Information Technology Services
Goals & Objectives
Information Technology Services Department
Fiscal Period - May 1, 2020 to April 30, 2021
As at April 8, 2021

University of Windsor

Resp.	Ref.	Goals and Objectives	What Will Success Or Completion Look Like?	Project Sponsor	Project Lead	Start Date	Target Completion Date	Revised Completion Date	Supported Strategic Priorities	Status	Spring 2020	Fall 2020	Winter 2021	Status / Update
RK	20-IT-01	IT Campus System Enhancements	Implementation of UWinsite IT sustainment model and other key planned system (VIP, Drupal) enhancements	R.Kenney	S.Holiga	May-20	Dec-20		1,2,3,4,5	🟩				Several enhancements to core applications have been completed as planned during this fiscal
RK	20-IT-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)	R.Kenney	J.Osborne	May-20	Apr-21		1,2,3,4,5	🟩	♦		♦	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.
RK	20-IT-02	Desktop Modernization	Completion of project to upgrade all University devices to current versions of Windows and Office 365 systems	R.Kenney	S.Karamatos	May-19	Dec-20	Dec-21	1,2,3	🟨				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.
RK	20-IT-03	Student E-Mail Migration	Completion of project to migrate student e-mail platform from Google (gmail) to Office 365 (Outlook)	IT Steering	R.Kenney	Oct-21	Apr-21		1,2,5	🟩			♦	Migration process completed for current students. Continuing progress on migration of alumni accounts being made as planned.
RK	20-IT-04	IT Sustainment Plan Implementation	Continued implementation of refined business (finance, operations) and technical (system support, network, classroom) sustainment plans	IT Steering	R.Kenney	May-20	Apr-21		1,2,3	🟩	♦		♦	Temporary org structure implemented due to secondment. Continued participation in University budget redesign process. Ongoing development of key IT related roadmaps.
RK	20-IT-05	IT Initiatives *Cybersecurity, Data Governance, Documentation, IAM, ITS Website, Service Excellence, Team Dynamix, Web Governance*	Completion of identified objective(s) for respective initiatives as per plans	R.Kenney	Multiple	May-20	Apr-21		1,2,3,4,5	🟩	♦		♦	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