**Mission Statement:** The mission of EIT is to provide innovative, reliable, cost effective technological services to the University community and stakeholders in support of the University’s operations.

**Vision Statement:** Create synergy through empowerment of the FAMU community by creating a culture based on open communication, interdepartmental cooperation, best practices and training for delivery of secure access, innovative IT deliveries and cutting edge technology.

**Core Values:**
- Quality Customer Service
- Integrity
- Effective Communication
- Professionalism
- Accountability
- Team Work and Knowledge Sharing

<table>
<thead>
<tr>
<th>Strategic Initiative/Goal/Strategy/Performance Measures</th>
<th>Link to University's Strategic Plan (Strategy #)</th>
<th>Link to University's Mission Statement</th>
<th>Entity with Primary Responsibility</th>
<th>Baseline Data</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strategic Initiative 1: Continuous Enhancement of provision of current services</strong></td>
<td></td>
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</tr>
<tr>
<td><strong>Goal 1.1 ORANIZATION AND GOVERNANCE</strong> To establish a more effective EIT/user/unit stakeholder planning and decision input process for changes, major initiatives, major acquisitions and process assessment of enhancement to current services</td>
<td></td>
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</tr>
</tbody>
</table>
### Strategy 1.1.1
The establishment of an IT Governance group that will oversee the development and integration of information technology across the university

**Performance Measure(s):**

1.1.1.1 An IT governance group charter will be on file.

1.1.1.2 Documentation of continuous function as a governance group including minutes of meetings, committee structure and planning and assessment instruments will be on file.

### Strategy 1.1.2
Review, strengthen and document procedures and guidelines for: Policy Formulation; Policy Update; and, Notification of Policy Change.

**Performance Measure(s):**

1.1.2.1 Complete and up to date policy manuals for all EIT operations and activities are available online and accessible to management and users.

### Goal 1.2: DATA AND DISSEMINATION
Realize a high level of satisfaction with data accuracy, data integrity and promptness of response on the part of all FAMU entities and external entities that require, request and/or receive reports

- Strategy 1.1.1: Enhance and implement effective and targeted recruitment strategies
- Strategy 1.3.1: Provide online systems to facilitate ease of access to recruitment activity-prospects by FAMU faculty and staff-
improves monitoring and response capability for admissions decisions and communications with students.

**Strategy 1.6.1:** Maintain NCAA standards for retention and graduation rates for all athletes.

<table>
<thead>
<tr>
<th>Strategy 1.2.1:</th>
<th>Strategy 1.3.1:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilitate the installation and development of systems that will allow for ease of verification and reporting of data to external entities</td>
<td>Continuous Assessment and Improvement of Student Retention, Academic Progression, and Graduate Rates.</td>
</tr>
</tbody>
</table>

**Performance Measure(s):**

1.2.1.1  
The installation of a Data warehouse and Business Intelligence software

1.2.1.2  
The development of an online transcript process

1.2.1.3  
Perform an analysis that will show a significant improvement in the delivery time of reports to external entities on a yearly basis after the installation of Data warehouse, BI and development online transcript request process

1.2.1.4  

The implementation of the system for Student Clearinghouse Degree Verification Process

**Strategy 1.2.2:**
Facilitate the development of user friendly technology applications to enable the desired interface of information from data sources that allows the early detection of students at risk of not being retained in the FAMU academic program and also provides tools to enhance intervention.

1.2.2.1 Establishment of a comprehensive interface with FACT.org

1.2.2.2 Migration of student records and student financial data from legacy systems to data warehouse and/or PeopleSoft iRattler

**Strategy 1.2.3**
Support project to provide technology and workforce training on technology that facilitates monitoring and intervention against retention and graduation goals.

**Performance Measure(s):**

1.2.3.1 Implementation of a Constituent Relationship Management module (Retention)

1.2.3.2 Real-time webinars in addition to face-to-face training are standard delivery methods as is reflected in a annual report on training and development

1.2.3.3 By December 2011 the iRattler experience of Applicants to FAMU undergraduate

**Strategy 1.6.1:**
Maintain NCAA standards for retention and graduation rates for all athletes.
programs graduate programs and Distance Learning Programs will be enhanced by an online admissions system that allows completion of application (Inclusive of process to update freshman and transfer applicant checklists with associated external organizations) and confirmation of admission status online within 24 hours after receipt of all required credentials.

