Utah Education Network

1999-2015 Strategic Plans
Utah Education Network

1999 Strategic Plan
Content Services
Utah Education Network

Program/Content Coordination

Plan Outline

Mission: To establish a process by which the content that is available via the facilities supported by the Utah Education Network is coordinated, collaboratively developed, appropriately cataloged and communicated, broadly accessible, actively marketed, and administered by policies that focus on efficiency, quality, and productivity.

Content and Programming Plans for the Utah Educational Network Menu of Services

Guiding Principles for Planning Educational Services

A. Programming should be developed based on assessed needs and anticipated services new technologies may provide.
B. A combination of DTV and the Internet will be the primary way educational services will be offered into homes.
C. Students and faculty still want quality full motion video in educational services provided to them.
D. Interactivity will be primarily through the Internet and voice telephony, presentation through DTV at homes. Video will continue to be provided to schools both as one way presentation and interactive.
E. Students prefer asynchronously delivered educational services, free of place and time. But like scheduled interactive sessions synchronously delivered.
F. Common modem Internet connections to homes are inadequate for the delivery of high quality multimedia (voice, video and data) educational services. DTV hopefully will provide the down stream bandwidth needed for these services.
G. There will be a great need to collaborate in the production and distribution of educational services. Those who collaborate will be better able to serve and compete.
H. State Legislators will more likely fund technology based services primarily based on educational services it will provide.
I. Most educational services should have a video and web component. Video services should be promoted on the web and web services should be promoted on the video service.
J. The primary audience for educational services should be students, teachers and parents, with increased emphasis on students in the future.
K. The Electronic School and Electronic College may be a good model for offering Educational Services to students, parents and teachers.

II. The Menu of Services (Most services where appropriate have a video and data component)

Purpose: To establish a process by which content is coordinated, collaboratively developed, appropriately cataloged and communicated, broadly accessible (free of space and time), actively marketed, and administered by policies that focus on efficiency, quality and productivity.
A. Student Services

1. Courses and degree programs.
   a. The Electronic High School
   b. The Electronic Community College
   c. Joint Electronic Catalogs
   d. On-line Registration with hot line to course web sites

2. Library Services
   a. Pioneer Library Services
   b. Utah’s Multimedia Encyclopedia

3. Career Guidance
   a. SEOP (Student Education Occupation Plan)
   b. Career Mentors
   c. Job Service Training
   d. Listing of Jobs Available

4. Information Technology Skills
   a. Multimedia Academies
   b. Cisco Academies
   c. Information Processing Skills
   d. On-line Training in the Use of the Internet

5. Homework Helps
   a. Ready to Learn
   b. Ready to Study
   c. Student Chat Groups
   d. E-Mail to Faculty
   e. Problem Set Video Clips

6. Student Guides
   a. Student Daily Performance Records On-line
   b. Transcript transfers
   c. Information about Colleges and Universities
   d. Degree and Certificate Information
   e. Calendar of School Events

B. Parental Services
   Most of the services to students would be of interest to the parents as well, IE. Student Daily Performance Records, Career Guidance, etc.

C. Teacher Services
   Teachers would also be interested in most of the services available to students and
parents. Teachers would use them as a helpful means of providing for the individual educational needs of their students. Teachers could then use their time not in presenting information but in counseling students. Services specifically designed for teachers would include:

1. Teacher in-service
   a. Information Technology Skills
      1. Use of the Internet
      2. Utah State Core Curriculum
      3. Teacher Materials and Methods in Specific Subject Areas
      4. Utilization and Production of Media Materials for Teaching
      5. Multimedia Academies
      6. Cisco Academies
      7. Virtual Field Trips

2. ITV Express (Video On Demand)
3. Testing Materials
4. Educational Research

D. Administrative Services

1. Provide away for administrators to talk with parents
2. Data on the use and effectiveness of DTV and Information Technology with Schools
3. Knowledge Management

E. Job Skills (Post education, your alumni as your market)

1. Certificate Training (Insurance, Real Estate, Contracting)
2. State and Federal Employee Government Training
3. Specific Business Related Skills
4. Information Technology Skills
5. Applied Technology Training

F. The “How To” non-credit market

1. Home repair and remodeling
2. Crafts
3. Painting
4. Personal Sports Training (Golf, Tennis, etc.)
5. Hobbies

III. Prime Time PBS Programing

A. Continued web support and exclusive video rights for PBS Prime Time programing
with educational value.

IV. How do you pay for educational services?

A. Taping into the government subsidy for education both on a state and district level
B. Student Tuition
C. Fees for service
D. Private Foundation Grants
E. Business Partnerships
F. Federal Funds

1.0 Information Gathering and Distribution

1.1 Define Coordination Issues
   1.1.1 Clarify/Define UEN’s Coordination/Collaboration Role(s) (see 4.0)

1.2 Initial Discussions with the Commissioner’s Office, Utah System of Higher Education
   1.2.1 Need for Collaboration/Coordination
      1.2.1.1 Collaboration
         1.2.1.1.1 Enhance Services to Students
         1.2.1.1.2 Leverage State and Institutional Resources
         1.2.1.1.3 Improve Efficiency/Reduce Duplication
      1.2.1.2 Coordination
         1.2.1.2.1 Expanded Access to Post Secondary Education
         1.2.1.2.2 Global Exporting/Importing of Courses
         1.2.1.2.3 Enrich the Traditional College/University Experience

   1.2.2 UEN’s Role (See 4.0)
   1.2.3 Legislative Executive Appropriations Committee Request and Mandate
   1.2.4 Other Pertinent Issues
   1.2.5 Define ‘next steps’

1.3 Initial Discussion with the Utah State Office of Education
   1.3.1 Coordination/Collaboration Issues
      1.3.1.1 Collaboration
1.3.1.1 Enhance Services to Students
1.3.1.2 Leverage State and School/District Resources
1.3.1.3 Improve Efficiency/Reduce Duplication

1.3.1.2 Coordination
1.3.1.2.1 Work Force Preparation
1.3.1.2.2 Expanded Access to Public and Post Secondary Education
1.3.1.2.3 Global Exporting/Importing of Courses
1.3.1.2.4 Enrich the Traditional Public School Experience

1.3.2 UEN’s Role (See 4.0)
1.3.3 Future Opportunities

1.4 Understand and Document Current Issues and Concerns
1.5 Prepare and Implement Needs Assessment Process

2.0 Definition of Coordination Process Required

2.1 Define the Coordination Necessary
2.1.1 Utah’s Electronic School
2.1.1.1 Meet with the Staff of the Utah State Office of Education
2.1.1.2 Define Staff Support needed
2.1.1.3 Determine (jointly) recommendations by which UES content could be coordinated
2.1.1.4 Coordinate Content Development Needs and Resources
2.1.1.5 Determine Budget impact and prepare Legislative Recommendation
2.1.1.6 Continue the Support for Present On-going Efforts
2.1.1.6.1 Pioneer Journal/Periodical Access
2.1.1.6.2 Heritage Gateway
2.1.1.6.3 Multimedia Academies
2.1.1.6.4 Content Development Template
2.1.2 Utah’s Electronic Community College and
UEN’s Coordination Role
2.1.2.1 Meet with staff of the Commissioner’s Office
2.1.2.2 Define ways that the Network can be supportive of USHE in coordinating Program Content
2.1.2.3 Other potential discussion items
   2.1.2.3.1 Recommend UECC Coordinating Committee Structure
   2.1.2.3.2 Define Staff Support needed
   2.1.2.3.3 Determine (jointly) recommendations by which UECC content could be coordinated
   2.1.2.3.4 Coordinate Content Development needs and resources
   2.1.2.3.5 Determine Budget impact and Prepare Legislative Recommendation
   2.1.2.3.6 Home Page
2.1.3 Public Education’s Access to an Open University Model
   2.1.3.1 Define Operational Model (See EDNET for Utah’s Urban Schools and Utah’s Open University - - Draft)
   2.1.3.2 Refine Model
      2.1.3.2.1 Perform Needs Assessment
      2.1.3.2.2 Produce Cost Analysis
      2.1.3.2.3 Examine Consumer Acceptance
      2.1.3.2.3 Evaluate Technical Feasibility
   2.1.3.3 Define Staff Support needed
   2.1.3.4 Determine Budget Impact and Prepare Legislative Recommendation
   2.1.3.5 Define Issues and Recommendations for Resolution (See 4.5)

3.0 Proposed Coordination and Staffing of Distance Learning Committees
3.1 Refine ‘Proposed Coordination For Distance Learning’ Model
3.2 Define and/or Aggregate Staffing Requirements
3.3 Recommend UEN Internal Staff Organization
Goals
Implementation Date

Objectives/Strategies

3.4 Obtain Necessary and Appropriate Approvals
3.5 Implement Staffing Model
3.6 Prepare Budget Recommendation for 1998 Legislative Session

4.0 Utah Education Network’s Coordinative/Collaborative Role

4.1 Partnership and Services of Public and Higher Education

4.2 Organizational Support for Committees and Coordination Efforts (See 3.0)

4.3 Facilitation
   4.3.1 Work with the Utah State Office of Education and Higher Education to facilitate a world-class curriculum.

