

**OSU PlanIT Presentation  
Stakeholders Meetings  
October 31 & November 1, 2002**

**30 Responses: 4 Students; 5 Faculty; 21 Staff**

**OSU IT Vision**

“...teaching, learning, research, and organizational effectiveness” – Also should reference “public service” or “outreach”
Excellent...
Looks good
Fine. Very generic like most vision statements. Hope you didn't spent much time on this
I think we have to get basic campus IT functionality before we go too far in delivering innovative technology. Focus on providing reliable access to e-mail and data before going into managing knowledge banks.
Very well written. Sound synopsis of goals set forth herein
Good Vision statement
Thank you, Future State Team!
I like the vision statement very much. The only suggestion is to remove the “Over the next five years” segment
Impressive goals that are likely to succeed through the implementation of these initiatives. The statement is somewhat wordy however and may need to be revised slightly
Reads fine. Throughout the review of principles, I find very little concrete description of support for research – perhaps drop it?
Too pompous. If over the next five years we do anything to aid learning and research at OSU, that will be an achievement
The vision is compelling, but should be more concise. It contains an action oriented agenda that belongs more appropriately in a mission statement

**OSU Guiding Principles**

Excellent...
Looks good
Again, this is fine and rather generic. Nothing new or insightful here
Enabling Infrastructure needs to be brought up to better level so that if a hard drive fails on the e-mail server there isn't a loss of messages.
Very well written. Sound synopsis of goals set forth herein
Too much emphasis is placed on centralizing computing and too little on creating a collaborative computing environment. It's arguable that centralizing computing would conserve resources and it most certainly would not encourage experimentation and innovation.
Excellent job at categorizing so much information.
The breakdown is a good representation of the areas pertaining to developing IT

excellence above that of the competing universities.
I really appreciate the word “collaborative”
Make sure that these are read thoroughly when establishing the priorities of the Initiatives.
Too complex, we are asking too much too soon. We have too much on our plate
The four principles supported by a collaborative environment are clear and to the point

## Collaborative Environment

**Initiative: Common Governance**

**Points 206**

Points	Comments
	Content management? Evolving term, web management? Turf war
2	
4	
7	This strikes me as absolutely critical for the other initiatives to be successful; from a student’s perspective, the content manager for OSU’s web site is huge, since there is a lot of outdated/ incorrect information out there, and it remains difficult to get good search results
10	Excellent idea
3	This would be higher if I could be confident it means collaborative. The problem is in the way the initiatives are written. Most read as if OIT wants to dictate to others—that is collaborate—how things should be done and require that others use their services. The model with BPAC, ICAC, etc., has never worked
1	Concerned about the word “governance” this seems to imply more than sharing of ideas but some type of decision making on what the colleges’ IT staffing patterns should be and I do not support that level of involvement from OIT.
10	As students, faculty, and staff grow increasingly dependent on IT services not only on a university, but a college and even departmental level, the need to establish periodic and effective communication amongst all involved entities will grow increasingly urgent. We should strive to break the current tradition of communicating almost exclusively via email, and establish other means, including regular meetings, and Web based content management systems, among others.
10	As students, faculty, and staff grow increasingly dependent on IT services not only on a university, but a college and even departmental level, the need to establish periodic and effective communication amongst all involved entities will grow increasingly urgent. We should strive to break the current tradition of communicating almost exclusively via email, and establish other means, including regular meetings, and Web based content management systems, among others.
5	Improved communication between central and department IT personal

	is needed. But if the common governance is dictated by a common board that is staffed by central IT and/or IT administrators only, the communication will be one-way only.
40	
0	Significantly greater experimentation and innovation is currently taking place in the “distributed technology” units rather than centrally. Creation of “common governance” might arguably be good for an increased budget and greater control but certainly not for innovation and technical excellence.
9	The most critical of the initiatives – everything else depends on this one – changing the culture
8	
20	Necessary for greater commitment to PlanIT decisions and for sharing of resources in order to get many of these initiatives addressed.
10	Many of the items mentioned here are needed (improve communications between central and departmental IT) but some may prove extremely difficult to achieve (content management for OSU websites)
3	From my standpoint, upper management does a good job of getting allocating finances to the appropriate department. Some priorities like the central e-mail system could have been implemented earlier and can be addressed here through more collaboration between staff and upper-management decision makers.
15	From this, everything else can flow. This will be difficult: time, patience, candor. How about a real Board of Directors? With participants/representatives of user units. Members who are chosen for experience. At-large members voted by expert groups, like ‘distcons’?
10	
15	I believe this proposition would solve a lot of communication errors from department to department.
10	What doesn’t comment thru is the governance must arise from the users thru colleges and departments. Note: when I say “colleges and departments” I mean all relevant academic units and where appropriate, other units of OSU
4	
10	Good framework. Delete culture of sharing as it is too vague and not a true <u>governance issue</u>

**Initiative: IT Roles and Services**

**Points 173**

<b>Points</b>	<b>Comments</b>
	Blended roles, clarify roles, start with goal-oriented?
5	
7	

3	This seems to fit in quite nicely as an extension of the common governance initiative...
10	Excellent idea
1	Each department has to be able to provide high level of service. OIT can assist in establishing a base, but if departments are not empowered to go beyond the base, we regress to the mean. OIT must establish a case for why people need to turn to them, not mandate that we use them.
5	Share Remedy with the rest of campus so that tickets can be assigned to college network admin. Or support staff and colleges can assign tickets to OIT.
10	It would seem that the current delineation of university –vs- departmental roles and services is already quite clear. However, as specific objectives of the PlanIT initiative are underway, it will become increasingly apparent that those new services offered by OIT (above and beyond general campus-wide infrastructure support already offered) will be met with success amongst the colleges only as a result of continued collaboration and communication, rather than by result of mandate.
1	IT roles are a good baseline, but the roles of the central computing can easily be stated for all departments. But each department needs to have the ability provide a higher level of IT support above the norm. This seems to also consolidate many services which can be better achieved at a departmental level (i.e. storage). Best practices that are developed by leading edge departments and/or central computing would be better.
50	
0	I disagree with the draft that this is dependent on the Governance initiative. If a truly collaborative relationship between OIT and “distributed” computing were to take place, it would be a very simple matter to determine roles and boundaries and a method to communicate the result to customers.
9	I see this as part of common governance and so consider it equally important.
3	
20	Necessary for greater commitment to PlanIT decisions and for sharing of resources in order to get many of these initiatives addressed.
	The objective of creating collaborative teams of central and distributed IT for certain areas is great. My only suggestion is to add video conferencing and video based delivery of educational efforts.
5	Most of my problems come directly from the viewpoint of end users who believe that it is difficult to accomplish things at OSU. While their opinion is greatly skewed due to lack of coordination in other departments, our task of pleasing these users becomes more difficult. Making the IT roles and services clearly identifiable to individuals is the key to gaining the support of the community.
5	

5	
15	Definition of departments' roles and responsibilities would greatly aid customers in receiving the help they are searching.
5	Keep it simple – enable colleges and departments to develop what they need
4	
10	Excellent points. How many teams might be needed to tackle areas listed on slide 16, in the second bullet?