**Strategy 1.2.4**
Provide online systems to facilitate ease of access to recruitment activity-prospects by FAMU faculty and staff that improves monitoring and response capability for admissions decisions and communications with students.

**Strategy 1.1.1:** Enhance and implement effective and targeted recruitment strategies

**Performance Measure(s):**

1.2.4.1 Implementation of a Constituent Relationship Management module (Recruitment)

1.2.4.2 Annual reports will show the gap narrowing between the online software systems and applications at FAMU and those Universities that lead in such activity

**Goal 1.3:** USP COMMITMENTS Rapidly progress in move to excellence in noted critical areas of activity needed to meet the commitments of the FAMU Strategic Plan (USP) with special attention to Grants Management, Instruction and Learning Technology in classrooms and development of a Distance Learning Program (DLP)

**Strategy 1.1.2:** Develop and Implement Comprehensive Distance Learning Programs.

**Strategy 5.1.1:** Maintain
<table>
<thead>
<tr>
<th>Strategy 1.3.1: Support the planning, development and full implementation of the Blackboard learning system and other teaching and learning systems that facilitate a high level delivery and service capability to faculty and DLP students.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Performance Measure(s):</strong></td>
</tr>
<tr>
<td>1.3.1.1 Upgrade the blackboard Learning Management System (completed)</td>
</tr>
<tr>
<td>1.6.1.2 Implementation of an Enterprise Learning Management System</td>
</tr>
</tbody>
</table>

**Strategy 1.3.2:** Plan and implement a project that results in a modern state of the art instruction and learning technology environment ("smart classroom systems") in every FAMU classroom.

<table>
<thead>
<tr>
<th>Performance Measure(s):</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.3.2.1 Annual Reports will verify that no less than 10% of the baseline counts of classrooms are modernized each year until goal is realized.</td>
</tr>
<tr>
<td>1.3.2.2 An annual report on classroom</td>
</tr>
</tbody>
</table>
technology standards performance in FAMU remodeling, renovation and construction projects will show that the University has enforced a permanent moratorium on the redesign, remodeling and construction of classrooms that do not meet the University current standard for classroom technology.

1.3.2.3 A plan will be implemented for classroom technology refresh that ensures continuous modernization of FAMU classrooms according to a classroom technology standard that is periodically updated.

Strategy 1.3.3 Implement ERP grants management software modules, acquire and install other desirable software applications, customize and move into production an effective system.

Performance Measure (s):

1.3.3.1 By June 30, 2011 100% of the Grants Billing and Accounts Receivable module will be reviewed; testing and re-training of the users will be complete.

1.3.3.2 By June 30, 2011 one hundred percent of the time and effort bolt-on will be setup, configured and tested.

Goal 1.4 WEB TECHNOLOGY Continue to Enhance Web Services with special attention to efforts to increase capabilities and user friendly authoring and application tools for campus units.

Strategy 2.3.2: Enhance and improve communication and information systems.
### Strategy 1.4.1  Maintain a list of issues and address them with software application solutions as rapidly as resources will allow

#### Performance Measure(s):

<table>
<thead>
<tr>
<th>Measure</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.4.1.1</td>
<td>An upgraded FAMMail based on Microsoft Exchange 2010 is operational and annual surveys show better than 80% satisfaction with features that include mailbox size, password management, and system reliability.</td>
</tr>
<tr>
<td>1.4.1.2</td>
<td>An enterprise intranet affords a SharePoint platform for secure centralized, shared workspaces</td>
</tr>
<tr>
<td>1.4.1.3</td>
<td>VOIP Telephony solution I is fully implemented and satisfaction surveys show 80% favorable response on annual surveys during and following implementation</td>
</tr>
<tr>
<td>1.4.1.4</td>
<td>An upgraded UPK is implemented and affords a simulated learning environment for campus-wide training of users of the I-Rattler System.</td>
</tr>
</tbody>
</table>