4.4 Brokering of Electronically supported Content System-wide

4.5 Policy Recommendations
   4.5.1 Course Credit
   4.5.2 Articulation (Institutional and Departmental)
   4.5.3 Geographic/Regional Versus Student Choice
   4.5.4 ‘Home’ Versus ‘Presenting’ Institution
   4.5.5 Full Legislative FTE Award
   4.5.6 Joint Degree Programs
   4.5.7 Incentives
      4.5.7.1 System
      4.5.7.2 Institutional
      4.5.7.3 Faculty
      4.5.7.4 Student

4.6 Other

5.0 WEB Page Development

5.1 UEN’s Menu of Services
   5.1.1 Continue to refine the Menu of Services as presented on the home page
   5.1.2 Assure easy of access, efficient page structures, and appropriate linkages

5.2 Utah’s Electronic School
   5.2.1 Provide linkages from UEN Home Page
   5.2.2 Provide assistive resources where appropriate

5.3 Utah’s Electronic Community College
   5.3.1 Provide linkages from UEN Home Page
   5.3.2 Provide assistive resources where appropriate

5.4 Public Education’s Access to an ‘Open University’ facility
   5.4.1 Provide linkages from UEN Home Page
   5.4.2 Develop/design Home Page Format
### Goals

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5.4.3 Facilitate Issue/policy Resolution (see 4.5)

6.0 Publish Course Catalog

7.0 Prepare Marketing Plan

### KULC Goals for Higher Education

9.0 All higher education telecourses distributed by KULC will be of the highest possible instructional quality. (KULC Benchmark I.)

**UEN Benchmark:** Quality, technology-rich, learning resources will be accessible to all students, teachers, and faculty as an integral part of the curriculum in Utah’s public schools and public higher education institutions.

### Goals

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<th>Objectives and Strategies</th>
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9.1 Institutions offering telecourses will carefully define course content to closely parallel the best courses offered on a campus and submit proposals for broadcast on KULC as telecourses.

Evaluation: Review by academic departments and colleges within institutions culminated by the institutional decision to offer one or more telecourses.

9.2 The Council of Chief Academic Officers will review proposed courses to ensure that the best and most appropriate are selected for broadcast on KULC.

Evaluation: Review and approval by the CAOs.

9.3 With other entities of the Utah Education Network, KULC will develop a comprehensive listing of higher education distance learning offerings delivered through Network systems: KULC, EDNET, and UtahLINK. (Also see Program/Content Coordination Goal 6.0)

### EDNET PROGRAM SERVICES BENCHMARKS

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<table>
<thead>
<tr>
<th>Goals</th>
<th>Objectives/Strategies</th>
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<tbody>
<tr>
<td>I.</td>
<td>Provide secondary public education school counselors, administrators, parents and students, including concurrent enrollment, with high quality, technology-rich learning resources to meet their educational needs.</td>
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<td>II.</td>
<td>Deliver high quality programs, e.g. bachelors, masters, certificate, training/in-service courses to higher education students, faculty and other interested parties.</td>
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<td>III.</td>
<td>Provide public and higher education students and faculty, including members of communities throughout the state and surrounding states, access to programs that enhance and/or further their educational needs and opportunities.</td>
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<td>IV.</td>
<td>Program providers and producers of public education, including concurrent enrollment, will be given the opportunity to apply for program development funds to assist in the design and production of courses based on the identified needs of students.</td>
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**10.0 Program Services:** To provide access to quality instructional programs for all students and system users, i.e. state, business and industry clients.

**UEN Benchmark:** Quality, technology-rich learning resources will be accessible to all students, teachers, and faculty as an integral part of the curriculum in Utah’s public schools and public higher education institutions.

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<tr>
<td>10.1</td>
<td>Provide course catalogs and registration materials for EDNET courses to school counselors at each school throughout the state. <em>(Budget $3,000)</em></td>
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<td>January 1999</td>
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<tr>
<td></td>
<td>10.1.1 Public education program proposals will be reviewed and approved for high quality curriculum development and instructional design and production values by the Public Education Program Committee.</td>
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<td></td>
<td>10.1.2 Coordinate with the Network Public Information and Communication department to prepare the course catalog for publication and distribution.</td>
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<td>10.1.3 Collaborate with UtahLINK staff to inform school counselors of the online course catalog for the most current course information and link to the electronic high school.</td>
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<td>10.2</td>
<td>Increase the response from school counselors regarding enrollment commitments by providing an online registration interface to assist counselors in submission of course enrollments. Meet one-on-one with a local regional/hub representative to review the course materials and deadlines. <em>(Budget: $50,000)</em></td>
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<td>April 1999 Ongoing.</td>
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<td>10.2.1 Coordinate with Local Service Representatives and, where applicable, Regional Service Centers and higher education hub liaisons to assist in the dissemination of course offerings and personal meetings to review the registration process.</td>
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<td></td>
<td>10.2.2 Collaborate with UtahLINK to inform school counselors of news groups to communicate with one another via the Internet in an effort to improve ways to engage educators in dialogue regarding courses for their studies. In addition, coordinate with UtahLINK to provide training on Internet usage for the educators in this group.</td>
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<td>On-going April 1999</td>
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Goals | Implementation Date | Objectives/Strategies
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10.3 Coordinate with educational partners and Network staff, for evaluation and needs assessment activities with third party evaluator and others as needed. *(Budget $5,000)*

**January 1999**

10.3.1 Conduct a needs assessment to determine needs of students based on SEOP feedback provided from school counselors to assist program producers in designing courses that will meet their curriculum requirements.

10.3.2 In collaboration with third-party evaluator, ascertain ways to increase utilization and improve quality and effectiveness of courses being offered to public education students and share assessments and evaluations with UEN departments and partners.

10.4 Provide course catalogs with on-line catalog address information to students, faculty and other interested parties for higher education courses to assist them in selection of high quality courses that lead to a degree (bachelors or masters) and/or certificate programs. *(Budget $2,000)*

**April 1999**

10.4.1 Higher education program proposals will be reviewed and approved for high quality curriculum development and instructional design and production values by the Chief Academic Officers of the State Board of Regents.

10.4.2 Coordinate with the Network Public Information and Communication department to prepare the course catalog for publication and distribution.

10.4.3 Provide access to the EDNET online course catalog for the most current course information.

10.5 Provide the best access to all EDNET clients to meet their identified needs. **On-going**

**June 1999**
10.5.1 Coordinate with Technical Services to use a variety of technology delivery mechanisms to accommodate courses and events for in and out-of-state requests. (e.g. microwave, fiber optic, satellite, video-teleconferencing, etc.)

10.5.2 Inform and explore with EDNET clients the variety of resources available to meet their specified needs.

10.6 Collaborate and coordinate with program producers to explore technology options that can be merged for program delivery in the design phase of the course development that will provide students with technology-rich educational experiences.

10.6.1 In partnership with UtahLINK inform and explore with program providers the technology options available, i.e. streaming video, news groups, chat rooms, etc. in the development of the courses.

10.7 Invite public education and higher education satellite delivered program providers of approved courses (including concurrent enrollment courses) to apply for program development funds. (Budget $284,157)

10.7.1 After courses have been approved by the Public Education Program Committee and the Chief Academic Officers for transmission on EDNET, satellite and/or the Internet, send RFP to producers of courses to apply for program development funds to assist them in multimedia and interactive design and production of approved courses.

10.7.2 Present to the UEN Steering Committee the approved applications for the grant funds that will be disbursed to the awarded institutions.

10.7.3 Disburse funds and monitor progress of course development.
Utah\textit{LINK} CONTENT
FY 99

11.0 Publish quality, online content which supports classroom instruction and supplies electronic resources to the state.

Benchmark: Content-specific Internet resources identified and aligned to the Core Curriculum will be provided to all teachers, students and home users in the state.

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<tr>
<td>11.1 Update and edit links to educational web sites and information resources</td>
<td>Collect teacher/user input regarding new web sites to be added to the educational resources database.</td>
<td>BUDGET: personnel, $20,000</td>
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<td>Research new educational web sites for possible inclusion in database.</td>
<td>IMPLEMENTATION: quarterly review; software/programming time</td>
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<td>Overhaul the educational links db for easier maintenance and coordinate training links with the db.</td>
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<td>Create a video catalog db which integrates the video holdings with the curriculum db.</td>
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<td>Participate in the overall coordination of Network content delivery with KULC and EDNET content programming offices.</td>
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11.2 Support, create and/or coordinate new, web-based, interactive projects associated with historical/national events, teacher requests or funded grant proposals. See also Software Development, 7.5, Technical Strategic Plan

Benchmark: Teachers will be able to utilize and participate in online curriculum projects and integrate them into the curriculum.

| 11.2.1 Consult on and support any teacher created web project utilizing the Utah\textit{LINK} server. | |
| 11.2.2 Coordinate the development of web projects with technical staff, content staff and USOE. See Software Development, 7.5, Technical Strategic Plan. | |
| 11.2.3 Provide training and public awareness for online projects to encourage better utilization. | |
| 11.2.4 Create forms for district technology specialists to better maintain trophies, passwords and statistics within that district, as displayed on the Utah\textit{LINK} web site. | |
| 11.2.5 Coordinate, design and facilitate the creation of the 2002 Winter Olympics Educational Website in partnership with the Salt Lake Olympic Organizing Committee. | |
| 11.2.6 Review and revise the Curriculum Units/ Lesson Plans web project to reflect changes to the Utah State Core Curriculum, Curriculum Specialists’ input and teacher suggestions. | |
11.2.6.1 Continue to support the creation, submission and evaluation of K-12 lesson plans

11.3 Coordinate with USHE and USOE on the delivery of courses and materials for the Electronic High School, The Utah Electronic Community College and Higher Education institutions. See also Software Development, 7.3, 7.4, Technical Strategic Plan.

Benchmark: Students will be provided with learning opportunities necessary to complete high school graduation requirements and to enrich their individual educational experiences.

11.3.1 Facilitate and coordinate the development of an online courseware toolkit which allows any Utah instructor to put an approved course online.

11.3.1.1 Work with the Software Engineers to design appropriate interfaces including: Cataloger, Course Creator, Proctor and Students which are IMS compliant and meet the needs of the end-users

11.3.1.2 Beta test the toolkit with both Higher Ed and Public Ed users

11.3.2 Coordinate the creation and utilization of an online, joint catalog which will display synchronous and asynchronous classes offered in-state regardless of the media (telecourse, EDNET, internet, etc.)