## Engaged Leadership

**Initiative: e-Learning Policy**

**Points 111.5**

Points	Comments
	What is this in terms of examples of policy?
15	
6	
5	
0	Much of this work is the responsibility of OSU groups outside of IT (this is noted in the details of the initiative); on the whole, I don't see this as a primary IT issue where IT takes leadership roles...
2	How specific can guidelines be made across different disciplines
2	Mandating to the university is problematic. Resources must be made available and have best practices and centralized assistance.
2	Policy is needed, no doubt about it. Also some mechanism for marketing so that faculty don't have to do that function as well as teach the content
3	Establishing e-Learning guidelines (vs. policies) would be a welcome resource among departments. It is difficult to ascertain the effectiveness of mandatory policies when the nature of the content taught in the varying courses varies so widely (philosophy –vs- mathematics, for example).
0	Setting a policy for e-learning will not make e-learning better. Produce best practices and use units that are already developing these types of environments for campus training.
50	
8	This together with Faculty Incentives and Intellectual Property Policy appear to be interdependent and need to be addressed in a single major policy. Significant future development in online education and digital asset management hinges on removal of these roadblocks.
3	
0	Important, but not in the first round
	The creation of an improved climate for e-learning is crucial. I have spoken with more than a few faculty members about delivering their

	course electronically and they all say “ I don’t get anything extra out of it.” Obviously this goes hand in hand with faculty incentives (below).
3	Whether distance learning will be an improved success is proportional to the level of technical fluency found in educators and students alike. With this in mind, streamlining the e-learning interface for ease-of-use will maximize its effectiveness.
4	
2	Keep it simple
4	
	OIT needs to clarify (reexamine) the role of e-learning in relation to the university
2.5	The word “activities” could be deleted, since e-learning is broader in scope. The benefits do a nice job of supporting the objective

**Initiative: Faculty Incentives**

**Points 106.5**

<b>Points</b>	<b>Comments</b>
	Faculty “and Staff” Incentives – If faculty are hired to teach, do research and service, do we “incentivize” everything? What about their expected work? Why just faculty? Why not the whole community?
	If teaching is not valued (as highly as research) why do we expect e-teaching will be valued? If faculty are not supported now, why will they be for e-learning classes?
15	
2	
1	Faculty training is the key here...
	Not sure – don’t think I’m qualifies to comment on P&T, etc
0	This will never work. You cannot mandate criteria for faculty P&T or even suggest this. This goes way beyond your authority.
50	Recognize the “Scholarly Activity” that comes with investing time and expertise in developing technology-mediated solutions for teaching, research, and outreach education. Faculty working in this area are being treated as “second class” members.
1	Needs to come from OAA not from OIT, but it is an important concept
0	Due to the unique budgetary constraints specific to each college, it should be left to the college to devise their own compensatory system (if any!) for the use of technology in the classroom
0	The technology needs to be engaged by each department and not solely on the faculty member. Some colleges benefit greatly by technology, while other departments may not see the benefits. Let the colleges determine there level of technology with respects to faculty members
9	
8	This initiative needs to be broadened – P&T policies need to change not only with regard to e-learning but also with respect to scholarly communication (research and publication
0	Important, but not in the first round

	Incentives MUST be offered
4	Many faculty members are intimidated by e-learning (most whom are not technically inclined). I think it's a great idea to provide additional incentives to use e-learning facilities.
	"work load balancing" – what does this mean, anyway?
10	I think this is important not in the context of 'what are faculty going to get out of embracing technological advances', but in the context of 'how will faculty recognize the importance and commitment of the University to technological advances.'
1	On dangerous ground. The university cannot mandate this; colleges and departments must change P&T guidelines
3	
	Priority of incentives for larger classes, research in class, extending seminars to TA's
2.5	Well stated. On slide 24, last bullet, just say "e-learning would become more valued" rather than a specific form

**Initiative: Funding**

**Points 201.5**

<b>Points</b>	<b>Comments</b>
	Clarify identified roles and responsibilities, creates understanding of responsibilities and understanding of who has funding responsibility
15	
16	
2	
7	Huge! Affects almost all other initiatives...
2	Not sure how this would be received among faculty - some never update equipment, others use grant money for frequent updates, etc. Would OIT be providing funding, or making suggestions for spending dept/grant money?
3	Central funding is a wonderful idea, but this cannot come at the expense of money already going to certain colleges (e.g., Engineering, Business, Nursing). Also, we cannot have a model where everyone gets the same. The new university funding model suggests that units have to work for their resources. This also applies to OIT—they must build the case for people to want to use them. That is, the market must decide there is a compelling need for OIT, not a mandated use of them.
4	Are you trying to get university wide tech fee? How will colleges that already have this support that? Will colleges see any of the funding or will it go to central OIT?
3	Although centralized funding would unquestionably be of benefit to those college's suffering severe budgetary constraints, proposed tangible benefits such as "level playing field" are frankly met with a great deal of trepidation amongst those colleges who have devoted considerable resources to their IT programs. To be sure, the need to devise some means for bringing the entire university up to a minimal

	level of IT maturity exists, provided that this endeavor does not inhibit the progress of those colleges already ahead of the curve.
4	Central funding is a great idea...but if the central funding brings everyone to the same level then it will mean everyone has a little and penalize the departments that embrace technology and are making improvements that are beyond the norm.
20	
40	
20	
9	As critical as common governance, particularly in this restrictive budget environment.
8	
0	Important, but expect this to be a slow process which will halt other initiatives. Want to move it down on the list to lessen possibility of stagnating
4	Many more services can be made available to faculty, staff and students when funding is allocated to areas that need the most development and reducing it from areas that are over funded.
15	Its time to put through a Technology Fee – or admit that OSU will always be behind in technology. Such a fee must substantially support a student's degree unit as well as central technology.
5	
10	Accurate funding information, still not available (in my opinion), will be helpful – especially the sustainable aspect. Altho IT refuses to learn from the library example, it is worth pointing out that university libraries recognize only too well that their current funding is probably unsustainable. Since IT costs at many universities are already 5-10 times that of libraries – without comparable benefits – the problem is greater
7	
5	
	Each college needs to make proper cost-benefit analysis of IT fees, ASC in particular
2.5	Slide 26, the last bullet, seems to make the third bullet superfluous. Otherwise, you've identified some tough areas

