the Associate Dean of Research now represents the Faculty on UCIST. The IT Director will attend when the A.D. Research is not able to be present.
Further, the practice of hiring a co-op student to assist in the operations of AHS Computing was changed and the position of IST Account Representative was created. This brings AHS in line with the other 5 Faculties on campus and addresses the concern of the Auditor who recommended:

“The draft MOU between AHS Computing and IST should be finalized to ensure that there is agreement on roles, responsibilities, expectations and relationships in the provision of IT services.” Internal Audit Report, p. 7.

The next logical phase is the begin development of service level agreements and operational level agreements with IST.

**Lead:** Terry Stewart  
**Expected completion:** on-going  
**Outcome:** A set of SLA’s and/or OLA’s between AHS and IST on mission critical services.  
**Priority:** Medium.  
**UW IT Strategic Plan:** IP2, OC1, OC3.  
**AHS Strategic Plan:** SP4.

## 2. Service Contingency Plan

**Recommendation:** The development of a Service Contingency Plan.

**Rationale:** The Audit report recommended:

*AHS Computing should develop a Services Contingency Plan to help provide guidance in providing services in the event of an IST outage. The Services Contingency Plan should be focused on ensuring the continuity of AHS Computing services to the AHS faculty in the event a disruption arises. AHS Computing should work with IST to determine the details of their Disaster Recovery Plan that will help in the development of the Services Contingency Plan.*

Management in AHS agrees to the auditors comments and has set a deadline of May 1, 2015 to have this developed.

**Lead:** Terry Stewart  
**Expected completion:** Q2, 2015  
**Outcome:** A Services Contingency Plan.  
**Priority:** High.  
**UW IT Strategic Plan:** IP6, IP8.  
**AHS Strategic Plan:** SP6.
3. Researcher Support

3.1 Research Disk Space

**Recommendation:** The migration of research data in the Faculty to space provided within IST that is fully protected and operating at a minimum of 99.9% availability.

**Rationale:** This is an initiative that was carried over from 2014. This project was slowed by the move of IST from the Math and Computer Building (MC) to East Campus 2 (EC2), where a fully redundant machine room is being developed. While the room is ready and the equipment purchased, the fiber between MC and EC2 has yet to be laid. This is expected to be complete by January 2015 and migration of data can be started at that time.

**Lead:** Craig McDonald  
**Expected completion:** Q1, 2015  
**Outcome:** Fully secure, redundant and available data space for researchers.  
**Priority:** High  
**UW IT Strategic Plan:** IP6, IP8, IP9, RM1.  
**AHS Strategic Plan:** SP6.

3.2 SLA for Research Disk Space

**Recommendation:** A Service Level Agreement (SLA) between IST and AHS should be developed that describes the service level expectations for the research disk space recommended above.

**Lead:** Terry Stewart  
**Expected completion:** Q1, 2015  
**Outcome:** A service level agreement.  
**Priority:** Medium  
**UW IT Strategic Plan:** IP2, OC1, OC3.  
**AHS Strategic Plan:** SP4.

3.3 Additive Printing

**Recommendation:** An exploration of additive printing (also known as 3-D printing) applications and uses in AHS research and teaching.

**Rationale:** Additive printing is an upcoming technology that may have some interesting applications in both research and teaching in AHS. This is an investigation into the technology to determine where it might be used, what it would cost and who one might partner with to provide the highest quality service.

**Lead:** Craig McDonald  
**Expected completion:** Q3, 2015  
**Outcome:** A report on the uses and costs of additive printing in AHS for research and teaching.  
**Priority:** Low  
**UW IT Strategic Plan:** RM1, IP10.  
**AHS Strategic Plan:** SP2, SP6.
3.4 Remote Desktop for Specialized Software

Recommendation: To provide specialized research software for researchers and graduate students in AHS via remote desktop.

Rationale: Certain software packages are costly to provide to researchers. They also require a good deal of licence management. By providing these on a remote desktop server, some efficiencies can be found both in productivity and cost. The intention is to experiment with nVivo, a qualitative text analysis package in wide spread use in AHS.

Lead: Lowell Williamson
Expected completion: Q3, 2015
Outcome: An nVivo server for AHS researchers and graduate students.
Priority: Medium
UW IT Strategic Plan: IP11, IP10, RM1.
AHS Strategic Plan: SP2.

3.5 Electronic Survey software

Recommendation: An investigation of the use of Redcap software for use by researchers in AHS.

Rationale: Currently AHS Computing is working with Dr. Helen Chen and Dr. Heather Keller to provide electronic survey data collection using a server in the Ideas group that has Redcap software installed. Other surveys may be able to take advantage of this software at a relatively low cost.

Lead: Brent Clerk
Expected completion: Q4, 2015
Outcome: A Redcap server for AHS researchers and graduate students.
Priority: Low
UW IT Strategic Plan: IP10, RM1.
AHS Strategic Plan: SP1.

4. Service Desk Initiatives

4.1 Request Tracking

Recommendation: The implementation of an RT4 queue in IST’s Request Tracking System.

Rationale: This is a carry forward from 2014 operating plan. IST’s migration from RT4 to RT3 was delayed. The migration of existing sites is not expected to be complete until the end of 2014. IST should be ready for new queues in 2015, when AHS Computing will request a queue be implemented. The implementation of a new queue will involve permissions, forms and work flows.