11.3.3 Work with EHS to identify future web-delivered courses to fulfill high school graduation requirements. (TLCF funding)

11.3.4 Provide training, orientations and public awareness for the Online Courseware toolkit

11.3.4.1 Conduct specific training for Course Creators, Catalog users and Proctors with both K-12 and Higher Ed

11.3.5 Provide financial assistance for the development of multimedia components of online courses (Media Solutions)

11.4 Support the integration of technology into the teaching process by coordinating with Colleges of Education and Pre-service teacher education programs.

Benchmark: Utah’s Public Education system will use technology to improve teaching and learning processes and for the delivery of educational services.

11.4.1 Participate in long-range planning, assist with training and participate in pre-service/inservice partnerships as invited

11.4.2 Leverage the BYU Public School Partnership for pilot sites,
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<td></td>
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<td>master teachers and project support</td>
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<tr>
<td>11.4.3</td>
<td>Guest lecture, conduct workshops and presentations for pre-service classes to encourage the integration of technology into the curriculum</td>
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<td>11.5</td>
<td>Collaborate with various other state agencies, academic disciplines and teacher associations to help facilitate</td>
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<tr>
<td>Objectives/Strategies</td>
<td>Process, reinforce, share, collaborate, and engage resources.</td>
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Goals

Objectives/Strategies

Implementation Date

Benchmark: UtahLINK will continue to foster and strengthen partnerships and collaboration among educational stakeholders.

11.5.1 Participate in developing and publishing the SUN educational web site.

11.5.2 Assist with the UEA Conference Planning efforts to identify guest speakers and workshops for their annual conference focusing on educational technology

11.5.2.1 ExplorA-pond website project to be highlighted in the NEA Today national magazine.

11.5.3 Participate with ERIC Clearinghouse / GEMS project to include Utah lesson plans in the National website.

11.6 Collaborate with USHE, USOE, State Library and State Agencies to secure, promote and deliver electronic library resources for the state as negotiated by the PIONEER subcommittee.

Benchmark: All students, teachers and faculty will have access to quality, technology-rich, learning resources.

11.6.1 Renew state licensing agreement for online resources from IAC Searchbank, Deseret News Archives and Salt Lake Tribune Archives.

11.6.2 Participate in PIONEER subcommittee meetings, discussions and presentations.

11.6.3 Partner with State Library, USHE and USOE to facilitate online trials and to contract for other online library services.

11.6.4 Maintain contact with teachers to provide support and training on the use of these databases.

11.6.5 Serve as the primary fiscal agent for all PIONEER contracts.

11.6.5.1 IAC, Deseret News, Tribune, SIRs, and Wilson contracts.

11.7 Provide leadership to the education community in the area of educational technology utilization

Benchmark: UtahLINK will continue to foster and strengthen partnerships and collaboration among educational stakeholders.

11.7.1 Visit schools, districts offices, universities and others in the community in response to needs and requests.

11.7.2 Notify users of new resources and content changes to the web site via email and LINKnews

11.7.3 Coordinate with USOE/UtahLINK for additional training workshops for new, online projects or significant content

BUDGET: personnel and USOE funding

IMPLEMENTATION: quarterly review

BUDGET: personnel, $400,000

IMPLEMENTATION: summer 1998 contract negotiations, bi-monthly meetings, quarterly review

BUDGET: personnel, $2,000

IMPLEMENTATION: quarterly review
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11.7.4 Work closely with our Regional Educational centers
11.7.5 Foster stronger partnerships with Departments of Continuing Education at Academic Institutions to improve online course delivery

11.8 Make presentations, conduct special trainings, and help promote public awareness of UtahLINK resources and services.

**Benchmark:** All teachers, students, faculty and interested citizens will recognize, understand, and utilize UtahLINK web services.

| 11.8.1 | Attend educational conferences, regional meetings, content seminars, etc. to present and promote the services of the Utah Education Network (i.e. UEA, UCET, Rural Schools, Middle School Symposium, UELMA, etc). |
| 11.8.2 | Provide central coordination for public awareness campaigns, conference speakers and workshops |

**BUDGET:** personnel, $6,000

**IMPLEMENTATION:** quarterly review

11.9 Assist, support and partner on grant writing efforts by UEN, USOE, and the education community to secure funding for additional services and products

**Benchmark:** Use technology to enhance the teaching/learning process and for the delivery of educational services

| 11.9.1 | Continue to partner with SEDC on the UTAP grant project (Utah Technology Awareness Project) which is a web-based self-assessment tool for teachers |
| 11.9.2 | Provide consultation and support to the WAG site proposal for a National Science Foundation Informal Science Education grant |
| 11.9.3 | Coordinate with UEN grant services on other potential grant funding opportunities which emphasize the use of technology in the teaching and learning process |

**BUDGET:** personnel

**IMPLEMENTATION:** quarterly review

12.0 Development of Web Sites for Courses on UEN Systems

12.1 Discuss with each Institution offering courses over UEN systems, those courses which need web-site support. (Helen: KULC, ?: EDNET)

| 12.1.1 | Internet-delivered courses in Higher Education: see http://www.uen.org/beta/summary.htm |
12.2 Inventory courses currently offered on EDNET and KULC to determine which classes have a web component and to what depth Maggie, Helen and ?

12.3 Setup suggested steps for levels of web page development i.e. Syllabus, reading lists, assignments, hot links, etc. Maggie, Kathy Webb

12.4 Suggest the use of the courseware template. Maggie, Kathy Webb

12.4.1 University of Utah Graduate School of Social Work to use the courseware template.

12.5 Train Instructors and staff at institutions to use the courseware template. Maggie, Kathy Webb

12.6 Provide mini-grants as incentives to put class information on a web-site. Steve Hess

13.0 Develop a joint catalog for the Utah Electronic Community College, USHE, EHS. See UtahLINK Content 11.3.2.

14.0 Assess what classes are already available on the web to assure that courses produced by public and higher education are not already available at less cost from other providers. Steve (see http://www.uen.org/beta/summary.htm)

14.1 Hire student to assist with research

15.0 Resolve issues regarding UEN online course services: operational/server, financial, help-desk support, student records and other policies with institutions. Steve, Mike

16.0 Catalog all training offered through UEN.

16.1 Create a common paper-based and web catalog. Claire, Neil, Zach, Doug, and Bill Kucera

17.0 Assure content presence is in alignment with current UEN and institutional web pages. Bill Kucera, Maggie

**ASSESSMENT**

1.0 PRELIMINARY ASSESSMENT
Goals
Implementation Date

Objectives/Strategies

1.1 Higher and Public Education Consultation

1.2 Individual meetings with university and college presidents.
1.3 Meetings with state superintendent, Utah State Office of Education conducted by Utah Education Network administration.

2.0 CONVENE DISTANCE EDUCATION MARKETING SUMMIT

2.1 Representatives of Public and Higher Education, including representatives from public colleges and universities, and Utah Education Network. Optional: School districts, school boards.
2.2 Marketing/Public Relations/Public Communications staff from represented groups should be available during discussion process for consultation.
2.3 Review recommendations and benchmark goals
2.4 Explore opportunities, challenges, and perceptions.
2.5 Expected outcomes
2.6 Time frame for expected outcomes
2.7 Determine potential audience(s) (Marketing/Public Relations/Public Communications staff input)
2.8 Potential Budget/ shared resources.
2.9 Explore potential for shared resources (if desirable)
   2.9.1 Staff
   2.9.2 Marketing/Public Relations, Public Communications Research and evaluation
2.10 Setup smaller workgroup/team to implement and report to summit team, Utah Education Network, and appropriate stakeholders.
   2.10.1 Team to include: Marketing and Public Communications representatives from Higher, Public Ed, Utah Education Network.

3.0 AUDIENCE NEEDS/PERCEPTIONS

3.1 Marketing/Public Relations/Public Communications Team

3.2 Expected Outcomes based on Distance Education Marketing Summit/legislative intent

3.3 Refine Potential Target Audiences
   3.3.1 Existing and secondary market and audience research
   3.3.2 Audience segmentation
   3.3.3 Perceptions/understanding of existing Distance Education

3.4 Additional research as needed.

4.0 PLAN DEVELOPMENT
4.1 Based on needs assessment, expected outcomes, develop a plan, including appropriate messages, time frame, etc.

4.2 Use a variety of marketing/communication (MARCOM) and public relations techniques based on assessment information. Techniques may include celebrity spokesperson(s), sponsorships radio/television announcements, print advertising, media relations, use of new media, strategic alliances, public events, and presentations.

5.0 EVALUATION

5.1 The plan will include standard and generally accepted methods to evaluate the outcome of the implemented plan. These will include surveys, focus groups, and other research methods. Evaluation will be outsourced to recognized research vendors where appropriate.

5.2 The impact of the plan as measured by evaluation and predetermined outcomes will be reported to the higher and public education, Utah Education Network consortium.

6.0 SHARING THE KNOWLEDGE

6.1 Define Ways By which the Potential and Advantages of Technologically Delivered Education can be widely can be shared with potential stakeholders

6.1.2 Legislators
6.1.3 Educational Administrators (Public and Higher Education)
6.1.3 Teachers and Faculty
6.1.4 Students

Training

1.0 CONTENT DEVELOPMENT TRAINING

1.1 Quality Standards
1.2 Content Development Template
1.3.3 Instructional Strategies
Utah Education Network

2000 Strategic Plan
Content Services
Content Services

Mission: To coordinate, develop and administer quality content resources that support teaching and learning.

In addition to the activities during FY 2000, Content Services will also continue to provide rich educational resources to Utah students, teachers, and faculty. The resources will reflect the needs and activities of the Institutes for Higher Education and the Utah State Office of Education. Content Services will continue to offer quality educational programming on KULC and KUED, support Instructional Broadcast and EDNET delivered courses, and deliver Internet resources that enhance teaching and learning.