**Initiative: Intellectual Property Policy**

**Points 57.5**

<b>Points</b>	<b>Comments</b>
	Unless it is research, most intellectual property will belong to the faculty member. Also seems like most software is interpreted to belong to the faculty member unless it is an explicit job requirement
15	
4	Staff who develop useful technology should enjoy the same benefits as faculty vis a vis innovative ideas

0	Primarily handled by groups outside of IT...
0	Doesn't sound important to us
0	This is overly simplistic
4	Has been needed for several years, now is better than later
5	Certainly a critical topic in today's electronic learning environment. Further discussion and information is welcomed
0	Intellectual property deals with more than just e-learning. An intellectual property policy should be consistent with all intellectual property not just e-learning.
8	
8	The lack of an IP policy represents a barrier to further progress on a number of fronts. This is high priority because it is needed now.
1	
0	Staff might be more likely to share software we develop with the world if we are given the same "royalties" incentive as faculty. It takes time to make a custom application marketable outside of its initial intent, we need an incentive to do so (aside from helping OSU make money). Still, I put this low on the list because it doesn't make the first round
	A web based mechanism for faculty and administration is a wonderful idea. I get questions about this all the time and don't really know what to say or where to send them.
2	
5	THE major bone of contention among my faculty.
3	
1	The broad university responsibility – not being met anywhere. For IT to think it will lead the way when, internationally, to date it is the greatest abuser, is hubris
	Seek advice of Faculty Council
2.5	In slide 27, the first bullet is hard to read. (The word choice is awkward) In addition, the second bullet could be reworded into two bullets; it makes the assumption that the reader knows about the "new central e-Learning organization"

**Initiative: IT Standards and Guidelines**

**Points 103**

<b>Points</b>	<b>Comments</b>
	Does this mean brands or does this mean standards? Be careful, guidelines don't have to be followed
4	
5	Very necessary to get costs of IT support back in line
5	Important for more efficiency and consistency of service
8	Great idea
10	The key here is guidelines, not standards. Best practices and recommendations are good and helpful. But these cannot be mandated standards. Also, the guidelines must be altered each year, not every few

	years. Again, no mandated equipment purchases
4	Need to have some coordination of purchases, but flexibility in what is bought for special projects, etc
10	Certainly one of the most important of proposed initiatives, for the success of all other initiatives would be largely dependent upon the general agreement of standards and guidelines
10	The standards need to be produced by industry standards, best practices and a joint cooperation between central computing and departments. The standards should set the minimum and not the only solution possible. The standards would need to be adjusted frequently to allow for new technology. This cannot limit development of technology.
5	
0	The draft states that this is dependent on central governance presumably because it would move money from the units to OIT. It does nothing to address the problems of planning, consensus, accountability, and stewardship of resources.
4	This seems to be part of the collaborative environment.
5	
9	Necessary to remove barriers to collaboration. Also, IT staff around campus are waiting for PlanIT guidance in this area before they do another round of upgrades. We wouldn't want our resources to get old and stale as we wait. If we don't do this early in the process, a communication should be made to distributed IT folk telling them not to wait for it.
	At a minimum, a recommendation must be issued centrally for many IT initiatives. Support for these recommendations must be offered centrally as well.
4	The standards we establish can be used as a model for employees making many other initiatives discussed here more efficient.
10	
5	Top objective is uniform interface for students/ faculty/ staff that works on all platforms. That any page crashes some browsers over long periods of time is unacceptable
4	
5	
	Consider uniform updates, cycles of updates, strongly encourage the entire university to adhere to standards
10	The benefits are well-worded and touch upon some critical areas

## Enabling Infrastructure

**Initiative: Access to Knowledge Bank (Digital Resources)**

**Points 70**

Points	Comments
--------	----------

	Access to “Intellectual Property” – How does all this get into the digital reserve? Will there be policy related to what this means?
15	
10	This is the future for academic resources
3	
1	The details of the initiative did not seem clear on what precise “digital resources” we are talking about here... I can see a lot of money getting thrown at this idea without much of the university community seeing a daily benefit from it at this point in time
0	Nice idea, probably lower priority at least for us
1	Cannot force costs to the departments
3	Need to get information out there accessible in a structured way so this is needed. Not sure how high the priority is based on the need for better IT infrastructure for basic services. Ownership issues will need to be clearly resolved before there will be a need for this.
1	Certainly interesting, however one might consider a number of other initiatives to be far more pressing. Furthermore, it seems as if the success of this initiative is largely dependent upon the fulfillment of other initiatives, <i>intellectual property guidelines</i> , and the <i>distance learning initiative</i> , for example.
0	Cost too much...forced cost to the departments
1	
6	Important because it represents a current direction in which OSU has an opportunity to play a leadership role and because the development process is happening through campus-wide collaboration.
5	
0	Important, but not in the first round
5	The better our knowledge base is for digital resources, the more widely known our university will be.
5	
	In general, these initiatives seem more like projects, that without a fully developed Strategic plan with goals, standards, and roles, cannot be accurately or objectively Rated.
0	KB is too vague to worry about. If it comes, it will be accessible
3	
10	
	Determine accessibility (students, other universities, general public
1	Conceptually, this is a great approach to the growing “burden” of knowledge. Rated lower because this may have to come later in the strategic plan, or phased in based on constituent needs

**Initiative: Classroom Pool Renovation**

**Points 109**

Points	Comments
	Why is classroom the issue if the future of learning might not be classrooms per se?
	110 classrooms? NOT ENOUGH! Doesn't wireless give us more for less? Each classroom needs internet access! Are these #'s without department owned #'s? This is a central/distributed problem of reporting and knowing the true landscape.
5	This is very important but is a never ending process – general ongoing support because as soon as you are done, you will need to start over again
2	
7	Students and faculty have to teach and learn in pool classrooms everyday... this capital is at the heart of OSU's core business... I think it should be a high priority to have the highest quality classrooms
5	Good idea, probably pretty high priority
4	All classrooms should be funded centrally, but OIT has to refresh every four to five years. They have to have a constant source of refresh money and have to live up to agreements. This has not been the case in the past.
5	Needs to be completed as quickly as possible
5	No brainer. The classrooms are the lifeline for university learning; as such, considerable thought and resources should be placed in maintaining top-notch classroom environments
5	All classrooms should be funded....funding over 5 years will mean the equipment is outdated at the end of the plan...all rooms should be done immediately with a refresh schedule set.
4	
6	
7	Necessary for core University mission. Urgency is felt.
20	My point distribution here is from a somewhat selfish viewpoint. I have several classrooms on ag. campus that I assist OIT in operating and maintaining. Some of them are in dire straits. But, if faculty know that they can utilize technology in the classroom and then easily transfer that electronic content to other delivery methods I believe that this is the easiest path for faculty to take to create deliver their class to other audiences.
6	As a student, I have found technology in the classroom extremely helpful in learning.
10	And non-pool class sites. My unit is already purchasing equipment for pool classrooms and turning over ownership, as well as investing in portable infrastructure. I'd like some relief.... Derive from Tech Fee.
10	If we don't do this, the rest makes no sense
5	

	Important in line with faculty use, equip certain buildings with full capabilities
3	Addresses a critical need!

