University
of Windsor

Resp.	Ref.	Goals and Objectives	What Will Success Or Completion Look Like?	Key Milestone(s) for Fiscal Period	Project Sponsor	Project Lead	Start Date	Target Completion Date	Revised Completion Date	Supported Strategic Priorities	Support IT Priorities	Status	Spring 2020	Fall 2020	Winter 2021	Status / Update
MP	20-CS-01	IT Client Service Enhancements	Completion of procurement activities for ITSM renewal and development of implementation plan and continued refinement of existing ITSM program (KBA's, SLA's, Forms)	F20- Completion of implementation of new ITSM tool	R.Kenney	J.Osborne	May-20	Apr-21		1,2,3,4,5	20-IT-01	Green	◆		◆	Requirements for pending ITSM renewal have been defined, but procurement paused due to other priorities. Initial SLA review completed and development of ITSM program ongoing.
MP	20-CS-02	Desktop Modernization	Completion of project to upgrade all University devices to current versions of Windows and Office 365 systems	F20 - Completion of migration activities as identifed in Y2K20 project plan	R.Kenney	S.Karamatos	May-19	Dec-20	Dec-21	1,2,3	20-IT-02	Amber				Slow progress continues on upgrade efforts due to access to equipment and other COVID related issues. Project schedule delayed and efforts to work with stakeholders ongoing.
MP	20-CS-03	Student E-Mail Migration	Completion of project to migrate student e-mail platform from Google (gmail) to Office 365 (Outlook)	S20 - Initiate project implementation W21 - Completion of project to migrate mail, other features to new platform	R.Kenney	S.Karamatos	May-20	Apr-21		1,2,5	20-IT-03	Green			◆	Migration process completed for current students. Continuing progress on migration of alumni accounts being made as planned.
MP	20-CS-04	LSRC / TWL Operationalization	Ensure technical resources are provided to appropriately support LSRC / TWL projects as required	W21 - Continued support of LSRC / TWL project planning	LSRC Steering TWL Steering	E.Drouillard	Jan-19	Sep-22		1,2,3,4		Green				Technical support for both LSRC / TWL continuing to be provided as required
MP	20-CS-05	Cybersecurity Awareness Program Implementation	Deployment and continued enhancement of a formal Cybersecurity Awareness Program to ensure campus user system security awareness	W21 - Continued development of Cybersecurity Program	R.Kenney	K.Macnaughton	May-20	Apr-21		1,4	20-IT-05	Green	◆		◆	Continued progress being made on the Cybersecurity Program including enhanced user awareness through education / training and self-phish exercises.
MP	20-CS-06	IT Initiatives *Cybersecurity, Documentation, IAM, Service Excellence, Team Dynamix*	Completion of identified objective(s) for respective initiatives as per plans	F20 - Finalize identification of specific initiative goal(s)	R.Kenney	Multiple	May-20	Apr-21		1,2,3,4,5	All	Green	◆		◆	Progress continuing to be made on various IT initiatives

UWindsor Strategic Priorities	
1.	Provide an exceptional undergraduate experience
2.	Pursue strengths in research and graduate education
3.	Recruit and retain the best faculty and staff
4.	Engage in community partnerships
5.	Promote international engagement

Goal / Objective Status	
Red	Off Track, Noted Issues
Amber	On Track (At Risk)
Green	On Track, No Issues
Blue	Complete
Yellow	Updated