1. **Coordinate with UEN partners to provide rich educational content, focused on efficiency, quality and productivity.**

   1.1. Establish a process with the Council of Academic Officers to coordinate and provide content

      1.1.1. Develop contact list with CAO’s or designee to facilitate communication

      1.1.2. Participate in CAO meetings as needed

      1.1.3. Develop common RFP process based on mutual goals, guiding principles

      1.1.4. Form liaison with new UECC Director

   1.2. Establish a process with the Public Education Content Coordination Committee to coordinate and provide content

      1.2.1. Facilitate communication via PECCC email list and meetings

      1.2.2. Participate in USOE Board Meetings and Curriculum Director meetings as needed

      1.2.3. Develop common RFP process based on mutual goals, guiding principles

   1.3. Develop the MarcoPolo national curriculum partnership

      1.3.1. Complete professional development agreement and conduct workshops
1.3.2. Pursue “Preparing Tomorrow’s Teachers Today” grant with U of U

1.3.3. Participate in national “Internet Content for Classroom Summit” and subsequent activities

1.4. Oversee implementation of a coordinated electronic catalog

1.4.1. Coordinate programming with technical services

1.4.2. Complete beta-testing

1.4.3. Identify and teach contact person at each institution responsible for entering data into catalog

1.4.4. Support efforts of partner institutions as they join UECC and add courses to catalog

1.4.5. Gather formative data from students and institutions

1.5 Coordinate with USOE to assess needs of schools for use of software and administrative tools.

2. **Facilitate the development of quality educational content that models the best practices in pedagogy and instructional design based on current educational research.**

2.1. Maintain knowledge of current educational research

2.1.1. Read general education and educational technology journals

2.1.2. Participate in WICHE, NECC, CoSN, and other national forums with colleagues

2.1.3. Participate in listserv discussions with colleagues

2.2. Provide support in establishing procedures for online course development and enhancement

2.2.1. Establish Content Guiding Principles with PECCC and CAO’s

2.2.2. Create online submission form

2.2.3. Focus development efforts toward courses which meet academic need

2.3. Build ThemePark in ITV guide
2.3.1. Coordinate ITV schedule based on UIMC recommendations

2.3.2. Facilitate development of web resources which support instructional themes

2.4. Facilitate Content Camp for curriculum development

2.4.1. Identify teachers wishing to revamp curriculum with UEN resources

2.4.2. Build professional development activities and resources

2.4.3. Build collegiality among participants

2.4.4. Build UEN collection of web activities, virtual tours, lesson plans

2.4.5. Conduct follow-up assessment of participants and products

3. **Administer the comprehensive Menus of Services available to teachers and learners via UEN systems.**

3.1. Utilize the uen.org site and other tools to conduct assessment and evaluation of UEN services

3.1.1. Coordinate with customer services to create online survey from course participants

3.1.2. Gather data on use of resources@uen.org to inform Content staff

3.2. Contribute a content perspective to filtering service selection and implementation

3.2.1. Support technical services as they make filtering decision

3.2.2. Facilitate communication between USOE, PECC, Superintendents, and other stakeholders

3.2.3. Coordinate with Planning and Policy to monitor law and policy issues

3.3. Increase/improve comprehensive library resources (Pioneer and UCME)

3.3.1. Acquire Worldbook Encyclopedia and conduct staff development sessions

3.3.2. Coordinate RFP process and planning with Pioneer Committee

3.3.3. Conduct online survey of Pioneer users to inform decisions
3.4. Coordinate UEN web pages to facilitate greater use of resources

3.4.1. Establish a common look and feel to all web pages

3.4.2. Revamp web sites to reflect UEN reorganization to service units

3.4.3. Determine services navigation approach based on user need

3.4.4. Conduct beta-testing of web page for feedback from users

3.5 Decide on an appropriate process to balance among producing, acquiring, and facilitating content creation.

3.6 Decide how best to use the DTV spectrum.
Utah Education Network

2001 Strategic Plan
Content Services
Content Plan FY2001

Mission:
To facilitate, coordinate, and develop quality resources for teaching and learning.

Critical Five:
In addition to regular Content Services activities that support the mission, Content Services will focus on five critical projects during FY2001. These five areas were selected based on their alignment with the missions of Content Services and Utah Education Network, and their impact for learners and educators.

Content Services will facilitate, coordinate, and develop service in the following critical areas through outreach, research and evaluation, staff development and emphasis.

1. Pioneer Online Library
2. Uen.org resources and new page
3. My.uen
4. Professional Development

Seven Dimensions:
The Content Services Department has aligned these projects with the Milken Seven Dimensions planning by developing evaluation and accountability measures for the Learner, Learning Environment, and Professional Competency areas.

Strategic Goals:

1. Facilitate the development of quality educational content that model the best practices of pedagogy and instructional design based on current educational research.

   1.1. Maintain knowledge and promote effective use of current educational research, particularly the National Educational Technology Standards for Students. (ongoing)

   1.2. Merge and refine grade level and content area resources. (Jan 2001)

   1.3. Build the MarcoPolo national curriculum partnership. (ongoing)

   1.4. Implement Themepark in ITV guide and web. (quarterly)

   1.5. Facilitate Content Camp for curriculum development. (September, 2000)

   1.6. Develop and promote Olympic Education web site. (ongoing)
1.7. Combine UCME and SURWEB; add SURWEB to Pioneer library. (September, 2000)

1.8. Utilize UEN systems to enhance educator professional competency. (ongoing)

1.9. Identify and make available adult learning opportunities via UEN systems. (ongoing)

1.10. Acquire or develop content resources based on client needs. (ongoing)

2. **Coordinate with UEN partners to provide quality educational content.**

   2.1. Develop a five-year plan for Learners, Learning Environment, and Professional Competency based on the Milken Seven Dimensions planning model. (June, 2001)

   2.2. Support the mission, activities, and goals of Content Forum. (ongoing)

   2.3. Collaborate with the PECCC and CAO to identify and meet educational needs. (ongoing, monthly meetings)

   2.4. Support the Utah Multimedia Arts Festival. (April, 2001)

   2.5. Participate in meetings and communicate with stakeholders and partners (CE Deans, USOE, Board of Ed., UITA, UELMA, Board of Regents). (ongoing)

   2.6. Coordinate with and support educational outreach efforts of KUED. (ongoing)

   2.7. Collaborate with business partners to develop Information Technology (IT) workforce education. (ongoing)

3. **Develop and administer a comprehensive Menu of Services to teachers and learners via UEN systems.**

   3.1. Implement a comprehensive plan for outreach and evaluation of UEN services. (September, 2000)
3.2. Develop and implement a new uen.org home page. (September, 2000)

3.3. Develop and implement a curriculum-based portal called my.uen (September, 2000)

3.4. Contribute a content perspective to filtering service and information. (ongoing)

3.5. Evaluate the use of Pioneer, uen.org, MarcoPolo, my.uen, professional development resources. (ongoing)

3.6. Identify and communicate a content strategy for the DTV spectrum. (December, 2000)

3.7. Contribute a content perspective to streaming video service and implementation. (ongoing)

3.8. Increase KULC broadcast time to 24-hour schedule. (August, 2000)

3.9. Conduct workshops and outreach for after-school care providers on KULC and UEN resources. (quarterly)
Utah Education Network

2002
Strategic Plan
Content Services
Mission: To coordinate, develop, and administer quality content resources that support teaching and learning.

Guiding Principles:
- UEN is a distribution system for educational content.
- UEN is built on a partnership of public education, higher education, state government, and business to serve Utah.
- UEN Content Services collaborates, supports, facilitates, and participates with stakeholders in the analysis, design, development, implementation, and evaluation of content resources and best practices of teaching and learning.

1.0 Provide resources and services that directly support UEN stakeholder needs.

Supporting Objectives

1.1 Promote and strengthen Pioneer – Utah’s Online Library clearinghouse
   1.1.1 Set up monthly product trials
   1.1.2 Develop and implement comprehensive promotional strategy in coordination with Pioneer committee
   1.1.3 Conduct analysis of Pioneer use including internal and external web data, district plans, teacher surveys and interviews, and site observation
   1.1.4 Support the Pioneer committee efforts to acquire instructional resources for parents and teachers and Utah’s adult learners
   1.1.5 Develop and implement comprehensive professional development program for Pioneer Online Library

1.2 Facilitate and support the alignment of resources to the K-12 core curriculum and content areas.
   1.2.1 Contract with educators to collect content resources
      1.2.1.1 K-6 Quarter 1
      1.2.1.2 7-9 Quarter 2
      1.2.1.3 10-12 Quarter 3
      1.2.1.4 Content maintenance Quarter 4
   1.2.2 Support USOE web pages, workshops, and coordination of services

1.3 Contribute a content perspective to advanced technologies (DTV, Internet 2, Streaming Media, Internet Filtering)
   1.3.1 Participate in Streaming Media committee processes and projects
      1.3.1.1 Advertise TEAMS streaming in ITV guide, include in workshops
   1.3.2 Participate in Internet 2 projects
      1.3.2.1 Conduct high school trial
      1.3.2.2 Publish Internet 2 white paper
   1.3.3 Participate in DTV planning and coordination with KUED and national providers
1.4 Maintain and update UEN web site resources
1.4.1 Implement uen.org wave two enhancements
1.4.2 Revise KULC web site; establish web-administrator position to maintain site
1.4.3 Update Professional Development web site
1.4.4 Link to Advise Utah, update SEOP pages

1.5 Enhance KULC broadcast programming and services
1.5.1 Hire KULC outreach program coordinator
1.5.2 Complete PBS/KUED negotiations for service
1.5.3 Partner with KUED and state agencies to offer coordinated outreach efforts
1.5.4 Identify and license programs for service gap areas
   1.5.4.1 IT Certification and courses
   1.5.4.2 Adult Learning (GED, GED Spanish, ESL, Workplace Essential Skills)
   1.5.4.3 Coordinate with UIMC to update ITV programming
   1.5.4.4 Update KULC ads and between program tags

1.6 Support educational services of partner agencies (KUED, EHS, UEC)
1.6.1 Coordinate and administer Ready to Learn program with USOE and KUED
1.6.2 Migrate EHS Courses to Blackboard.com platform
   1.6.2.1 Consult with and support EHS instructors and course developers
1.6.3 Coordinate catalog services with UEC

1.7 Target fund-raising, grants, and national programs that support Content Services projects.
1.7.1 Support and train grant writer
1.7.2 Identify renewable grants and formulate FY03 plan for funding
   1.7.2.1 MarcoPolo
   1.7.2.2 NTTI, WNET
   1.7.2.3 UEA
1.7.3 Identify new grants, plan, submit proposals

1.8 Explore programming for future applications; participate in program development and research in this area.
1.8.1 Internal
   1.8.1.1 Media Asset Management software – Media 360
   1.8.1.2 Interwoven
1.8.2 General
   1.8.2.1 Online Education Service Board

1.9 Provide network resources that support the development of higher order and problem solving skills.
2.0 Evaluate UEN Services in participation with stakeholders; make decisions based on evaluation data.