**Initiative: Enterprise Data Warehouse**

**Points 67**

<b>Points</b>	<b>Comments</b>
	What is the difference between this and the student warehouse?
2	Who has access to the data? Faculty? Can a researcher use institutional data for studies? How about FERPA and HIPAA requirements?
2	
1	From the details of this initiative, I'm unsure of exactly what is being dealt with here...
4	If this means standardizing access to data that's now accessed variously by ARMS, BRIO, Marx, etc., then yes
0	At the central level this is fine. This does not serve the needs
6	Critical to the business side of the university and long overdue
1	Given the widely disparate warehousing needs of each individual college, it is difficult to foresee how such a project would be of general benefit to the university-at-large. However, offering data warehousing services to those colleges unable to fund their own warehousing operation could be quite interesting.
0	Current databases do not handle all the needs of departments. To incorporate all the department needs in a central database would increase the size, slow performance and increase the costs to maintain the database.
10	Combined with the Portal, Student Information System, and Single Sign-on it represents the most significant advance of information delivery and service on campus. All constituencies (faculty, staff, students, and community) as well as the service, research, and teaching missions would benefit. From a marketing standpoint, it's highly visible...good for soliciting funding assuming a sound implementation plan.
20	
6	Much has been invested in this initiative already – it needs to be carried through to completion.
3	
1	Important, but need collaboration and commitment among many areas first
2	Some complaints I hear from staff members stem from difficulty in using the data warehouse systems. By improving the ease-of-use and efficiency of these systems, we can alleviate these complaints.
	In general, these initiatives seem more like projects, that without a fully developed Strategic plan with goals, standards, and roles, cannot be

	accurately or objectively Rated.
0	All emphasis on next item
6	
3	More could be said here, either with the objectives or benefits. Who would be trained to use these tools? Replace MARX!!

**Initiative: Enterprise Business Continuity**

**Points 86**

<b>Points</b>	<b>Comments</b>
4	
8	
5	We haven't done this already?! This is important! From a student's perspective, just the thought of having a critical information system, our e-mail, or our network access go down is very scary...
0	What, us worry? Though in fairness, we had looked at this to a sufficient extent (we feel) in preparation for Y2K
10	Good idea. Key here is to set guidelines, not require utilization. If utilization for central services is desired, there has to be a compelling case to use these services
3	It's my opinion that the individual colleges are better prepared for regular disruptions, power outages and hard drive failures than OIT is, so get that plan together and implement before trying to help individual units.
5	Establishing a referential set of guidelines would be a welcomed resource among all colleges. Even in the post-9/11 World, the number of organizations neglecting to establish continuity policies is frightening. A two-pronged approach to this initiative might involve a) Providing a general library of continuity resources, including sample disaster recovery policies, etc, and b) providing continuity services to those colleges unable to fund such an endeavor internally.
10	Great idea. This should be guidelines...not a pay service from the department. If we are required to pay then we will develop this ourselves since we know our systems better then an outside consultant.
20	
1	
4	Always important but never as high a priority as more pressing needs – until a disaster occurs. Really should be part of every unit's basic IT planning. I would not favor an initiative that adds a layer of effort and bureaucracy to the degree that the OSU Y2K planning did. I see this initiative as part of the collaborative environment.
1	
7	Normally I wouldn't rate this so high because it has no positive impact on the community unless something unlikely happens, but in this environment of constant terrorist threat, I must rank it high.
3	

	Already working on it. But, have you noticed how “funded by reallocation” always indicates giving some other service/function up?
	In general, these initiatives seem more like projects, that without a fully developed Strategic plan with goals, standards, and roles, cannot be accurately or objectively Rated.
	They should pay for this and set its policy
3	
	Absolute top priority
2	Well done

**Initiative: Improved Network Security**

**Points 99**

<b>Points</b>	<b>Comments</b>
	Why isn't this part of the business enterprise objective?
4	
	Add user training to teach users to be responsible system users
5	Improved tracking of hacker attempts/intrusions is a must
5	It doesn't do us much good to have the state of the art technology here at OSU if we can't protect it... as more and more information systems go online, the more important it is to protect them
8	Excellent Idea
5	Control is important at the university level, but it is also important at the department level. OIT is simply too slow and unresponsive at the present time and is simply too concerned about control. It needs to work with department, not against them
6	Important, but many units have done their job in getting firewalls in place, need to get rid of the spam and other intrusions that could bring down network at the entry point on central servers.
5	No doubt an initiative that should be placed high on the PlanIT list, for lax security procedures and principles can effectively nullify all other efforts to improve the University's IT environment.
5	All security is aimed at the departments...but the goal is to take away key services from departments and put at central level. Would it not make sense to have network security based at the central level with additional security at the department level. I give this a 5 only if this is changed so that security is based around the key services and not just another forced funding at the department level.
15	
0	The draft doesn't propose any real change from the present. The units would still shoulder most of the responsibility without any increase in resources.
6	Security threats are likely only to increase – we need to be sure we remain prepared to deal with them. All of our work depends on network connectivity.

5	
3	Normally I wouldn't rate this so high because it has no positive impact on the community unless something unlikely happens, but in this environment of constant terrorist threat, I must rank it moderately high.
5	Protecting the integrity of our information should definitely be a priority.
	Already working on it
	In general, these initiatives seem more like projects, that without a fully developed Strategic plan with goals, standards, and roles, cannot be accurately or objectively Rated.
10	But colleges and departments must be involved to make sure university decision don't destroy function
3	
5	
4	Well done

**Initiative: IT Staff Development**

**Points 84**

<b>Points</b>	<b>Comments</b>
	Isn't this the responsibility of the employing unit?
4	
	Management skills are needed – how to interview and hire staff
2	
3	
8	Excellent idea
5	
5	Needed, but rather than improving retention may just lead to more people leaving with skills gained here if the compensation is not keeping up with market. In the past, training people led to them leaving with the training, current market conditions might not make that as easy to do, but we need to remember to keep salaries competitive as well.
5	Great idea. I'd like to suggest that IT certification (MCAD, MCSD, CCNA, etc) courses are offered at a discount to those currently offered by private organizations. I'd venture that such programs would be popular amongst those IT staff and possibly even faculty interested in honing their technical skills.
5	Staff development is great...but should also be real-world experience and how-to implementation...not just course work.
5	A double-edged sword. Greater technical expertise is absolutely necessary if the university wants "world class technology." However the extraordinary pay differential between OSU and the external job market would likely make this a training program for private industry.
8	OSU cannot be a top-rated university without well-qualified IT staff.

