Applications Tactical Plan

Current Applications Services

Web & Mobile Services

- **Web Hosting:**
  - **Basic Web Hosting**
    Personal web hosting, free of charge, to UNM’s students, staff, and faculty.
  - **Departmental / Organizational Web Hosting**
    Web application hosting for university departments and official university organizations.

- **Web & Mobile Application Development:** Fee-for-service web and mobile application development, support and maintenance to university departments and official university organizations.

- **Website Review, Analysis and Support:** Limited (and more extensive fee-for-service) web consulting to university departments and official university organizations.

- **Website Security:** Fee-for-service web security services to university departments and official university organizations.

- **Mobile Campus:** Tools for university departments and official university organizations to bring university services to the mobile platforms via mobile apps. In addition, fee-for-service migration of existing apps to the mobile platforms (included LoboMobile where appropriate).

Collaboration and Productivity Services

- **E-mail:** LoboMail for all students, staff and faculty at UNM.

- **Web-based Collaboration Services:** Applications for remote communications including: Meeting.UNM, OneDrive for Business, and Sharepoint.

- **Instant Messaging:** GroupWise Instant Messenger is available to all faculty and staff with a UNM NetID.

Application Services

- **Administrative Systems Support:** Technical support and vendor management of institutional applications.

- **Applications Review, Analysis and Support:** Initial high-level (and more extensive fee-for-service) assessments of existing or proposed applications, reports, and data feeds.

- **Reporting Systems Review, Analysis and Support**

Current Work and Issues Related to Existing Services

Web & Mobile Services

- UNM App Store will distribute desktop, web, and mobile apps, which provide efficient ways to search for and use university services.

- Web & Mobile Services team in collaboration with IT Systems reviewing several third-party products for enterprise web-hosting solutions.
Collaboration Services
- Lync proof-of-concept for IM and Video Conferencing is expected to complete in the fall and the pilot/implementation phases will begin thereafter.
- Coordination with HSC/UH IT in their rollout of Microsoft Exchange services.

Application Services
- New tools for management of the software development life cycle are being implemented to help us with consistency and predictability.
- LoboTime is stabilized in production.
- The Student and Financial Aid IT Application continues to demand new team members, requiring between 6 – 8 months to gain basic system support expertise and 1 – 2 years to gain in depth functional and application expertise.
- We are leading a pilot effort to evaluate the Banner XE initiative and provide the leadership with recommendations for support.
- Work continues on Phase II of the ROM forecasting tool. The plan for a bigger campus-wide rollout to individual academic departmental units requires extensive support and training.
- Sunshine Portal and the ROM Forecasting Tool will be upgraded. We face a steep learning curve in these new versions as well as unknowns in terms of bugs and issues associated with the upgrades.

Reporting Services
- WebFOCUS services and applications are increasing through newly formed partnerships. Migration of the WebFOCUS Hyperstage installation into the Integration and Production environments is delayed by resource availability.
- Some campus departments are moving away from the core institutional reporting tool and roles need to be defined to ensure continuity and sustainability of reporting resources.
- SAS Enterprise applications and SAS Visual Analytic adoption could require transitioning from departmental to enterprise-level support.

Vision and Approach for Applications
Web & Mobile Services
Our goal is the delivery of high quality web and mobile application development and support services to the campus community. We envision a complete enterprise web and mobile service where students can register for classes (and more), staff can view monthly pay stubs (and more!), and faculty and enter student grades (and more!!) using their mobile devices; and an enterprise web hosting service that allows users to request, provision, and manage their own web environments.

Collaboration Services
Our goal is to provide the best interface to our services and support that we can, guided by the organization’s adoption of ITIL best practices, resulting in a positive customer experience for all campus constituents. Development and implementation will be guided by an established, educated advisory structure.

Application Services
We strive to become a leading model of innovative and agile approaches as we deliberately grow to meet the expanding needs of our richly diverse students, faculty, staff, alumni, and greater community.
Installing and integrating packaged applications with a customized ERP package will evolve toward: standardized implementations that result in a seamless end-user experience, common programmer-analyst skill set, and a well-planned Software Development Lifecycle.

**Reporting Services**
Deliver a stable reporting environment that has the data in the right format for the reporting need. In addition, we will help to form a data governance group that has resources, time, and authority for this responsibility.