Supporting Objectives

2.1 Implement Web Trends and Web Usage tracking software for: Pioneer Online Library, KULC Homepage, Olympic Education Web Site, and UEN Web Site including my.uen tool.
   2.1.1 Designate WebTrends hardware and protocol for reports.
   2.1.2 Coordinate evaluation services with Technical and PI.
   2.1.3 Create UEN evaluation page with links to reports and data.
   2.1.4 Prepare and publish quarterly executive summaries of web data.

2.2 Solicit web data from external providers and gateways: Pioneer vendors, MarcoPolo Rusticello system, YeeHaw Utah, GEM Project.
   2.2.1 Prepare statement of work for external data gathering.
   2.2.2 Publish bi-annual executive summaries on uen.org

2.3 Conduct analysis of Course Proposal Process, Distance Learning Catalog, and Distance Education Conference Management Environment System. Revise these processes and products based on analysis.
   2.3.1 Assemble stakeholder committee and conduct needs assessment reviews of the process and existing products.
   2.3.2 Develop a statement of work for product revision, including work packages.
   2.3.3 Decide priorities for software development and/or outsourcing
   2.3.4 Coordinate revisions and review with software development
   2.3.5 Coordinate outreach and professional development with customer services

2.4 Establish a tiered review process at the inception of projects to determine project viability and prioritization.
   2.4.1 Review quarterly summaries of web data
   2.4.2 Determine “sunset-clause” and review process for existing projects
   2.4.3 Include stakeholder input during prioritization process.

2.5 Establish and conduct assessment of UEN Services.
   2.5.1 Course-end surveys from professional development workshops; enrollment data
   2.5.2 Heuristic analysis of district five-year plans and UEN tools/services
   2.5.3 Implement student evaluations of distance learning courses to inform institutions
2.5.4 ITV utilization on KUED and KULC

3.0 Utilize UEN delivery systems to support workforce development programs in Utah.

Supporting Objectives

3.1 Identify and develop mutually beneficial partnerships with business and state agencies.
   3.1.1 Develop a Business Partnerships protocol document
   3.1.2 Develop a needs assessment document, or tiered “wish list” for potential partners
   3.1.3 Participate in UAACCE Board of Directors, UITA, and similar organizations
   3.1.4 Support multimedia education and workforce development
       3.1.4.1 Multimedia Arts Festival
       3.1.4.2 Fall Multimedia Retreat

3.2 Collaborate with USHE to develop and support the AdviseUtah web site, including workshop and outreach efforts.
   3.2.1 Revise and link to SEOP site in coordination with USOE
   3.2.2 Broker additional Adult Learning resources and links

3.3 Administer the state Tech Corp program to assist K-12 schools and districts.

3.4 Broker IT and related certificate courses delivered via UEN systems.
   3.4.1 Conduct needs assessment of programming areas
   3.4.2 Identify programs via PBS Adult Learning Service and other providers to fulfill needs
   3.4.3 Negotiate, license, and market programs

4.0 Improve classroom technology integration via stellar professional development programs and services.

Supporting Objectives

4.1 Offer high-quality professional experiences: based on national learning standards and models (ISTE, NETS, NCATE); connected to local goals and practices; and supported through follow-up and additional resources
   4.1.1 Conduct 30 two-day ITC workshops for K-12 districts
   4.1.2 Conduct ITC model workshops for USOE, Teacher Education programs, faculty and internal staff
   4.1.3 Implement Intel Teach to the Future program for K-12 teachers and teacher educators
   4.1.4 In cooperation with Faculty Assistance Centers,
support development of a technology integration workshop for faculty

4.2 Offer decentralized, field-based professional development experiences in cooperation with school districts and institutions of higher education
   4.2.1 Implement an online workshop request form to match needs with services
   4.2.2 Deploy skills and knowledgeable staff to local areas for workshops
   4.2.3 Facilitate technical staff development

4.3 Build local capacity for professional development
   4.3.1 Support four regional service center-based professional development specialists
   4.3.2 Support Content Forum meetings and activities to empower local professional development staff members
   4.3.3 Seek partnerships and opportunities with teacher education programs to coordinate service

4.4 Provide professional development learning communities online via the UEN website and support to the USOE website
   4.4.1 Broker online courses, certificates, materials and resources for educator use
   4.4.2 Maintain library of online handouts, tutorials, informational resources
   4.4.3 Support USOE curriculum and SEOP web pages

4.5 Collaborate with professionals and organizations to provide professional development opportunities for Utah educators
   4.5.1 Support high-end web software applications
   4.5.2 Participate in conferences, workshops, and organizational presentations
Instructional Services Strategic Plan

With increased emphasis on student achievement and educator competency at the federal and state levels, educational resources available over UEN systems are critical to the end user. By coordinating and facilitating solutions to the needs of stakeholder groups, Instructional Services provides quality content resources and support services for both teaching and learning. Online web resources; utilizing the new digital capabilities of KULC; developing and improving partnerships with business, state agencies, and educational entities; and providing outstanding professional development opportunities will be addressed in FY 2003.

Q1 = July-September 2002
Q2 = October-December 2002
Q3 = January-March 2003
Q4 = April-June 2003

Goal I. Provide web-based resources and services that support UEN stakeholder needs.

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Tasks</th>
<th>Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Working with the Pioneer Library Committee, continue to support, deliver, and market Pioneer, Utah’s Online Library. Funding: $470,000 Project Leader: Rick Cline</td>
<td>1. Collaborate with the committee to purchase the best electronic library resources at the best price. 2. Identify Pioneer promotion strategies statewide; implement statewide Pioneer promotional campaign through public and higher education and the public library system. 3. Determine what needs (technical, marketing, evaluation) exist in supporting Pioneer; develop and implement a plan to meet those needs.</td>
<td>1. Ongoing 2. Q2 3. Q1</td>
</tr>
<tr>
<td>2. Increase accessibility to curriculum resources. Funding: Project Leader: Karen Krier</td>
<td>1. Refine the Public Education Core Curriculum authoring and display interfaces on uen.org. 2. Design and implement an easier interface for accessing the curriculum resources. Target specific audiences (students, teachers, adult learners). 3. In collaboration with USOE specialists, catalog and correlate online resources that support the public education core curriculum. 4. Ensure all uen.org pages meet universal accessibility requirements. 5. Establish an annual review process for online projects and tools. Act on review. 6. Work with colleges and universities to gather college-level curriculum links. Include higher education resources on uen.org, searchable by higher education discipline.</td>
<td>1. Q2 2. Q3 3. Q4 4. Q2 5. Q3</td>
</tr>
<tr>
<td>3. Support new web applications as requested by stakeholder groups Funding: Project Leader: Karen Krier</td>
<td>1. Support activities of the electronic portfolio committee, determine available resources to fulfill committee priorities, participate in planning sessions. 2. Support development of online assessment tools and processes with USOE. 3. Expand web site to include resources for higher education distance education faculty. 4. Support SURWEB as a teacher/student multimedia authoring tool, TIPS as an online</td>
<td>1. Q4 2. Q3 3. Q4 4. Q3 5. Ongoing</td>
</tr>
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Goal II. Increase the vitality and scope of KULC.

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<th>Objectives</th>
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<tr>
<td>Funding, Lead Responsibility</td>
<td>Project Leader: Laura Hunter</td>
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2. Identify and act on growth opportunities for KULC programming in critical needs areas.

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<tr>
<th>Objectives</th>
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<tbody>
<tr>
<td>1. Increase partnerships with business, workforce, adult learning, applied technology, higher education, and career</td>
<td>1. Implement UEN internship program with DATC.&lt;br&gt;2. Participate in the Utah Association of Adult Continuing and Community Education</td>
<td>1. Q1&lt;br&gt;2. Q1 and Q3&lt;br&gt;3. Q1</td>
</tr>
<tr>
<td>Funding, Lead Responsibility</td>
<td>Project Leader: Laura Hunter</td>
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</table>
Goal IV. Provide high quality, sustainable professional development programs.

<table>
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<tr>
<th>Objectives</th>
<th>Tasks</th>
<th>Completion Date</th>
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</table>
| 1. Working with public education district and state curriculum specialists and higher education stakeholders, develop a systemic approach for providing high quality, sustainable professional development programs and services. | 1. Develop and implement professional development courses that address national technology integration goals for teachers and faculty.  
2. Develop and deliver a web academy program for education web site administrators from both public and higher education.  
3. Develop and deliver a technology integration program for K-12 teachers.  
4. Implement models for existing UEN professional development offerings which utilize multiple delivery systems. | 1. Q1  
2. Q2  
3. Q2  
4. Ongoing |
| Funding: Project Leader: Victoria Rasmussen                                 |                                                                      |                |
| 2. Increase the number of teachers and faculty served.                      | 1. Increase number of field-based trainings at both school districts and colleges.  
2. Support and promote UEN web resources to all stake holders.  
3. Improve and expand workshops that present UEN developed web tools on uen.org. (e.g., rubric tool, lesson plan builder, etc.)  
4. Increase service to higher education teacher education programs.  
5. Work with USHE campus faculty assistance centers to identify training needs and provide such training as needed.  
6. Conduct outreach efforts at conferences and | 1. Ongoing  
2. Ongoing  
3. Q2  
4. Ongoing  
5. Ongoing |
| Funding: Project Leader: Victoria Rasmussen                                 |                                                                      |                |
workshops for public education school districts, USOE, higher education groups, and other educational and government organizations.