	We know how difficult it is to attract and keep excellent staff in good economic times. We need to position ourselves now to do this so we will be prepared when the economy improves.
8	
0	Very Important, but need to first develop standards and define roles before can determine what training to offer whom and when
	How about offering an “OSU Certified IT Professional” program. It could have potential to be a revenue generating mechanism from professionals outside the university. Is this the same as Faculty/IT Development in “Empowered Campus Community”?
5	Training and retaining capable IT staff is the best way to succeed in our current goal and in these initiatives.
5	Yes, at cost, on-site for staff – departmental and central
	In general, these initiatives seem more like projects, that without a fully developed Strategic plan with goals, standards, and roles, cannot be accurately or objectively Rated.
5	Colleges and departments pay for it and direct policy
4	
5	
	Better training standards
2	In slide number 44, no “ladders” please, just a path of opportunity. How about describing IT staff as proactive and strategic partners?

**Initiative: IT Support for the Community**

**Points 89**

<b>Points</b>	<b>Comments</b>
4	
	The action to systematically replace computers across campus should stand on its own
3	
3	
0	8-Help does a pretty good job now
5	OIT should help assist development of IT staff in departments
10	YES!!! 24/7 phone support is critical to do any e-learning initiatives. Please don't try to make a web-based solution without a call-in option, many of the issues are related to web access, so how will it be helping them.
1	Given the disparate IT policies, infrastructures, hardware, software, and operating environments found among the various colleges, it is unclear how a campus-wide support system could be effectively executed.
5	Helpdesk support that is around when people work would be great. The replacement of computers should be responsibility of departments (departments know the type/speed of hardware needed better than central computing)

3	
3	
0	Important, but not in the first round
20	Support for the community is a must. What about an “IT SWAT Team” that would tie in with pool classroom support and other key IT personnel? Just a goofy idea.
6	Most of the IT problems stem from people not being technically inclined making more support for the community a noteworthy goal.
5	24x7 support, and dual track: Level –2 support for departmental tech support
	In general, these initiatives seem more like projects, that without a fully developed Strategic plan with goals, standards, and roles, cannot be accurately or objectively Rated.
10	I find this would be a huge asset to the OSU community
5	But these functions should actually be distributed where they matter – classroom renovation, etc. These should all be a part of the funding models
4	
	24x7 help line, “SWAT” team high priority
2	In slide 46, no SWAT team images, unless you <u>really</u> plan to operate that way. A <u>support</u> team image is sufficient

**Initiative: Technical Acquisitions**

**Points 75**

<b>Points</b>	<b>Comments</b>
	I don't understand why this can't be done now! Need to have requirement for computers for students
	“prime vendors” can backfire easily! How is purchasing helping? Are they on board?
2	
3	
3	Initiatives like this one should help the funding situation...
3	Would be nice in vacuum of Unicomp's demise (provided it doesn't replicate incompetence of Unicomp)
5	Cannot limit purchases. Can negotiate general pricing, but not dictate items or timing
5	We should be able to save thousands of dollars by doing this, but we need to remember that some projects will need flexibility and have to buy outside the vendors we have relationships with. Involve distributed community with these decisions, not after it is in place.
3	Leveraging the university's resources for to reduce the costs of certain technical purchases is a fantastic idea, and should be explored further. One would hope that such advantages should not be cancelled out by the establishment of mandatory purchasing schedules and vendors.
5	Using the leverage of the university to negotiate good pricing is great.

	Limiting purchasing to a central body does not meet the demands and needs for a department if purchasing is on a schedule.
2	
3	I see this as part of the collaborative environment and funding initiatives.
2	
8	Necessary to make the most of very limited resources
1	We seem to be doing a good job of this already. How much money are we currently spending here and how much do we stand to save?
	In general, these initiatives seem more like projects, that without a fully developed Strategic plan with goals, standards, and roles, cannot be accurately or objectively Rated.
15	This would save a great deal of money, providing funding for other areas
4	Shouldn't business/purchasing do this? It could have an advisory committee. Avoid duplication
4	
5	
2	Good. What about recycling of useable or old equipment? Do we have an ethical and environmental responsibility in this regard?

**Initiative: Wireless Connectivity**

**Points 75**

<b>Points</b>	<b>Comments</b>
	Drake Union is not a student area anymore, not like the Ohio Union
3	
	There are known limitations in engineering, security and competing technologies
3	
7	This would be a HUGE selling point/ perk for the students... it will ease demand on so many computer labs and will change the way that students do homework; (imagine hundreds of students out on the Oval on a spring day with their laptops); under funding, are you suggesting that students are going to have to pay a subscription fee? Bad news! They already feel nickel and dimed... people would be very upset if it was here but they had to pay a monthly fee...
7	Would be much nicer to have this done at the university level rather than college or department levels
2	Something others are doing, but we should only do as much as we have to. Do not let UNITS control this. Guidelines are good
2	Let's focus on getting buildings with a real need ready for the wireless technology before we do the Oval. I'd rather see support for colleges and units with a definite academic use get wireless access than just see students using IM on the Oval

2	Although wireless connectivity would likely be welcomed by the campus community at large, one would hope that further thought is put into determining the critical areas of the initial rollout. For example, the Oval was mentioned as one of the first candidates for rollout... How practical is such a decision, given the widely varying Ohio climate? It would seem that high-traffic interiors would be much more viable candidates.
0	Wireless? To replace fixed network? Wireless is an addition for areas that can not get fixed networking...it is not a replacement. Outdoor use in Ohio? How many people will be on the oval in December using their wireless card? Are you adding power outlets also?
1	One would hope wireless connectivity in the classroom pool would take priority over Mirror Lake and the Oval. (FYI: A number of faculty are already using wireless access points in their colleges (unbeknownst to technical staff) to make up for a lack of classroom Internet connections.)
20	
6	Another trend we need to keep up with.
1	
0	I really want this - but not in the first round!
5	Wireless is definitely the next major step in technology-enhanced e-learning.
	Already doing it
	In general, these initiatives seem more like projects, that without a fully developed Strategic plan with goals, standards, and roles, cannot be accurately or objectively Rated.
10	Though it requires much funding, many OSU affiliates would be pleased to access a wireless network
0	The flaws of this approach for serious work are already becoming apparent. Until world-wide situation matures, go slow
5	
1	Good! The connectivity and access issue has to also b linked to high-end software, including that which is graphics intensive. (Rated lower because this may have to come later in the strategic plan, or phased in based on constituent needs)

