Strategic Plan
for
Administrative Data Processing

For the Period July 1, 1988 to June 30, 1993

Administrative Data Processing
University of Wisconsin-Madison

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Executive Summary

This Strategic Plan lays the foundation for ADP's support of the University for the next five years and beyond. This is a time of continued rapid change in computing and telecommunications, two fields on which ADP and its users depend. The strategies identified here will capitalize on changes in these technologies and on changes occurring in the University, such as the planned wiring of all offices for data communications and the increasing availability of electronic mail systems to all faculty and staff.

This plan is being coordinated with the UW-System Strategic Plan and other UW-Madison computing and telecommunications plans. The development of this plan gives the UW-Madison and ADP the opportunity to take a leadership role in supporting the University with computing and telecommunications for the upcoming decade.

In an ideal world, we envision a University community in which every staff member performing administrative and support functions has easy access to a personal computer. From that device, he or she would be able to easily and directly gain access to any needed computer service, such as electronic mail or a campuswide operational system. Data already collected in another part of the University would be immediately accessible; further data could be entered and integrated into the data base for current and future use. Staff would be able to share information and obtain needed approvals electronically, using interconnected networks and a wide variety of operational systems, data bases, printers, and electronic mail services. People would use a set of standard data processing applications to address some of their needs, with convenient ways to transfer copies of data to their own files or to customize reports to fit their own styles or preferences. Finally, new technology, such as artificial intelligence, would be incorporated into the administrative information network as soon as its use is economical to provide even more significant benefits.

Movement toward this ideal is only partly affected by ADP's plans. Much of it will occur as a result of changes in technology and the economics of those changes. Some will occur as a result of actions by other technology departments in the University. This plan does attempt to describe how ADP, in partnership with its users, will respond to the environment and influence change in order to improve the operation of the University.

It is clear that everything in this plan cannot be done without some infusion of new funding. However, such expenditures should be considered as a long-term investment in the University's infrastructure that would directly help to maintain UW-Madison's leadership in instruction, research, and public service. System Administration must also realize that the increased demand it places on UW-Madison for information and computing services must be funded either in full by System itself or through the reallocation of UW-Madison's budget from other critical programs.
The heart of this plan is a set of 31 strategic direction statements. These statements are intended to set the tone for what services will be delivered, and what resources and the following categories: Expanding Connectivity, Increasing Data Integration, Extending ADP Services, Improving Methods of Developing Applications, and Enhancing ADP's Operations.

Expanding Connectivity — Directions under this category generally describe ways to enable users of any workstation, terminal, or personal computer to gain access to the serve as good examples. Strategic Direction A.4 calls for ADP to continue providing electronic mail services on campus, state government agencies, and at other essential work of an ADP-connected terminal to gain access to information systems.

Increasing Data Integration — These directions deal with the planned and orderly development of critical data bases and systems so they can be shared across the development of standards and procedures by which users can more easily eliminate the need to reenter data.

Extending ADP Services — The seven areas under this category offer new services or they improve access to and ease of use of existing services for new users. Direction C.2, for example, calls for ADP to provide economical and convenient access to its campuswide data and services to "occasional" users, or those faculty and staff who have not used ADP services in the past.

Improving Methods of Developing Applications — These directions are intended to improve the productivity of ADP staff in the development and support of data processing systems. An example is Direction D.4 which will result in an investigation into the use of Expert Systems for administrative applications. These systems, which improve the productivity and efficiency in system development in Computer Aided Software Engineering (CASE). Under Strategic Direction D.2, ADP will continue its study of CASE tools and begin to employ them in developing applications.

Enhancing ADP's Capabilities — These directions describe ways by which ADP can improve the operational performance. These eight directions include a program for improving the operational performance. These eight directions include a program for maintaining a Disaster Recovery Plan (Direction E.5) and developing and maintaining an Emergency Plan (Direction E.6).