### Goal 1.5  UNIT/USER SUPPORT  Continuous enhancement and improvement of Client help/services and technical support

#### Strategy 1.5.1  Implementation of a system that will facilitate the ease of outreach programs targeted at increasing fund raising efforts and alumni support

#### Performance Measure(s):

<table>
<thead>
<tr>
<th>Measure</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.5.1.1</td>
<td>The implementation of the blackboard</td>
</tr>
</tbody>
</table>
**Goal 1.5**

**Strategy 1.5.2** Expanding human resources and the developing/implementing systems that will enhance the ability of the technology team to assist constituents

**Performance Measure(s):**

1.5.2.1 The implementation of Constituent Relationship Management (CRM) module with the purposes of aiding in building a knowledge base based on self service problems

1.5.2.2 Hiring staff, as funding allows, that will allow the extension of helpdesk hours to mirror the opening hours of library services

1.5.2.3 Implement a Technology help desk support application that enables an advanced provision of coordinated technical support and service to user technical problems

**Goal 1.6**

**DESKTOP REFRESH Update of Personal Computer Resources**

**Strategy 1.6.1:** Implementation of a University policy regarding a University workstation refresh plan

**Performance Measure(s):**

1.6.1.1 Build and maintain a database of all University desktop computers including data such as; type and age.

1.6.1.2 Produce reports which show the upgrade of computers increasing annually until all desktop computers on campus are 3 years old or less.

**Goal 1.7**

**FAMU LAN/WLAN** Enhance Planning and Execution of Maintenance, Security, and Upgrade of FAMU Networks
<table>
<thead>
<tr>
<th><strong>Strategy 1.7.1</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhance network and computing security via strengthened policy and more effective organization to address threats.</td>
<td></td>
</tr>
</tbody>
</table>

**Performance Measure(s):**

1.7.1.1 Policy driven organization and functional operations of a Security Computer Incident Response Team (CIRT) will be documented along with the effectiveness of security awareness training and marketing.

1.7.1.2 Account Security will be improved by completing the implementation of Oracle Access Manager using two-factor authentication by Aug 2010.

<table>
<thead>
<tr>
<th><strong>Goal 1.8: ENTERPRISE RESOURCES PLANNING</strong></th>
<th>Improve Implementation of ERP Project and Enhancement of current ERP Applications</th>
</tr>
</thead>
</table>

| **Strategy 2.5.1:** | Develop a University Audit Plan based on the results of the risk assessment surveys. |

| **Strategy 2.3.3** | Improve Customer Relations in Serving Students. |

| **Strategy 3.1.1:** | Develop a comprehensive budget planning process. |

| **Strategy 1.8.1:** | Provide training and ERP system upgrades to address areas in need of improved response. |

**Performance Measure(s):**
1.8.1.1 Upgrade and installation of Enterprise Portal Application and PeopleTools, success that, enabled the University to regain support for the Enterprise Portal Application from Oracle Enterprise Application Support Services and provides compatibility with the three other enterprise applications.

1.8.1.2 Implementation of a formal project lifecycle plan to improve EIT project delivery.

1.8.1.3 Implementation of Bank Reconciliation (completed)

1.8.1.4 Implementation of Electronic Fund Transfer in Financials for Vendor Payment (completed)

**Strategy 1.8.2:** Implement an advanced CRM Technology system available to FAMU management and staff

**Performance Measure(s):**

1.8.2.1 A production system will be operative and the use of surveys to students and other constituents will document effectiveness with a projection that greater than 80% providing favorable responses.

**Strategy 1.8.3:** Strengthen automated controls and upgrade software that enables the tracking, usage, and maintenance of university resources.

2.5.1

**Performance Measure(s):**

1.8.3.1 An up to date policy and procedures manual for the EIT will be on file.

1.8.3.2 (SLAs) for University departments who have
the latitude to procure server infrastructure and applications outside of EIT oversight, will be on file

1.8.3.3
Enterprise Active Directory to manage end user access and controls to network devices and resources. will be deployed campus wide.