## Seamless and Secure Access

**Initiative: Enterprise Portal**

**Points 79**

Points	Comments
	If it is known that this does increase recruitment and retention, alumni

	connectivity – why not just do it?
	Yes – no brainer
15	Along with the Integrated Student Information System, Network Access and Global Authentication
2	
1	I think the first step is to get an OSU content manager and to start tying together and streamlining many of the discrete information systems...
0	Nice but lower priority
0	Only important centrally
3	Not sure it can be pulled off with the various systems already in place in colleges and units on campus. Would mean more staffing would be needed centrally to organize what is already out there.
1	Certainly an interesting idea, but a project that might be more easily conquered as a result of the successful deployment of other initiatives, such as an integrated student information system,
0	Portal works great for a centralized services only....for this to work for departments they would need to make this fully open to departments.
10	
10	I believe that web based e-mail would be a part of this package
10	
1	
1	This would be a high-impact item, but need to do it in an environment of collaboration
2	
5	
4	
1	Have only one portal, let buyers set policy
3	
5	
5	Excellent list of objectives and benefits. However, the “density” of information on these two slides is awkward, and suggests that this is <u>huge</u> area compared to some of the others

**Initiative: Integrated Student Information System**

**Points 171**

<b>Points</b>	<b>Comments</b>
	Enterprise case management system is an absolute requirement and should not be hidden in here
3	
7	
8	My #1 initiative! There is so much inefficiency in the current system... if OIT could solve this problem, it would be huge! Once the framework for this initiative is in place, it will be so much easier to give students more power and control over their information, without having to walk

	all around campus, fill out paper forms and go to three websites...
0	Not sure of importance
5	Good idea so long as it is not another ARMS project. Need accountability for those who do not perform.
3	Been talked about for five years, it doesn't seem to be moving forward because of turf issues and unless the President demands it, I believe it is doomed. Also some units have built their own student portals.
3	Wonderful idea. Providing students and colleges with a unified resource for accessing the bulk of administrative information would be of great advantage to the university-at-large.
5	Good concept....downside....once central database that would increase cost at the central level and might not contain all information needed at the department level.
25	
10	
20	
6	Like the Data warehouse initiative, this is a direction we need to go. Better integration of our systems is important.
1	
9	Necessary for core University mission. I used to work in OES and know their needs are great.
4	This seems like a good way of reducing costs and increasing efficiency. The only problem lies in getting people to use the system.
15	This should be a lead project with lots of visibility and effort, ultimately leading to a portal solution. And that structure should be extensible to the portal requirements of others.
4	
10	Complete disaster now. The document fails to even mention advising. But a complete rewrite from the standpoint of positively improving learning would deserve my 10 points
10	
20	
	Integrate and expand services (high priority)
3	Key area. Well-worded

**Initiative: Network Access Phase I**

**Points 86**

Points	Comments
2	
	This should be included in the Enabling Framework section and should address: wired, wireless, including home and researcher on the road;

	high and low bandwidth
4	
5	Bandwidth use is only going to increase... I think that the university could improve the state of the network a lot by enforcing its acceptable use policies better for starters... but it needs to be a priority to continue to upgrade our capacity of our infrastructure so we will always be ready to meet the needs of our community
7	Excellent idea
10	Need real policy, not the stupid building charges we now have. OIT has to have a sensible policy based upon usage. Also, cannot regress higher end depts. to the mean.
2	This needs to be planned by the entire IT community with representation from colleges, below the Dean level meaning the IT personnel in colleges. The actual use of the services needs to be planned with network administrators from all campus units including regional campuses.
0	Obviously a matter that is of critical importance to the continued success of the university. I might be talking semantics, but it seems as if this initiative should not fall under PlanIT, but rather is of such importance that it should fall under the general mission of OIT, and thus be continually reviewed under somewhat different terms. That said, in terms of the PlanIT initiative, I'll neglect to assign this initiative any points.
10	This needs to be part of the university plan constantly...not just this one phase. What are in the increased cost to the departments? Are connection fees doubled? Tripled? This is there current job...not and increase to service. Keeping up with the latest standards. Some departments already have better access then what is proposed. They should do this...but not at an increase cost to departments.
5	
5	
5	We cannot offer newest technology with slow connection
4	Maintaining a high quality of connectivity is important in accomplishing our vision.
	(one of the few places we hear research mentioned) Maybe instead of separate research network (watch closely for bogus justifications), we should have a separate high bandwidth demand network: voice and video removed from services network.
4	
10	Learn from OARnet and success stories on the campus
5	
5	
	Higher bandwidth for research!
3	Yes!

**Initiative: Global Authentication****Points 67**

<b>Points</b>	<b>Comments</b>
1	
	A central directory must be in place first
7	
1	I think a lot of this will be taken care of as discrete information systems continue to become integrated...
6	Excellent idea – any idea of prevalence of poor passwords, and is there any additional risk from them
	Need to open this up to departments
2	Seems like an easy thing to do, but again how will this impact existing structures within colleges. Many units have their own mail servers and will need to maintain that to provide reliable services for their clients. Will this impact that? Needs to work with existing systems.
5	Wonderful idea. Will save an immense amount of administrative time within each college.
0	This can already be done with current Kerberos and ldap systems...they just need to open this up to the departments
10	
10	
3	
1	I really want this - but will be HUGE to do all the way down to the distributed networks (as would be required for true realization of this initiative), must have environment of collaboration first
5	An extreme amount of user frustration and confusion comes from this area. Improving in this area will increase the desire to utilize the technology we are developing.
	A convenience
5	
0	With the current system, users with multiple ID's gain support from multiple departments pertaining to those ID's. If Global Authentication was put into effect, support for that ID would fall on one department and in turn, require more staffing and therefore funding.
0	Ssh will do if we have access
5	
6	Yes!

**Initiative: Web-based e-Mail****Points 95**

<b>Points</b>	<b>Comments</b>
1	
6	
7	My #2 issue for students! If this gets done, they will love you! Since e-mail has become such an important part of student's lives, they need to