Lead: Cassandra Bechard
Expected completion: Q2, 2015
Outcome: A request tracking queue for AHS.
Priority: Medium
UW IT Strategic Plan: IP11, IP1.
4.2 Knowledgebase

**Recommendation:** The implementation of a Knowledgebase in RT4.

**Rationale:** This is also a carry forward from 2014 (see section 4.1). The implementation of a knowledgebase (KB) will be investigated once RT4 has been implemented. It will also involve the migration of the data in the existing KB to RT KB.

**Lead:** Lowell Williamson

**Expected Completion:** Q3, 2015.

**Outcome:** A knowledgebase for AHS Computing and possibly users.

**Priority:** Medium

**UW IT Strategic Plan:** IP11, IP1.

5. Desktop Support

5.1 Windows 10

**Recommendation:** An investigation of Windows 10 with recommendations on its applicability to constituents in AHS.

**Rationale:** The current iteration of the Windows desktop operating system is Windows 8 which was released in late 2012 and has met with mixed reaction. Microsoft has announced the newest release of Windows – Windows 10. Most AHS staff and faculty are running Windows 7. Windows 7 provides adequate functionality for most staff and Microsoft plans to support it until 2020, so it is conceivable that AHS will skip Windows 8 completely. There is no rush at this point to rush to Windows 10. But it is advisable for AHS Computing staff to get familiar with Windows 10 which is expected to start showing up on new laptops and desktops in the third quarter of 2015.

**Lead:** Lowell Williamson

**Expected completion:** Q3, 2015

**Outcome:** A plan for addressing Windows 10 on computers in AHS.

**Priority:** Low

**UW IT Strategic Plan:** U1, IP10.

5.2 SCCM

**Recommendation:** Continued investigation of the deployment of software via SCCM for office computers.

**Rationale:** SCCM is a method of remotely administering and distributing software to workstations. Currently it is being used to deliver standard software packages to the student computer labs. AHS Computing has found it efficient and effect and would like to investigate it for deploying software to office computers.

**Lead:** Lowell Williamson

**Project completion:** Q3, 2015

**Outcome:** Secure and efficient mechanism for keeping software up-to-date on office computers.
Priority: Medium
UW IT Strategic Plan: IP10, RM1.

5.3 Endpoint Security Protection

Recommendation: Participation in a campus investigation to choose a solution for workstation endpoint security protection.

Rationale: The licence for Symantec Endpoint Protection ends in April 2015. A campus project will be initiated to investigate the best solution for antivirus and malware protection for workstations on campus. AHS Computing needs to be represented in these talks.

Lead: Lowell Williamson
Project completion: Q4, 2015
Outcome: A viable, economical and effective solution for endpoint protection.

Priority: Medium
UW IT Strategic Plan: IP8, IP10, RM1.

6. Teaching and Learning

6.1 Audio-visual Upgrade of Classrooms

Recommendation: Continued upgrade of the data projectors and sound systems in existing classrooms in BMH to newer standards.

Rationale: Newer laptops and computers are now coming with higher resolution video and an array of video connections (HDMI, DVI, etc.). The current data projectors are all VGA. In December 2014, AHS Computing will contract with Dynamix to upgrade BMH 1016 and BMH 1005 using one-time funds. This will be evaluated but it is expected that it will be seen as an improvement and other classrooms will need to be upgraded.

Lead: Terry Stewart
Project completion: on-going
Outcome: Upgraded audio-visual equipment in all classrooms.
Priority: Medium
UW IT Strategic Plan: RM1.
AHS Strategic Plan: SP2.

7. Communications

Recommendation: Resumption of the publication of AHS Computing newsletter each academic term.

Rationale: The adoption of a standardized communications format has been useful in getting out news about specific events to stakeholders in AHS. However, this format is limited in providing generalized information of interest to the AHS community. A newsletter format is a friendly and easy way to get information so that AHS Computing staff aren’t answering the same question continually. For example, we are now being asked about Windows 10 for desktops. Answering this in a newsletter proactively would be much more efficient.
**Project Completion:** On-going.
**Lead:** Lowell Williamson
**Outcome:** Newsletter published each term
**Priority:** Low
**UW IT Strategic Plan:** IP1, IP11.

### 8. Training

**Recommendation:** Resumption of training on specific computer applications in AHS on an *ad hoc* basis.

**Rationale:** With the appointment of a full-time IST Account Rep from Client Services, AHS Computing has the resources and ability to once again offer courses on specific business applications, such as Word and Excel, that would meet the needs of the AHS community. Efficient and effective use of the features of these programmes would help create more efficient and effective users. And with the roll out of Office 2013 in December 2014, training on new features may be required.

**Project Completion:** On-going.
**Lead:** Cassandra Bechard
**Outcome:** Training courses.
**Priority:** Low
**UW IT Strategic Plan:** IP1, IP11.

### 9. Facility Planning

**Recommendation:** Continued representation and participation in the AHS Space Committee. Further, an investigation of tools for supporting remote facilities needs to be conducted.

**Rationale:** As a member of the AHS Space Planning Committee, a representative from the AHS Computing Office consults on network and computing resources (including A/V requirements) with respect to existing building space, renovations and new construction. Other tools for remote support, such as Bomgar, need to be investigated. Currently this involves the following facilities: new AHS Wing, Techtown and RBJ Research Institute for Aging.

**Project Completion:** On-going.
**Lead:** Craig McDonald/Brent Clerk
**Outcome:** Well-equipped facilities that can be remotely managed.
**Priority:** Medium
**UW IT Strategic Plan:** RM1, IP10.
**AHS Strategic Plan:** SP1, SP2, SP6.
# Summary of Recommendations

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<tr>
<th>Recommendation</th>
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<th>Lead</th>
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<td>medium</td>
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