**12-24 Month Milestones**

**Web & Mobile Services**
- Fall, 2014: UNM App Store: Prototype
- Fall, 2014: NMT Mobile App: Released to Production
- Fall, 2014: Enterprise Web Hosting: Prototype
- Fall, 2014: UNM Mobile Registration (w/ Add/Drop): Prototype
- Fall, 2014: LDI Replacement: Planning
- Spring, 2015: Enterprise Web Hosting: Released to Production
- Spring, 2015: UNM Portal App: Prototype
- Spring, 2015: UNM Mobile Registration: Released to Production
- Spring, 2015: LDI Replacement: Prototype
- Summer, 2015: UNM App Store: Prototype
- Summer, 2015: UNM Portal App: Prototype
- Summer, 2015: LDI Replacement: Released to Production
- Fall, 2015: UNM App Store: Prototype
- Fall, 2015: UNM App Store: Add Banner XE Student Apps
- Spring, 2016: UNM App Store: Released to Production
- Spring, 2016: UNM Portal App: Released to Production
- Spring, 2016: UNM Online Maps: Integration with Google's Map Data
- Summer, 2016: Enterprise Web Hosting: High Availability via Availability Zone
- Fall, 2016: UNM App Store: Add Banner XE Staff and Faculty Apps

**Collaboration Services**
- Spring, 2015: Lync A/V conferencing Implementation
- Spring, 2015: Lync Voice integration requirements, design and planning. Sharepoint Team Sites requirements, design and planning
- Summer, 2015: Lync Voice start of build, test, and pilot.
- Fall, 2015: Sharepoint Team Sites online proof-of-concept, migration planning and testing.
- 2016: Start of Lync Voice implementation; Start of Sharepoint Team Sites online implementation and migration.

**Application Services**
- Fall, 2014: Implement CollegeSource uAchieve and uDirect
- Fall, 2014: Automate test score uploads
- Fall, 2014: Banner Workflow 8.1.1 upgrade
- Fall, 2014: ePrint upgrade
- Fall, 2014: AppWorx 8.0 SP14 upgrade
Fall, 2014: Implement Rave Guardian
Fall, 2014: Web General upgrades in support of 503/VEVRAA regs
Fall, 2014: New PICES feed to HSC Library new system (OCLC)
Fall, 2014: Add PGP encrypt/decrypt capability to AppWorx
Fall, 2014: Expansion of tribal affiliation codes
Fall, 2014: AppWorx 8.0 SP 14 upgrade
Fall, 2014: ePrint Upgrade and SSL certificate renewal
Fall, 2014: Modify PICES feed from Lawson to include UNMMG and SRMC staff
Fall, 2014: Rollout of ROM Forecasting Tool Phase II to core academic units.
Fall, 2014: Complete Microsoft application development platform upgrade and migration from SharePoint 2010 to 2013, SQL Server 2008 R2 to 2012, 2012 and Microsoft Web Application Development Infrastructure from 2010 to 2013.
Winter, 2014: Deploy Web Services: XML Schedule and Law School Aces2
Winter, 2015: Complete the Banner XE Student Application Pilot
Spring, 2015: Deploy selected student Banner XE modules
Spring, 2015: Deploy Catalog solution to replace Cascade
Spring, 2015: CRM Proof of Concept
Spring, 2015: Migrate UNM Law SoLAR database to Banner
Spring, 2015: Implement new system-wide employee Contracting System
Spring, 2015: Implement new system-wide OGS, OEO, HR and Finance Document Management
Spring, 2015: Develop and deploy a new development technology to quickly create applications
Spring, 2015: MSC override process
Spring, 2015: BAA access role editor
Summer, 2015: Move BAR/BAA application out of Cold Fusion
Summer, 2015: New PICES feed to ACL
Fall, 2015: New PICES feed to C-Cure 9000 system
Fall, 2015: Evaluate SAS Deployment and adoption
Fall, 2015: CRM
Fall, 2015: C-Cure 9000 for GTRI
Fall, 2015: Develop a comprehensive work flow, decision making, and project management process to insure that milestone dates are met and projects are completed within the established timeline
Fall, 2015: Create new Retirement University Application
Spring, 2015: Rollout of ROM Forecasting Tool Phase II campus-wide to individual academic units.
2015: Evaluate Banner XE academic and administrative opportunities for web and mobile solutions.
2015: Assess impact to existing technologies and develop staff development training plans.
Spring, 2016: Deploy Student Banner XE modules
Spring, 2016: CRM Phase 2

Reporting Services
Fall, 2014: Hyperstage Migration to Integration and Production
Fall, 2014: ODS 8.4.1 upgrade
Fall, 2014: Evaluate SAS deployment and adoption
Fall, 2014: Implement structure and initial deliverables to support Faculty Contracts reporting
Winter, 2014: Myreports - WebFOCUS 8.0.08+ upgrade
Spring, 2015: MyReports mobile
Fall, 2015: Evaluate SAS Deployment and adoption