	be able to access it anywhere, anytime and securely...
5	Nice idea for people temporarily away from the university, but it'll be hard to get users off Eudora, Outlook, etc, so retaining POP service is important
4	University e-mail is a joke. I am not comfortable empowering the current group more
1	We've already been providing this to our college and students have made use of other web-based clients so I think it's almost too late for this to be started at this point.
5	Fantastic idea, and one that should be implemented immediately, however it seems as if additional research should be undertaken in regards to cost estimates. While the current initiative description for Web-based Access To e-Mail is of course in draft, the proposed cost estimates seem vastly understated, at best.
5	Problem was stated incorrectly....people can check from multiple locations...yes it is client based...but they can still check in multiple locations. Current equipment cannot handle the mail for a POP system...so how is it going to handle IMAP which is more processor intensive? Storage cost are greatly underestimated for cost to maintain IMAP. Assuming you have 20000 users on IMAP at 50MB (which will be extremely small). You will need about 1 TB of data or 1.25 TB in RAID 5 so the cost would be about 100K just for raw storage.... This is a good idea...but terrible implementation...terrible foresight into storage usage and costs.
5	
3	This should already be in place since nearly all enterprise mail software provides for web access.
1	I am looking forward to being able to use web e-mail but decided not to "waste" a lot of points on this one because it is already underway and should be available in the relatively near future. If there were a question whether this initiative should continue, I would certainly rate it higher.
1	
6	Necessary for staff to be free to leave their desks and collaborate with others. So, ranking it high. Also, might free up e-mail maintenance resources in distributed units.
4	It makes no sense that students, faculty, and staff are more inclined to use 3 <sup>rd</sup> party web-mail interface, when we can provide that and eliminate problems, junk mail, and user frustration in doing so.
4	
20	Web-based e-mail has been in request from many users all over campus
0	Ssh will do all. Why tie ourselves to such broad variety of unreliable browsers?
4	
10	

	High priority
3	Yes!

## Empowered Campus Community

**Initiative: Expand Distance Education Courses and Programs**

**Points 95**

Points	Comments
	What “allotted time?” there isn’t a set time
5	
4	
	Mention that blended courses are also included
1	I would ask that a more thorough evaluation be done if now is the time and OSU is the institution to do this, since we seem to be moving away from the model of being “all things to all people”
3	This initiative has a lot to it that has very little to do with IT... I support the expansion of online education as far as it increases options for students to have flexible schedules, but I worry that as distance education becomes more and more established, it will become even more difficult for students to get into live classes
3	I’d think this should come after closed course problem is taken care of (unless this will address that issue)
5	
2	I don’t think this is an OIT initiative, how many courses are taught by OIT? Providing a centralized mechanism for listing and marketing and supporting distance courses or students, like an on-line advising structure that colleges could use would be helpful. Help to develop policies for credit for courses taught on multiple campuses in US or internationally. Fees for distance students from other states, those are areas that need to be addressed ASAP
2	Great idea. Would love to hear more about this.
5	Great idea...but security needs to be stressed...also how do you prevent cheating?
1	
6	
0	Important, but not in first round
40	This is where my priorities lie. I believe distance delivery of credit courses and non-credit programs is the best way for The Ohio State University to fulfill its Land Grant mission. In these trying budget times I believe it will be the most utilized means of outreach that we have. Obviously a strong IT infrastructure is needed for this to happen.
1	
5*	*Five points – only if you add “and Class Materials” to the description. Way too much emphasis on “dist-ed” while not enough said about new

	methods to support traditional courses (see your term “blended” earlier).
4	
0	With colleges and departments leading the rest is covered by Network Access
4	
	Give fee incentives to use distance learning
4	Is the emphasis in slides 67 & 68 on distance education or e-Learning? Also, we need to stress high quality courseware; a partnership with developers of such courseware

**Initiative: Faculty and Staff IT Development**

**Points 104**

<b>Points</b>	<b>Comments</b>
	Don't phrase it like a competition between students and faculty. The reason to develop staff and faculty skills should not rely on student skill level. If our students were illiterate we should still know how to read and write
5	
1	
	Combine student development with this
8	
3	
5	Excellent idea
5	
6	We don't have anyone teaching basic Word or Excel courses or even very good support for the software the university supports. If we could get a system in place to actually train users and provide phone support for basic questions related to the Buckeye Bundle software that would be a tremendous improvement.
3	Great idea. I'd like to suggest that IT certification (MCAD, MCSA, CCNA, etc) courses are offered at a discount to those currently offered by private organizations. I'd venture that such programs would be popular amongst those IT staff and possibly even faculty interested in honing their technical skills.
5	Good idea...departments should be consulted about possible courses that could be taught.
3	
5	
3	I believe this will save us money (resources) OSU-wide because most of us pay well over cost to vendors to do application training
20	A strong emphasis need to be here. I would combine this with IT staff development as “Faculty/Staff and IT personnel Development.”
5	Helping our faculty/staff members to remain current is the only way our university can stay ahead of the game and excel in these initiatives.

10	This is how we will transition to better use of new technologies. I believe this encompasses the Faculty Support item. (And the “reallocation” phenomenon again)
5	
0	Colleges and departments responsibility
3	
5	
	Mandatory training deemed by Provost, other relevant bodies
4	Tends to repeat slides 44 and 45. Could be blended with faculty support. The four points here apply equally to faculty support

**Initiative: Faculty Support**

**Points 93**

<b>Points</b>	<b>Comments</b>
	Faculty “and Staff” Support
	Instructional design for e-learning?
3	
	Faculty also need help with their other roles, such as fiscal stewardship for the new PI
2	
3	
3	Great – older faculty are often behind the curve; young faculty’s ideas seem to stopped with grad school
0	Leave at departments
50	Support the existing faculty who have made the investment to learn new technologies and let them continue to move this university forward
5	My experience with the internship program has been mixed at best. It needs to be coordinated with the local IT staff in a college so that faculty are getting useful help not something that won’t work in their local environment. Interns need to have had more training before working with faculty, maybe a course for credit is needed before the internship. Faculty will take as much help as we can give, so be sure to teach them to be self-sufficient or they’ll keep coming back .
0	Other than general IT training (WebCT, for example) that might affect the faculty member's performance in regards to the university at large, such support is best left to the department hosting said faculty member. Given the wide disparity of IT operating environments, standards, and guidelines, it is unclear how centralizing such support would be of any tangible benefit to those college's already funding an IT staff.
0	This is better left to departments since departments have a better sense for how technology will benefit the courses and faculty members.
3	
3	If faculty are expected to use instructional technology, then support should be provided.
4	

0	Very Important, but not in first round
3	This area seems to work in conjunction with the Faculty Development initiative and is necessary due to the influence faculty have on students and the research roles that faculty fulfill.
10	
0	Colleges and departments responsibility
	Attach OIT personnel to various colleges
4	Excellent. Is FTAD part of this strategy?

**Initiative: Informational Technology Support Resources**

**Points 49**

Points	Comments
	If all of the other initiatives are highly successful will this be necessary?
1	
2	
3	
4	Good idea
4	There is a resource on-line for finding out about resources that needs to be publicized and used. <a href="http://outreachresources.osu.edu/">http://outreachresources.osu.edu/</a> This is a way to share resources available throughout the campus community.
0	Given the disparate IT policies, infrastructures, hardware, software, and operating environments found among the various colleges, it is unclear how a campus-wide support system could be effectively executed.
0	No real value
1	
20	
2	
0	Important, but not in first round
2	Getting information out to the community is important but is not as difficult as implementing other initiatives.
5	
1	Useful stuff covered elsewhere in document
4	Yes!

