

**The University of Texas-Pan American Computer Center
Action Plan & Progress Report of the Unit Strategic Plan for Fiscal 2004**

Relationship to Organizational Goals: **University:** *To promote fulfillment of the institutional mission through effective and efficient support services and ancillary operations.* **Information Technology Unit and Computer Center (Records Management) Goals are shown below.**

Goals/Objectives/Strategies/Action Plans (Intended Outcomes & Milestones)	Assessment Criteria & Current Level	Target & Responsibility	Assessment Results	Results Utilization/ Proposed Changes
ITU Planning and Evaluation:				
Participate in Institutional IT Development Planning	Participate/contribute Complete Assignments Represent Records Management in ITU plans	Attend Sessions	No planning sessions conducted in FY 2004	Will await for new CIO to give direction in this area.
Records Management Action Plan	Develop plan	Paula Berkley Jan 2004	Completed Records Management Strategy July 2004	Needs to be revised to cover information management in general including content management and records management
Records Management Evaluation Perform Self Assessment	Assessment of progress & Progress Report Issued	Paula Berkley Begin in January Complete in September	Identified areas needing improvement.	Will do another assessment and compare the two.
To assess IT capacity and services for the purpose of making improvements	Assist in the formulation of policy and procedures re project prioritization	Paula Berkley Committee Member	The committee formulated a plan that was presented to ITPC.	No action has been taken by ITPC.

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IT Infrastructure				
To coordinate Imaging System so that it is an efficient and productive system	Meet with Departments who want to utilize imaging Provide documentation for analysis purposes	Paula Berkley Ongoing	Records and Registration continues to utilize the system.	In light of the Oracle Project and the Records Management Strategy to move as many records as possible to electronic media, other departments need to be surveyed to see if the institution would benefit from using imaging.
Enterprise Information Systems				
To conduct EIS research and advocate for the most appropriate administrative software system for the Student System.	Serve on Administrative Software Evaluation and Recommendation Committee	Paula Berkley	Banner Student System Selected	Need to participate in the implementation of the Banner System to ensure that Records Management is incorporated into the system.
To maximize the ability of the institution to manage electronic records	Conduct research and evaluate records management systems. Study the new Oracle System to identify ways in which it can be utilized to manage records Actively participate in the Oracle Project Implementation Teams to understand records management issues and to help departments identify their	Paula Berkley Ongoing	Within CS Files established the ability of associating one of three categories with records. Transitory, Exception, Longterm	Need to provide education materials about use of categories.

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	record types.			
Technical Support Services				
Establish a central repository for UTPA paper records and a SANS for storage of electronic records.	Lamar temporary holding area. Program Haggar to accommodate paper and electronic records	Paula Berkley September 2004	Move is currently underway.	Need to gather information on the SANS equipment.
Enhance the Recycling Program Established last year	Encourage all departments to participate in the recycling program Advertise program	Paula Berkley Ongoing	Currently 12 locked recycle bins are in various locations throughout campus.	Get more departments using the bins.

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Security				
To ensure that the University has a disaster recovery plan for the University Records Center	Develop a written disaster recovery plan. Raise awareness of the disaster recovery issues.	Paula Berkley September 1, 2004 Ongoing	Gathered materials.	Need to produce the plan in light of new records facility and Oracle implementation.
To ensure that the Records Center is a secure environment for UTPA's records.	Controlled access to records. Ensure established procedures developed are followed.	Paula Berkley Ongoing		Need to have additional controls on the overhead door and the double door leading into the records storage area.

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Regulatory Compliance				
Develop policies and procedures that ensure compliance with laws and rules and regulations	Develop policy for records management of electronic mail	Paula Berkley Draft presented to ITPC January 21, 2004	Policy has been reviewed and revised. It has been sent to Institutional Research for further dispersement and review.	Dr. Wiggins needs to make an assessment of the policy.
	Implementing plan for safeguarding personally identifiable information with Financial Aid, Student Health and Financial Aid as required by GLB, HIPAA, and FERPA. Other departmental areas will be addressed systematically.	Paula Berkley Ongoing	Financial Aid, Financial Aid Accounting, Student Health have all completed quarterly compliance reports. Appointment of Personal Information/Records Liaisons completed. Completion of risk assessment tool.	Push this out to the rest of the Univeristy community utilizing the risk assessment tool and engaging the Personal Information/Records Liaisons to ensure that the entire community is educated.
	RM Handbook developed, published to the WEB	Paula Berkley Updated September 1, 2003	Update in process	Include capabilities of Collab Suite in handbook to be completed by September 1, 2005
	Monthly trainings	Paula Berkley/Daniel Montalvo Ongoing	Trained approximately 1/3 of the secretarial staff	Refine tutor training currently on web.

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	One-on-One training	Paula Berkley/Daniel Montalvo Ongoing	Approximately 1-2 a week	Will take every opportunity available to educate staff and faculty.
To utilize best practices with respect to institutional records management, storage and retrieval	Educate clients in use of ITSR to provide auditable records management processes	Paula Berkley/Daniel Montalvo Ongoing	ITSR process too cumbersome. Didn't meet customer's needs for a speedy response. Made a conscious decision to discontinue use.	Have replaced the ITSR with an RM work order.
	Educate clients in use of Records Custodian Authorization Form	Paula Berkley/Daniel Montalvo Ongoing	This process is too labor intensive.	Need to create a workflow in Oracle to accomplish authorized access to records.
External IT Relations				
To convey issues of concern and interest of the staff of UT Pan American to UT System and the Board of Regents as a member of the U. T. System Employee Advisory Committee	Take active role in discussing issues at EAC meetings. Currently serving as Secretary	Paula Berkley Ongoing	This appointment ended August 31, 2004	
	Meet with Regents to bring staff issues to their attention			
Information Technology Standards				
			Have read the standards.	Need to promote

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To adopt Records Management Standards – Best Practices	Library purchased ISO 15489 – International Standards on Records Management	Paula Berkley ongoing		standards to upper management and educate those involved in the management of records.
Unit Management				
To develop a Records Management Plan that complements the IT plan as well as the institution as a whole	Refined documented RM processes	Paula Berkley September 1, 2004		
To develop a budget and allocate resources to enhance the Records Management Program while trying to maximize cost savings	Develop FY 04 budget based on previous budget	Paula Berkley March 2004	Purchased a van with a lift to transport records to and from Hagar where the new records facility is located.	Need to increase wages and training funds. Will look for grants that will enable me to build an amplified training program.

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To develop Records Management Human Resources	Create job description for the WEB	Paula Berkley February 2004		
	Meet with Records Technician on weekly basis	Paula Berkley Ongoing	Meet via telephone	Provide additional help so that he has more planning time.
	Lead by example	Paula Berkley/Daniel Montalvo Ongoing		
	Introduce improvements and innovations to advance effectiveness and productivity of the department.	Paula Berkley Ongoing	Introduced locked bins to provide security for documents containing personal information.	Continue providing to entire campus.
	Attend Oracle Training as provided	Paula Berkley/Daniel Montalvo Ongoing	Conducted self training through Oracle online training.	Will continue to do training as time permits.
To appropriately manage physical Resources	Replace current shredder	Paula Berkley 3/1/2004	Shredder replaced.	Maintain shredder.