3. Conduct activities of grant-funded programs in accordance with grant requirements and commitments.

Funding:
Project Leader: Renee Willemsen, Doug Jones

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<tbody>
<tr>
<td></td>
<td>1. Complete Intel Teach to the Future project and plan expansion.</td>
<td>1. Ongoing</td>
</tr>
<tr>
<td></td>
<td>2. Implement PBS TeacherLine online professional development project.</td>
<td>2. Q1</td>
</tr>
<tr>
<td></td>
<td>3. Update and conduct 40 ITC workshops in school districts.</td>
<td>3. Q4</td>
</tr>
<tr>
<td></td>
<td>4. Increase utilization of MarcoPolo resources and professional development programs.</td>
<td>4. Ongoing</td>
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</tbody>
</table>
The Utah Education Network has provided special delivery services from its inception. EDNET and later, Satellite Services have provided extensive educational opportunities for students especially in areas where student populations have not justified offering classes locally. The strategic direction for instructional delivery is to improve the delivery of courses to students to better meet their needs. To accomplish this, the EDNET and UEN Satellite systems will be enhanced and improved, but with a look forward to new more flexible technologies such as H.323, a new standard of providing interactive video over the Internet, and to more and varied locations with greater flexibility. Instructional delivery will continue to look at ways in which instruction can be delivered more asynchronously with combined technologies such as courses delivered using the Internet and EDNET/satellite.

Goal I. Continue and improve the effectiveness and usefulness of EDNET.

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<tr>
<th>Objectives</th>
<th>Funding, Lead Responsibility</th>
<th>Tasks</th>
<th>Completion Date</th>
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<tbody>
<tr>
<td>1. Concurrent Enrollment</td>
<td>Funding: UEN Budget Project Leader: Steve Hess</td>
<td>1. Work with key stakeholders to assure financial viability of the program 2. Support increased cooperation between higher ed and public ed to improve effectiveness of the program for students in Utah high schools</td>
<td>1. Q1 - Q2 2. Q1 - Q4</td>
</tr>
<tr>
<td>2. Teacher Training</td>
<td>Funding: Project Leader: Bill Kucera Project Leader: Claire Gardner, Rick Cline</td>
<td>1. Work with colleges of education and public school officials to develop and conduct needs Assessment 2. Assist public and higher ed to identify, develop programs for delivery on EDNET</td>
<td>1. Q1 - Q2 2. Q3 - Q4</td>
</tr>
<tr>
<td>3. UCAT</td>
<td>Funding: UEN Budget Project Leader: Bill Kucera Project Leader: Claire Gardner</td>
<td>1. Work with UCAT officials to develop and conduct needs assessment 2. Assist ATC's to identify and develop programs for delivery on EDNET</td>
<td>1. Q1 - Q2 2. Q3 - Q4</td>
</tr>
<tr>
<td>4. New intra and Inter-district public ed courses</td>
<td>Funding: UEN Budget Project Leader: Claire Gardner</td>
<td>1. Assist public ed staff at high schools and districts to identify and develop classes for delivery on EDNET</td>
<td>1. Q2 - Q4</td>
</tr>
<tr>
<td>5. New higher ed degree programs to be delivered on EDNET</td>
<td>Funding: UEN Budget Project Leader: Rick Cline</td>
<td>1. Assist continuing ed. Deans to identify, develop, and implement new programs and classes for delivery on EDNET</td>
<td>1. Q1 - Q4</td>
</tr>
<tr>
<td>6. State government and non-profit educational programs</td>
<td>Funding: UEN Budget Project Leader: Mike Petersen Project Leader: Claire Gardner</td>
<td>1. Identify appropriate staff at state government agencies and non-profit organizations who have educational training responsibilities 2. Assist state government and non-profit staff to identify, develop, and implement programs and classes for delivery on EDNET</td>
<td>1. Q1 2. Q2 - Q4</td>
</tr>
<tr>
<td>7. Refine, Improve EDNET tools, resources</td>
<td>Funding: UEN Budget Project Leader: James Hodges</td>
<td>1. Refine and improve EDNET web pages, web-based reports; Evaluate and upgrade end sites; improve Cme and Remedy help desk software.</td>
<td>1. Q1 - Q4</td>
</tr>
</tbody>
</table>
Goal II. Evaluate and pilot-test new instructional delivery technologies through collaborative efforts with Technical Services and Instructional Support staff

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Tasks</th>
<th>Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Lab and beta testing of new technologies</td>
<td>1. Work with technical services staff to evaluate and test H.323 video conferencing equipment in a lab environment</td>
<td>1. Q1 - Q2 2. Q1 - Q2 3. Q1 - Q4</td>
</tr>
<tr>
<td>Funding: Technical Services Budget</td>
<td>2. Work with technical services staff to evaluate and test MPEG 2 based codecs</td>
<td></td>
</tr>
<tr>
<td>Project Leader: James Hodges</td>
<td>3. Work with Instructional Support and Technical Services staff to implement streamed media services for use by public and higher ed. teachers throughout the state.</td>
<td></td>
</tr>
<tr>
<td>Funding: UEN Budget</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project Leader: James Hodges</td>
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</table>

2. Initial piloting of instruction delivered with new technologies

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Tasks</th>
<th>Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Funding: UEN Budget Project Leader: Mike Petersen</td>
<td>1. Assist public ed and higher ed officials to identify instructors and support their preparation of courses that could be delivered with the new technologies</td>
<td>1. Q1 - Q3 2. Q3 - Q4 3. Q1 - Q4</td>
</tr>
<tr>
<td>2. Funding: UEN Budget Project Leader: Claire Gardner, Rick Cline</td>
<td>2. Pilot test in the field a small number of higher ed and public ed courses to be offered with new technologies</td>
<td></td>
</tr>
<tr>
<td>3. Funding: UEN Budget Project Leader: James Hodges</td>
<td>3. Initiate evaluations of H.323 equipment as part of EDNET system (blending EDNET &amp; H.323 in a single event)</td>
<td></td>
</tr>
</tbody>
</table>

Goal III. Continue and enhance the value and importance of UENSS as an instructional delivery system.

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Tasks</th>
<th>Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Cost Effectiveness</td>
<td>1. Assist ATC and higher ed to identify, develop, and implement new programs and classes for delivery on UENSS</td>
<td>1. Q1 - Q4 2. Q1 - Q4</td>
</tr>
<tr>
<td>Funding: UENSS Budget Project Leader: Rick Cline, Claire Gardner</td>
<td>2. Work with stakeholders to increase channel utilization, widen audiences, increase flexibility; thus increasing cost effectiveness</td>
<td></td>
</tr>
<tr>
<td>Funding: UENSS Budget Project Leader: Claire Gardner, Rick Cline, Bill Kucera</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Quality instruction</td>
<td>1. Work with instructors to improve instruction through training in instructional design and incorporation of new technologies</td>
<td>1. Q1 - Q4</td>
</tr>
<tr>
<td>Funding: UENSS Budget Project Leader: Rick Cline, Claire Gardner</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Ease of access</td>
<td>1. Work on development of updated web pages for UENSS</td>
<td>1. Q3</td>
</tr>
<tr>
<td>Funding: UENSS Budget Project Leader: Claire Gardner</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Goal IV. Evaluate and plan for the future of UENSS

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Tasks</th>
<th>Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. What should the system look like in 3-5 years?</td>
<td>1. Work with stakeholders to create 3 realistic scenarios for the future of UENSS</td>
<td>1. Q1 - Q2</td>
</tr>
<tr>
<td>Funding: UENSS Budget</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Project Leader: Mike Petersen, UENSS Future Committee | 2. Evaluation of alternatives to augment or replace satellite delivered instruction | 1. H.323 video conferencing  
2. DTV  
3. Satellite contract renewal | 1. Q1 - Q2 |
| --- | --- | --- | --- |
| Funding: KULC, KUED, UEN Budgets  
Project Leader: James Hodges, Dave Devey | 3. Assess advantages of satellite delivery systems | 1. Work with stakeholders to create clear and concise documents which portray UENSS strengths and weaknesses  
2. Assist with assessment of economic development impacts in local communities | 1. Q1 - Q2  
2. Q1 |
| Funding: UENSS Budget  
Project Leader: Bill Kucera, Claire Gardner  
Funding: UENSS Budget  
Project Leader: Bill Kucera | | | |
Utah Education Network

2004 Strategic Plan
FY 2004 Plan Instructional Services Update Q3

Goal 2: Aggregate and deliver a suite of high quality educational resources for students, educators, staff, and administrators that are determined by our stakeholders to be best provided at a statewide level.

Objective 1: Provide resources aligned to academic disciplines and curricula.
  • Once again, visitors to the UEN website increased this quarter.
  • UEN.org recorded over half a million visitors in March - averaging around 18,000 visitors each day (best month ever outside of Feb 2002)

Objective 2: Establish audience-specific web sites with easy access to resources.
  •

Objective 3: Build Pioneer utilization and awareness.
  • In March alone, K-12 Pioneer Library added nearly 18,000 visitors, almost 30,000 more than March of last year
  • Ongoing work with Technical Services to resolve IP addressing and Pioneer authentication issues.

Objective 4: Support USOE testing and electronic portfolio initiatives.
  •

Objective 5: Support USHE pilot testing and potential deployment of enterprise-level e-learning tools and services.
  •

Objective 6: Support faculty use of Internet 2.
  •

Objective 7: Conduct technology integration workshops focused on UEN tools and services.
  •

Objective 8: Establish an online library of professional development resources.
  • Completed and posted 34 flash tutorials for professional development

Objective 9: Implement my.uen enhancements.
  •

Goal 3: Deliver distance learning classes and programs offered by public and higher education that use reliable, real-time, and broadcast-quality videoconferencing technologies.