**Initiative: Student Computer Labs**

**Points 86**

Points	Comments
	Aren't student labs per se going to be passé?
1	
	Ubiquitous computing is the goal
	Labs exist because of software license restrictions

5	
5	Some of these issues will be helped by a wireless network that pretty much creates huge “computer labs” in and around central campus... however, the computers in the labs should be relatively new, adequate support should be in the labs, and they should be open to best suit the needs of their users...
0	Would it be easier to, say, require a laptop (or cheaper to just provide anyone who can't afford one)?
6	OIT should supplement departmental computers. Cannot regress to low level. Must keep resources in department and supplement with new funds centrally. Cannot rob from the “rich” to make all mediocre
3	May need to have specialized attendants who are familiar with the programs and the exercises students are being asked to do in the labs. If AutoCAD is loaded then during specified hours have a person trained in AutoCAD in the lab, etc.
7	To be sure, providing and maintaining such services is an extremely costly affair, however the university stands more to lose if such core services are not brought up to snuff. Extending operating hours is certainly a good idea, however providing proper staff training should be an absolute requirement.
15	Needs major updates to technology.....how can we give students the latest education with outdated equipment.
2	Consideration should be given to creating “wireless labs” rather than computer labs where students would be encouraged to purchase and use their own laptops with wireless cards to access server-based university resources.
5	
0	This is the only initiative that I question a need to include. I think the importance of this initiative will continue to decline as students have their own equipment and we make more resources accessible to remote computing.
2	I don't see many people in the current 24/7 computer lab (Baker 512) so I am not positive that increasing the lab hours would be worth it. I do think however, that we need more knowledgeable lab consultants.
	Already doing it
4	
5	This would greatly assist students who depend on the campus computer labs
5	We have to do it because the universities have not worked together to control costs for software, for example, in engineering. This problem is our own fault. We need to work with other universities to solve it
5	
5	
	Increase advertising for labs, access to printers, scanners, fast CD burners for academic use, zip drives
4	Yes, especially slide number 77

**Initiative: Student IT Development**

**Points 60**

<b>Points</b>	<b>Comments</b>
	Should the GEC have a level technical competency requirement? Should it go here or elsewhere?
	Change “freshman” to “first year” – then add ongoing or returning
2	
3	To gauge the needs of students, the largest users of IT resources here on campus, it is critical to continually assess their needs and current technical skill set... training opportunities would seem easy to tie into other training for other members of the OSU community
0	No opinion
4	
3	Work was already completed on this by a committee formed by Martha Garland three years ago. Used those results as a starting point, don't go back to square one. Tim Rhodus chaired that committee.
5	Great idea, however one that I consider out of the scope of the university's role as a state learning institution. If such courses are offered, they should be offered outside of the general curriculum, taking the form of extracurricular courses (funded entirely by the student registering for the course). I'd like to suggest that IT certification (MCAD, MCSD, CCNA, etc) courses are offered at a discount to those currently offered by private organizations. I'd venture that such programs would be popular amongst those students gearing up for a career in the IT field, and are obviously a welcomed addition to the resume of graduating students.
0	Courses are offered for this service. If they are needed it should be self-funded by fees paid by the students.
1	This should be instituted in the curriculum perhaps as a science GEC rather than as a service, as is done in math and other areas that accommodate remedial education.
5	
0	Important, but necessary for a low number of students, I think
5	Developing students' technical skills will ultimately allow the other initiatives to flow more efficiently
5	
10	Funding to make more students technology aware would be a huge asset for both faculty and staff
5	We owe all freshman and transfer students a rapid upgrading of their skills so there is a level playing field – both in their skills and in faculty expectations
3	
5	
	Use orientation to train students – can test out

4	Good! The last bullet on slide number 78 could be revisited. What raining program(s) does this refer to?
---	--

Overall Comments	
	Overall, some “benefits” strike me as being operationalized objectives rather than self-standing benefits.
	Education for Senior Executive Management on the value of technology is missing
	Combine e-learning, intellectual property and faculty incentives into one initiative
	What exactly is the benefit of “single sign on” other than a small increment of user convenience. Every Internet user already successfully manages multiple username/password pairs. It is not a burning issue. On the liability side, a single username/password pair creates a single point of failure, and a single point of exploitation. Users correctly compartmentalize their authentication so a breach in one area does not compromise every area of an individual’s security and privacy. Ease-of-use and security are inversely related.
	Is the continued addition of People Soft modules with the goal of “reduced cost” justifiable when looking at total cost of ownership? Single People Soft modules have a retail cost in the multiple’s of many departments annual budget. I would think that a well resourced in-house development team could produce the equivalent services at a lower cost, and customized to OSU specific needs and scalability issues.
	The investigation of Open Source solutions should be a top priority. The Open Source development method mirrors and amplifies the proven excellence of the peer preview process. The fit with academia is a natural. The products are well understood, robust and proven reliable. Support is abundant. There is no product “lock-in” to costly upgrades, and no licensing fees as found with proprietary software. There is much interest in Open Source, for example, the Land Grant Open Source Alliance which sprung from the National Extension Technology Conference. I think it was mentioned that Purdue and Indiana are looking at Open Source solutions.
	Seen in total, the initiatives presented ranged from broad strategic statements to very specific and detailed plans. For example, Engaged Leadership: ”Develop an e-Learning Policy” is quite strategic in scope, but Seamless and Secure Access: “Integrated Student Information System” suggested the specific implementation of People-Soft software and IT Staff Development aims for MCSE certification. Global authentication is about Scott Cantor’s project. How can the broad scope strategic statement be fairly compared for priority or efficacy on the same scale with a single piece of software implementation?
	Much of Enabling Infrastructure is a list of what we already have, or of efforts already underway. For example, a phone and web help desk, coordinated purchases, network security, and firewall installation. Is the “initiative” here to further support these in place systems, to enhance them, to re-evaluate them, to replace them? I had the sense that much of this initiative list is a list of what people already had in place and wanted to protect rather than an attempt to evaluate needs, a cost/benefit analysis of meeting those needs and the re-allocation of resources to meet those needs.
	There is much repetition across initiatives. For example, many initiatives under Empowered Campus Community would be covered under previously mentioned

Enabling Infrastructure initiatives (Faculty and IT Support is part of IT Support for the Community, Student Computer Labs is part of Classroom Pool Renovation which in turn is part of Technical Acquisition). I think allowance for this repetition should be factored into the analysis of votes – or a distilled/condensed list of initiatives be resented for vote.

Other priority setting exercises that I have participated in had a condensation phase where the number of items was reduced by combination and/or elimination of repeating and overlapping items. This would be useful for this initiative list as well.