1.8.3.4
EIT managed servers will be located in an EIT secure environment for operational and budgetary efficiency, effectiveness and accountability.

**Strategy 1.8.4:**
Enhance the Strategic Technology Planning process, nurture and strengthen the linkage of all planning to budget and performance review

**Performance Measure(s):**
1.8.4.1 A file of activity undertaken in the process of development, monitoring and performance review will be include with files on the University Budgeting Activities

**Strategy 1.8.5**
Create the availability of a robust group of new modules, system upgrades and customized applications

**Performance Measure(s):**
1.8.5.1 An advanced CRM Technology is implemented and survey of students and other customers and document effectiveness with 80% of respondents satisfied

1.8.5.2 Feature rich upgrades, new modules with
cutting edge functionality, and other enhancements in the project group set forth below will be completed in the manner specified by the time table associated with each:

A. By January 2012 the “Talent Acquisition Management and Candidate Gateway Modules” are implemented as part of iRattler (eRecruit Module).

B. By January 2012 FAMU Human Capital Management (HCM) HR/Payroll iRattler System has been upgraded from DB2 to an Oracle database using the most current version of PeopleSoft while utilizing enhancements of the HCM system (upgrade from HCM 8.9 to HCM 9.1).

C. By July, 2011 PeopleSoft’s Retroactive Payroll functionality has been implemented to enhance and reduce manual processes in Payroll.

D. By June 30, 2011, one hundred percent of the bank reconciliation functionality for the operating account will be setup, configured and tested in iRattler financials.

E. By June 30, 2011 one hundreds percent of the Protocols Management functionality will be setup, configured and tested in iRattler financials.

F. By January 2011 Enterprise Portal Application and PeopleTools will be upgraded.

G. By June 11 EIT project delivery
resources will be improved by establishing Project Management Office.

**Goal 1.9: INSTRUCTIONAL TECHNOLOGY SUPPORT** Refine the educational technology support model, enhance coordination and communication and better provide the current and future support needed by faculty, and students.

**Strategy 2.3.2:** Enhance and improve communication and information systems.

**Strategy 4.3.2:** Enhance the University’s involvement with Leon County K-12 public schools.

**Strategy 1.9.1** Continuous enhancement and improvement of constituent help and technical support

**Performance Measure(s):**

<table>
<thead>
<tr>
<th>1.9.1.1</th>
<th>Campus wireless mesh network implemented with 90% customer satisfaction reported in periodic campus survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.9.1.2</td>
<td>By May 2011 an Automated processes will be developed within Campus Solutions that enables students to apply for graduation through Campus Solutions Self Service and deliver functionality to enhance graduation processing.</td>
</tr>
</tbody>
</table>
Strategy 1.9.2
Partner with the FAMU College of Education to use technology systems and applications to facilitate collaborative programs for K-12 personnel, teachers and students.

Strategy 4.3.2: Enhance the University’s involvement with Leon County K-12 public schools.

Performance Measure(s):
1.9.2.1 Annual report showing number of COE and EIT projects and collaboration with

4.3.2

Strategy 1.9.3:
Upgrade: human resources support; hardware platforms; technology systems and applications to facilitate improved communications.

Strategy 2.3.2: Enhance and improve communication and information systems.

Performance Measure(s):

Strategic Initiative 2: Development of an advanced Information Technology Infrastructure

Goal 2.1: Establish and implement an approved funding strategy and plan for infrastructure renewal and improvements that realizes a budget for such purpose from diverse funding sources inclusive of appropriate University accounts.

Strategy 3.3.2

Strategy 3.3.2:
Technology that supports the acquisition of state-of-the-art Information Technology (IT) resources for the University community.

**Performance Measure(s):**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1.1.1</td>
<td>University strategic plan for technology on file with supporting documentation of budget and expenditures</td>
</tr>
<tr>
<td>2.1.1.2</td>
<td>Development of a University plan that provides for the upgrade and refresh of University network equipment</td>
</tr>
<tr>
<td>2.1.1.3</td>
<td>Annual Campus survey reports from Academic and Administrative computing divisions that show advances using baseline data from 2010</td>
</tr>
</tbody>
</table>

**Goal 2.2:** Create and implement a blueprint for a superior FAMU Cyber-infrastructure (C-i) and maintain currency of both along with periodical communication of the importance of an adequate and advanced C-i to University research and education programs.

