

**Information Technology Services**  
**Goals & Objectives**  
**Client Services**  
**Fiscal Period - May 1, 2021 to April 30, 2022**  
**As at November 19, 2021**



| 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 2021   | Fall 2021   | Winter 2022 | Status / Update   |
|-------|----------|--|---|---|-------------------------------|---------------|------------|------------------------|-------------------------|--------------------------------|-----------------------|---------------------------------------|---|---|-------------|---|
| MP    | 21-CS-01 | Fall Planning Projects   | Completion of projects to implement classroom technology, wireless network, QR code scanning enhancements and provide general return to campus support (i.e. web, etc.) | F21- Completion of planned Phase 1 projects (classrooms, wifi, QR scan)<br>W22 - Completion of planned Phase 2 projects (meeting rooms) | R.Kenney                      | M.Pulcer      | Sep-20     | Apr-22                 |                         | 1,2,3                          | 21-IT-03              | <span style="color: green;">■</span>  | Phase 1 <span style="border: 1px solid black; padding: 0 2px;">▶</span> | Phase 2 <span style="border: 1px solid black; padding: 0 2px;">▶</span> |             | Phase 1 completed on time. Phase 2 pending receipt and installation of equipment for identified spaces.   |
| MP    | 21-CS-02 | Storage Infrastructure Renewal   | Completion of project to refresh and modernize the existing storage infrastructure  | W22 - Completion of storage infrastructure renewal project(s) as planned  | R.Kenney                      | S.Karamatos   | Oct-20     | Apr-22                 |                         | 1,2,3                          | 21-IT-04              | <span style="color: green;">■</span>  |   |   |             | Equipment delivered and being prepared for installation.  |
| MP    | 21-CS-03 | Desktop Modernization  | Completion of project to upgrade all University devices to current versions of Windows and Office 365 systems   | F21 - Completion of migration activities as identified in Y2K20 project plan  | R.Kenney                      | S.Karamatos   | May-19     | Dec-20                 | Apr-22                  | 1,2,3                          | 21-IT-04              | <span style="color: red;">■</span>    |   |   |             | Due to on-going limited occupancy requirements, access to identified equipment to be upgraded not currently possible. Potential further project delays. |
| MP    | 21-CS-04 | LSRC / TWL Operationalization  | Ensure technical resources are provided to appropriately support LSRC / TWL projects as required  | W22 - Continued support of LSRC / TWL project planning  | LSRC Steering<br>TWL Steering | E.Drouillard  | Jan-19     | Sep-22                 |                         | 1,2,3,4                        | 21-IT-03              | <span style="color: green;">■</span>  |   |   |             | Planning activities continuing with corresponding ordering of required IT equipment.  |
| MP    | 21-CS-05 | Cybersecurity Awareness Program Implementation   | Continued review and refinement to current Cybersecurity program and action plan to ensure optimal security posture   | W22 - Continued development of Cybersecurity Program  | R.Kenney                      | K.Macnaughton | May-21     | Apr-22                 |                         | 1,4                            | 21-IT-06              | <span style="color: green;">■</span>  | <span style="border: 1px solid black; padding: 0 2px;">▶</span>         |   |             | Planned activities for Cybersecurity Awareness Month recently completed. Additional training development and audit activities ongoing.                  |
| MP    | 21-CS-06 | <u>IT Initiatives</u><br><i>Cybersecurity, Documentation, IAM, Service Excellence, SLA, Team Dynamix, Web Governance</i> | Completion of identified objective(s) for respective initiatives as per plans   | F21 - Finalize identification of specific initiative goal(s)  | R.Kenney                      | Multiple      | May-21     | Apr-22                 |                         | 1,2,3,4,5                      | All                   | <span style="color: yellow;">■</span> | <span style="border: 1px solid black; padding: 0 2px;">▶</span>         |   |             | Activities paused due to current remote work environment  |

| 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               |                         |
|---------------------------------------|-------------------------|
| <span style="color: red;">■</span>    | Off Track, Noted Issues |
| <span style="color: orange;">■</span> | On Track (At Risk)      |
| <span style="color: green;">■</span>  | On Track, No Issues     |
| <span style="color: blue;">■</span>   | Complete                |
| <span style="color: yellow;">■</span> | Updated                 |