Objective 1: Establish an IP Video delivery system.

Objective 2: Develop and implement strategies that successfully combine existing EDNET and new IP Video technologies.
Objective 3: Outline five-year UENSS plan based on emerging transponder scenarios.

Goal 4: Take advantage of KULC’s DTV capability using new datacasting and multicasting services.

Objective 1: Multicast digital Annenberg/CPB channel.
- Objective 2: Datacast digital media resources to institutions.
- Objective 3: Encode, index, host, and deliver KUED productions.
- Objective 4: Complete digital master control room and staff training.
- Objective 5: Monitor and communicate emerging research and practices on DTV.
  - Ongoing participation in professional development activities, reading professional journals, listservs, and teleconferences with NETA and PBS.

Goal 5: Maintain and improve the competence of UEN staff, and support growth in technological competence of teachers, faculty, and public education and university/college IT staff members.

Objective 1: Ensure internal UEN staff has proper training to support current and future network goals and operations.
- Staff attended professional development workshops, including required personnel and management training from University of Utah Human Resources department.

Objective 2: Provide training to enhance the technological competence of higher education, public education, library, and other stakeholder staff members.
- Conducted 21 Web Academy workshops

Objective 3: Ensure that UEN staff has knowledge of best educational practices and their application with technology to support future goals and operations.
- 4,662 teachers trained through Intel Teach to the Future, surpassing goal of 4,400
- 60 teachers participated in Seeing Reason pilot workshops
- 86 teachers completed a 6 week online course from PBS Teacherline
- 117 professional development classes were taught in Q2 for 1691 participants
Goal 6: Strengthen educational technology governance at the state, regional, and local levels through improved coordination and cooperation among UEN’s stakeholders.

Objective 1: Identify and eliminate gaps in the effective governance of UEN by our education stakeholders.

Objective 2: Improve coordination with UEN Steering Committee, subcommittee, and advisory committee members.

Objective 3: Request new state funding only for the highest priority needs of the Network, and maximize the benefit of state tax funds through increased support from external grants and other revenue sources.

Objective 4: Increase revenue from grants and E-rate reimbursements.

Objective 5: Assure that Utah Education Network policies and procedures provide structure for state-level IT coordination, and are fully accessible, well-organized, current, and complete.

Objective 6: Develop network operating agreements with higher education institutions and school districts that do not yet have agreements.

Goal 7: Be accountable to our stakeholders by measuring, tracking, and reporting performance and satisfaction with UEN-provided services.


Objective 3: Report monthly statistical analyses of usage of www.uen.org, EDNET, UENSS, and other UEN programs and services.
  - Web use reported on www.uen.org/is, link in the right column

Objective 4: Report on pilot-tests of new delivery systems, technical experiments, and product trials.

Objective 5: Solicit and report findings from informal and formal feedback on services.

Objective 6: Research and publish white papers on timely issues.
Utah Education Network

2005 Strategic Plan
1. **Goal 1.** Maintain and expand a robust, reliable, and secure high-speed network connecting every public school, college, university, and library in Utah.

2. **Goal 2.** Aggregate and deliver a suite of high quality educational resources for students, educators, staff, and administrators that are determined by our stakeholders to be best provided at a statewide level.

2.1. **Objective 1.** Web Design and Maintenance

2.1.1. Implement my.uen permissions – Q2

2.1.2. Develop LDAP single sign-on for UEN Smart Tools – Q3

2.1.3. Analyze, design and implement expanded my.uen infrastructure and services (Unify DMS, WebCT Vista and my.uen) – Q4

2.1.4. Finalize Create PDF service – Q1

2.1.5. Support TIPS – Q3

2.1.6. Deploy and populate Digital Media Service (Learning Object repository pilot) – Q1

2.1.7. Coordinate WebCT Vista Pilot for USHE and institutions – Q4

2.1.8. Support online Major’s Guide enhancement for USHE – Q1

2.1.9. Collaborate to develop and host partner content – Ongoing

2.1.9.1. Newsbyte
2.1.9.2. Oral history WWII (USOE)

2.1.9.3. We the People (Jordan)

2.1.10. Coordinate lesson plan development and publishing with USOE – Ongoing

2.1.11. Conduct site structure and link clean-up (uen.org) – Ongoing

2.1.12. Consult on Service Desk reports formatting – Ongoing

2.1.13. Complete Core Interface Tool associations functionality – Q1

2.1.14. Upgrade sites / schools database – Q1

2.1.15. Determine and implement automated web site publishing work flow – Q2

2.2. Objective 2. Pioneer Library

2.3. Objective 3. Tech Corps

2.3.1. Continue Intel Recycling program with Utah’s K-14 constituents and expand to non-profit organizations

2.3.2. Include inventory on Tech Corps website

2.3.3. Continue Tech Corps basic computer training classes for refugees in SLC

2.3.4. Have interns report at T-Forums and regional service centers to improve outreach/awareness of Tech Corps resources/services

2.3.5. Implement new Tech Corps leadership

2.3.6. Implement strategic site selection process that meets school needs
3. **Goal 3. Deliver distance learning classes and programs offered by public and higher education that use reliable, real-time, and broadcast quality videoconferencing technologies.**

3.1. **Objective 1. WebCT Vista**
   - 3.1.1. Plan and host WebCT Vista sharing events with institution administrators and participating faculty
   - 3.1.2. Support UEC in establishing Vista user support center
   - 3.1.3. Implement WebCT into course degree programs of higher ed institutions

3.2. **Objective 2. IP Video**
   - 3.2.1. Cme replacement software??
   - 3.2.2. Implement IP video into course degree programs of higher ed institutions
   - 3.2.3. Design strategies and implement tools for the Video Operations Center to better support the transition to IP Video technologies

3.3. **Objective 3. Distance Learning Administration**
   - 3.3.1. Automate the course scheduling process with the catalog
   - 3.3.2. Best practices resources for distance learning
   - 3.3.3. Plan for and design work environment changes and operational practices to support new services
   - 3.3.4. Implement and support a more robust and flexible video management software system
   - 3.3.5. Participate in training and support implementation of media ingestion processes
3.4. **Objective 4. Satellite??**

4. **Goal 4. Build the vitality and scope of UEN broadcast services.**

   4.1. **Objective 1. Programming**

   4.1.1. Develop broadcast series for academic advising and financial aid information

   4.1.2. Reformat ITV blocks with new programs; eliminate programs older than five years

   4.1.3. Coordinate a library approach for college content from PBS ALS

   4.1.4. Deliver Annenberg mirror site

4.2. **Objective 2. Branding and Outreach**

   4.2.1. Develop and implement UEN TV awareness campaign

   4.2.2. Host annual distance learning preview event for administrators and faculty

   4.2.3. Conduct targeted outreach programs for adult learners, seniors, after school providers, and distance learners.

   4.2.4. Add DTV information section to website

   4.2.5. Add digital channel schedule to website’s “What’s On”

4.3. **Objective 3. Build Adult Education services and programming**

   4.3.1. Hire Adult Learning Specialist

   4.3.2. Recruit Workforce Services representative to serve on IS subcommittee

   4.3.3. Conduct needs analysis for adult learners in Utah, compare with UEN services, report on findings
4.3.4. Identify and implement adult learning programs and services to meet needs

4.4. Objective 4. Administrative

4.4.1. Fill part-time programming assistant position of 10-12 hours per week (vacancy)

4.4.2. Develop UEN TV / cable TV relations plan

4.4.3. Continue monthly management meetings

4.5. Objective 5. Technical (Phil)

5. Goal 5. Maintain and improve the competence of UEN staff, and support professional development that increases technical competence of teachers, faculty, and public education and university and college IT staff members.

5.1. Objective 1. Professional development services linked to best practices

5.1.1. Create professional development learning objects and tutorials for UEN.org

5.1.2. Expand UEN TV as professional development delivery resource

5.1.3. Develop new workshop on WebQuests – Q2

5.1.4. Develop new GIS/GPS workshop – Q2

5.1.5. Revise Pioneer workshops to reflect new products – Q1

5.1.6. Conduct workshops for USU partnership/digital video workshop (pending)
5.1.7. With USHE, host professional development series for distance educators and administrators

5.1.8. Support Vista institutions with core skills training / develop training for WebCT Vista – Q4

5.1.9. Update distance learning training materials to include IP Video

5.1.10. Deliver and conduct follow up for 25 3-day ITC workshops

5.2. Objective 2. Professional development administration and reporting

5.2.1. Design and implement professional development tracking and management software – Q3

5.2.2. Add followup component to all training – Ongoing

5.2.3. Create professional development marketing strategies – Q1

5.2.4. Refurbish and upgrade training lab facility – Q1

5.3. Objective 3. Deliver professional development grant projects

5.3.1. Teacherline: Train 300 educators

5.3.2. Intel Innovations: Train 40 administrators on Leadership Forum, 24 master teachers on Master Teacher Seminar and 480 educators on Intel Teach to the Future and Interactive Thinking Tools Workshops

5.3.2.1. Q1 – 40 administrators, 26 master teachers, 180 Intel Teach participants, 160 workshop participants

5.3.2.2. Q2 – 300 Intel Teach participants, 160 workshop participants

5.3.2.3. Q3 – 160 workshop participants

5.3.3. Continue Technology Integration Academy (TIA) program
5.3.3.1.Q1 – Recruit 15 new TIA participants, 1st cohort completes TIA courses

5.4. Objective 4. UEN Staff professional development

5.4.1. Ensure UEN staff have the necessary training and tools to support IP Video users

5.4.2. Participate in professional conferences and workshops to build capacity

6. Goal 6. Strengthen educational technology governance at the state, regional, and local levels through improved coordination and cooperation among UEN’s stakeholders.