**Strategy 5.2.2:** Keep FAMU’s brand highly visible throughout the international community.

**Strategy 2.2.1:** Enhance and solidify the IS (Information Systems) network and ensure continuous university-wide connectivity.

**Performance Measure(s):**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.2.1.1</td>
<td>Peer comparison study every two years reflect FAMU distance from group in benchmarks set.</td>
</tr>
<tr>
<td>2.2.1.2</td>
<td>Conduct a comparative study of</td>
</tr>
</tbody>
</table>
FAMU versus Institutional leaders group every two years will reflect FAMU closing gap

**Strategy 2.2.2:**
Promote and develop in conjunction with the FAMU research community and the instruction and learning program resources that allow engagement in projects that rely on cyber infrastructure excellence at the University

**Performance Measure(s):**

2.2.2.1 Provision of 100% of the university community with high-speed internet access within appropriate university activity domains.

2.2.2.2 A campus cyber infrastructure assessment report will be on file providing baseline data along with a cyber infrastructure improvement plan. Progress reports will be compiled with the goal of reflecting an 8% increase in cyber infrastructure growth.

2.2.2.3 By June 2012 upgrade and enhance 40 percent of active network technology components in University facilities

2.2.2.4 By March 2011 a Network Vulnerability Scanning infrastructure to identify network and system weaknesses will be implemented

2.2.2.5 By December 2011 a data recovery plan for core network and security devices
**Goal 2.3:** Connect each facility that has a required computing activity to the campus backbone and/or provide high speed connectivity to each desk top as a short term project except for those facilities for which the action is documented as not feasible.

**Strategy 2.3.1:** Compile listing of facilities not on campus backbone and make connections a priority for the first year of the New Strategic plan for University Technology

**Performance Measure(s):**
2.3.1.1 All existing buildings are connected as verified by map of campus backbone

**Goal 2.4** Implement a campus comprehensive Wireless mesh project

**Strategic Initiative 3:** Continuous rollout of Applications that positions FAMU as a university at the cutting edge of technology

**Goal 3.1:** Establish and implement an ongoing open process of introduction, review, and recommendation on selection for acquisition of applications in categories of: a.) operationally essential; b.) need; and, c.) competitive advantage, via the appropriate technology committee that has diverse representation of University stakeholders

**Strategy 5.2.2:** Keep FAMU’s brand highly visible throughout the international community.

**Strategy 3.1.1:** Tie the approval of the University Technology plan to a commitment of funds for the plan

**Performance Measure(s):**
3.1.1.1 An Annual report will reflect that the
University budgeted and expended funds for the plan or holds funds in reserve for a timetable associated with the implementation of projects in the plan.

<table>
<thead>
<tr>
<th>Goal 3.2: Increase and maintain an application development staff that facilitates both the development of enterprise designed software and the installation, testing and rollout activity for acquired software</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strategy 5.1.1:</strong> Maintain FAMU’s position as a top producer of African American baccalaureate degree recipients.</td>
</tr>
<tr>
<td>Strategy 1.1.1: Enhance and implement effective and targeted recruitment strategies</td>
</tr>
<tr>
<td><strong>Strategy 5.1.2:</strong> Become a top producer of African Americans with graduate and professional degrees in the Science, Technology, Engineering and Mathematics (STEM), law and health disciplines during the next ten (10) years.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Strategy 3.2.1: Enhance and install applications that makes the university a leader in the technology directed toward responsiveness to prospective students and FAMU students.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategy 1.1.1: Enhance and implement effective and targeted recruitment strategies</td>
</tr>
<tr>
<td><strong>Strategy 2.6.1:</strong> Enhance and manage the University's business process re-</td>
</tr>
</tbody>
</table>
### Performance Measure(s):  

| 3.2.1.1 By 12/2011 | The National Student Clearinghouse Degree Verification process has been fully implemented and 80 percent of end users are satisfied. |
| 3.2.1.2 By December 2011 | A broad set of applications that provide a rich environment for convenient online access to information, services and user friendly transactions will be available to students anyplace at any time and documented by a list reflecting growth compared with baseline and by a satisfaction survey. |
| 3.2.1.3 FAMU will be processing student loans via the Direct Lending System |
| 3.2.1.4 By August 2010 | A social networking website similar to Facebook exclusively for FAMU students and staff (Campus EAI) will |
be implemented. This will provide tools and services to allow students to publish and share content, collaborate with others, and form communities of interest.

**Strategy 3.2.3:** Develop strategies that support the acquisition of state-of-the-art Information Technology (IT) resources for the University community.

**Strategy 5.1.2:** Become a top producer of African Americans with graduate and professional degrees in the Science, Technology, Engineering and Mathematics (STEM), law and health disciplines during the next ten (10) years.

**Performance Measure(s):**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.2.3.1</td>
<td>Maintain on file an Annual IT budget tied to University Strategic Technology Plan</td>
</tr>
<tr>
<td>3.2.3.2</td>
<td>An annual report that reflects increase in acquisition of IT resources in each area: a.) grant funds; b.) donated resources and services; c.) Student Technology Fee; and, d.) E and G funding will be on file.</td>
</tr>
<tr>
<td>3.2.3.3</td>
<td>A university policy regarding a University workstation refresh plan will be on file and annual reports will reflect implementation of the plan.</td>
</tr>
<tr>
<td>3.2.3.4 An EIT, CIS partnership report reflects that EIT annually increases its involvement of CIS majors in projects by an average of 2% to 5%.</td>
<td></td>
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</tr>
<tr>
<td><strong>Strategy 3.2.4:</strong> Implementation of systems that enhance the student experience</td>
<td></td>
</tr>
<tr>
<td><strong>Performance Measure(s)</strong></td>
<td></td>
</tr>
<tr>
<td>3.2.4.1 Implementation CampusEAI portal</td>
<td></td>
</tr>
<tr>
<td>3.2.4.2 Implementation a smart card system that allows students to manage all aspects of campus living with one card including; meal plans, book vouchers, residence access etc</td>
<td></td>
</tr>
<tr>
<td><strong>Goal 3.3:</strong> Develop and execute a plan for enhancement of human resource level dedicated to implementation of the comprehensive suite of ERP software</td>
<td></td>
</tr>
<tr>
<td>Strategy 1.1.1: Enhance and implement effective and targeted recruitment strategies</td>
<td></td>
</tr>
<tr>
<td>Strategy 2.3.2: Enhance and improve communication and information systems.</td>
<td></td>
</tr>
<tr>
<td>Strategy 3.3.1: Improve the technology support ratio by both support to students, and to faculty/staff</td>
<td></td>
</tr>
<tr>
<td><strong>Performance Measure(s):</strong></td>
<td></td>
</tr>
<tr>
<td>3.3.1.1 Conduct an annual survey report with the intent of showing an average 10% increase until the ratio is the same as that of top 20% of institutions</td>
<td></td>
</tr>
</tbody>
</table>
### Strategic Initiative 4: Innovative and creative staff, programs, systems and solutions that support the goals and strategies of the university strategic plan

**Goal 4.1:** Establish an effective and efficient Grants Management system for program management and services

**Strategy 4.1.1:** Change the payroll encumbrance process to encumber funds for a budget year other than normal State of Florida fiscal year to assist Sponsored Research in better managing funds from projects and other grants.

**Performance Measure(s):**

- 4.1.1.1 The accommodation of Sponsored Research accounting for different budget year by payroll encumbrance system
- 4.1.1.2 Account Provisioning Costs to PeopleSoft and other Applications reduced as reflected by cost table history.

**Goal 4.2:** Establish program of collaborative development with an identified

**Strategy 3.4.2:** Provide
| EIT liaison as coordinator | incentives for faculty, staff and students to be aggressively engaged in research and other creative activities and to pursue federal, state and private funding. |

**Strategy 4.2.1:**
Improve success in technology related grant acquisitions that provide opportunities for faculty and students to engage in research

**Performance Measure(s):**
4.2.1.1 Conduct an annual survey report with the intent of showing an average increase in participation in the range of 4% to 6%

**Strategy 4.2.2:**
Enhance all Technology activities to enable business processes that facilitate FAMU being a nationally recognized doctoral/research institution.

**Performance Measure(s):**
4.2.2.1 Collaboration with Administrative and Financial Services on the T3E project
4.2.2.2 Transition made from FFELD Loans to Direct Lending

**Strategy 3.4.3:**
Enhance all business processes to facilitate FAMU being a nationally recognized doctoral/research institution.

**Goal 4.3:** Establish an Adhoc committee and
<table>
<thead>
<tr>
<th>Conduct a study on the status of FAMU staffing for technology in EIT, Instructional technology and other appropriate areas.</th>
<th><strong>Strategy 5.1.1:</strong> Maintain FAMU’s position as a top producer of African American baccalaureate degree recipients.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Goal 4.4:</strong> Form and utilize an advisory council to EIT on emerging technology use in research members selected from the research community</td>
<td><strong>Strategy 4.4.1:</strong> Use the synergy created in the strengthening of the FAMU cyber infrastructure to foster internal/external partnering projects.</td>
</tr>
<tr>
<td><strong>Performance Measure(s):</strong></td>
<td></td>
</tr>
<tr>
<td><strong>4.4.1.1</strong> Conduct an annual survey with the intent of showing an increase of 3% per year in University involvement/service in regional community projects</td>
<td></td>
</tr>
<tr>
<td><strong>Goal 4.5:</strong> Improve assistance in the re-engineering of workflow toward optimization of ERP systems resources</td>
<td><strong>Strategy 2.6.1:</strong> Enhance and manage the University’s business process re-engineering efforts.</td>
</tr>
</tbody>
</table>
Enterprise Portal Application and PeopleTools, success that, enabled the University to regain support for the Enterprise Portal Application from Oracle Enterprise Application Support Services and provides compatibility with the three other enterprise applications.

4.5.1.2 A formal project lifecycle plan in place to improve EIT project delivery.

4.5.1.3 Bank Reconciliation has been implemented.

4.6.1.4 Electronic Fund Transfer in Financials for Vendor Payment has been implemented.

4.5.1.5 Enhanced ERP responsiveness to management activity directed toward Workforce Administration as reflected by user satisfaction surveys on: improvement in completeness and accuracy of data pertaining to “personal and job information”, “personnel actions and reasons”, “employment dates for OPS employees” and level of success in customization, training of users and migration to production database.

4.5.1.6 Customization that realizes the following listed objectives are complete with migration to Production Database for users’ availability.

A. Change of the Payroll Encumbrance process to encumber funds based on a specified budget year and not fiscal year by April 2011.

B. Create Time and Labor rule that would prevent holiday pay to an employee who is in a leave without
pay status the entire day prior to the
holiday by April 2011
C. Create Time and Labor rule that
would prevent holiday pay to an
employee who is in a leave without
pay status the entire day prior to the
holiday by April 2011
D. Automate Month and Date on Benefit
Calculation Rule Table for Optional
Life Insurance by October 2010

4.5.1.7 By 12/11 100% of functional office
staff core users have been trained (and have
easy access to training documents) to
perform critical processes with under-
utilized enrollment processes (i.e. Term
Build, Reserve Capacity, Prerequisite
Checking, Appointment Setups and Block
Enrollment)

4.5.1.8 By June 30, 2011 100% of the
PeopleSoft Asset Lease Management
functionality will be setup, configured and
tested in iRattler financia

4.5.1.9 By June 30, 2011, 100% of the
PeopleSoft Travel and Expense functionality
will be executed in iRattler financia

4.5.1.10 By [10/10] has this occurred? End
users report 100% success in accuracy and
80% satisfaction with the process
implemented to calculate and charge students
an excess credit hours fee pursuant to
Florida Statues 1009.286.