7. Goal 7. Be accountable to our stakeholders by measuring, tracking, and reporting performance and satisfaction with UEN-provided services.

7.1. Objective 1. Report on plan progress with Quarterly updates to the UEN Steering Committee

7.2. Objective 2. Report monthly statistical analysis of usage of uen.org, my.uen, Pioneer Library, EDNET, UENSS, and other UEN programs and services.
7.3. **Objective 3.** Report on pilot-tests of new delivery systems, technical experiments, and product trials.

7.4. **Objective 5.** Solicit and report findings from informal and formal feedback on services.

7.5. **Objective 6.** Research and disseminate white papers on timely issues.
Utah Education Network

2006 Strategic Plan
Goal 1 of the FY 2006 is now ready for final review and approval by the Steering Committee.

Background

The UEN Technical Services subcommittee, in the April meeting, authorized a Technical Services retreat with the intent of updating goal one of the UEN strategic plan. The retreat was held on August 10 and 11, 2005.

Ryan Thomas, Technical Services subcommittee chairman, offered to host the 2005 retreat in Price at the College of Eastern Utah campus. Arrangements were made for meeting rooms, meals, an outing to a Dinosaur dig, a visit to the CEU museum and several other activities. We would like to extend a special thanks to President Thomas and CEU for their hospitality.

A working group comprising nine individuals met on June 7 for half a day of preliminary planning. Using information collected during that meeting the UEN management team spent many more hours planning the retreat agenda and activities.

Many steering committee members, regional leaders and other interested parties met and worked together through the afternoon of August 10th and again through the day on August 11th.

Expectations and objectives were shared during the afternoon session on August 10th. The following presentations were given:

- Higher education and public education perspectives on expectations of UEN, opportunities to collaborate, anticipated services and applications. Each group was given 30 minutes for this presentation.
- Elementary Schools issues
- Funding issues, especially those pertaining to E-Rate
- Operational issues and concerns regarding increasing complexity of operating an Ethernet based network, accountability and management
- Research needs and concerns

Participants were divided into five groups. Each group was asked to consider one or two existing strategic objectives. Four of the groups were assigned to consider adding new objectives based on the presentations made during the first afternoon.
These groups met early on August 11th for individual discussions. Each group was then given 30 minutes to present the discussion results and make recommendations for modifications or additions to goal one strategic objectives.

Upon completion of the five group reports, President Thomas led a discussion to finalize a draft document to be presented at the August Steering Committee meeting. Assignments were given to UEN staff, as all work could not be completed prior to adjournment of the retreat. UEN staff met on August 16 and prepared a final document. This has been provided as an attachment to this report.

UEN thanks all those who took time from busy schedules to attend this retreat and give input.

**Recommendation**

It is recommended that the Steering Committee members carefully review the revised goal one and objectives. Extensive discussion is encouraged, as a number of significant policy directions are included in the draft document. After this review, and based on modifications that may be made as a result of the discussion, final approval of goal one of the FY 2006 Strategic Plan is requested.
Goal 1: Operate, maintain, and expand a reliable and secure high-speed network, connecting every public school, college, university and public library in Utah.

1.1 Objective 1: Operate and maintain the UEN network based on best practices.
   1.1.1 Incorporate operational issues into T-forums.
   1.1.2 Create and maintain an operational priority list.
   1.1.3 Create clear business objectives in Service Level Agreements (SLAs) with performance criteria.
   1.1.4 Revise Network Operational Agreements to include operational expectations that flow bi-directionally.
   1.1.5 Create knowledge-based system and share with stakeholders.
   1.1.6 Identify operational clients and their needs.
   1.1.7 Develop operational processes.
       1.1.7.1 What applications are involved?
       1.1.7.2 What groups need to be involved?
   1.1.8 Operational training at T-Forums and Summits.
   1.1.9 Increase operational staff centrally and in the field.
   1.1.10 Strengthen operational coordination between Technical and Instructional Services departments and staff members.
   1.1.11 Develop tools and reports to better manage network assets.
   1.1.12 Monitor Backbone capacity and increase as necessary.

1.2 Objective 2: Increase reliability of the network to 99.99%.
   1.2.1 Explore diverse path options and increased bandwidth for the north, south and east rings.
   1.2.2 Implement QOS on serial and Ethernet circuits where there are constrained links.

1.3 Objective 3: Increase network capacity by upgrading remaining higher education campuses and secondary schools to high speed broadband connectivity.
   1.3.1 Issue RFP, select vendors, secure funding and work with districts and vendors to complete high speed broadband projects at remaining secondary schools and district offices.
   1.3.2 Complete CUT Sevier Ethernet Project.
1.3.3 Complete South Central Garfield/Kane Ethernet Project.
1.3.4 Complete Snow Backbone Ethernet Project.
1.3.5 Complete UBTA Ethernet Project.
1.3.6 Complete installation of GP2 sites.
1.3.7 Work with Davis District to develop E-Rate filing and GeoMax contract under the UEN master agreement.
1.3.8 Complete All West, and Beehive projects.
1.3.9 Complete San Juan CIB Phase II project.
1.3.10 Explore options with regional service centers to increase bandwidth to Escalante Valley, Antimony and Koosharem.
1.3.11 Establish guidelines for UEN participation with community networks where available.

1.4 Objective 4: Work collaboratively with those districts desiring to increase network capacity of elementary schools and develop a cost model and plan to finish installation of Ethernet circuits to all elementary schools.

1.5 Objective 5: Provide support to district and higher education technology staff to ensure that the enhanced capacity and reliability of the Network is fully utilized.

1.6 Objective 6: Expand Internet capacity to meet growth in network traffic.
1.6.1 Explore additional alternate Internet PoP sites.
1.6.2 Explore, develop and implement ways to keep local traffic local.

1.7 Objective 7: Plan and implement funding strategies that are adequate to support Network growth plans.
1.7.1 Continue to expand and use E-Rate funding.
1.7.1.1 Help districts with filings.
1.7.2 Revise and reaffirm the E-Rate position paper.
1.7.3 Create a plan to buffer the E-Rate program.
1.7.3.1 Establish a reserve fund equal to the prior year’s E-Rate reimbursements.
1.7.3.2 Monitor national E-Rate policies and develop contingency plans based on changes.

1.8 Objective 8: Protect the Network through improved security and security practices.
1.8.1 Continue the UtahSAINT user group.
1.8.1.1 Keep current and publish security contacts list.
1.8.1.2 Conduct weekly and ad hoc security calls.
1.8.1.3 Plan and conduct two security conferences per year.
1.8.1.4 Support other state security activities.
1.8.1.5 Develop single-issue forums for specific needs.
1.8.2 Provide leadership role for security expertise and assistance as required by districts and higher education institutions.
1.8.2.1 Conduct and coordinate outside security assessment.
1.8.2.2 Assist with security configuration and design.
1.8.2.3 Provide security monitoring and reports.
1.8.3 Work with Steering Committee to develop security policies.
1.8.4 Continue to develop security monitoring tools.

1.9 **Objective 9: Support the high capacity/high speed network needs of university researchers.**
1.9.1 Participate in national and regional network partnerships (Internet 2, National Lambda Rail, The Quilt and Western Lights).
1.9.1.1 Install 10 Gigabit Connection to NLR in Denver.
1.9.2 Provide for implementation of IPV6 on the Network.
1.9.2.1 Implement IPV6 DNS resolution.
1.9.2.2 Enable IPV6 throughout the UEN Backbone.
1.9.3 Collaborate with researchers to develop grant proposals and support research projects.
1.9.4 Support U of U and USU Fiber Project.
1.9.5 Support development of Utah Fiber Infrastructure Project.

1.10 **Objective 10: Support the installation and other technical requirements of the IP Video Distance Education System.**
1.10.1 Complete installation of new IP video sites.
1.10.1.1 Develop and conduct IP Video site certification.
1.10.2 Technical training for IP Video at the local level.
1.10.3 Update IP Video standards as required.
1.10.4 Migrate IP video to the gigabit backbone from T-1’s and CVDS.

1.11 **Objective 11: Provide technical leadership and staff/stakeholder development**
1.11.1 Work with the Steering Committee to formalize Regional Technical Forums.
1.11.1.1 Define expectations (i.e. frequency of meetings, leadership roles, format, participants, etc.).
1.11.2 Establish annual reporting relationship between regional leaders and the UEN Steering Committee.

1.11.2 Provide leadership in technical training.

1.11.2.1 Regional training.

1.11.2.2 More depth of training.

1.11.2.3 More frequent training sessions.

1.11.3 Focus on refining security training.

1.11.4 Increase opportunities for collaboration of all UEN stakeholders.

1.11.5 Strengthen the UEN working relationship with TCC.

1.11.6 Provide leadership in technical product selection.

1.11.6.1 Develop bandwidth management best practices and recommended vendors.

1.11.6.2 Define best practices and help choose/direct vendor selection decisions based on UEN’s knowledge and experience.

1.11.7 Provide training and leadership in the area of improving LAN reliability and speed on a local level.
Mission
Our mission is to provide Utah students and educators access to statewide electronic networks and systems for the delivery of educational services that improve the quality of student achievement, communications and efficiency of services.

Vision
High quality educational services will be delivered, regardless of location or time, through seamless, technology rich networks linking schools, colleges, universities, libraries, world-wide information networks, businesses and homes.

Organization
The Utah Education Network is a consortium of public education partners, including the Utah System of Higher Education and its ten universities and colleges and Utah Electronic College; the Utah State Office of Education, local school districts and the Utah Electronic High School; and the state’s Library system.

Values
• We value access to high quality education experiences, regardless of location or time, for all Utah citizens.
• We value strong educational leadership.
• We value cooperation, collaboration, and working together as partners.
• We value fiscal responsibility and providing cost effective services.
• We value accountability for the quality of service we provide, and we measure and report that accountability.
• We value innovation, and make decisions based on research.
• We value integrity, and only make promises we can keep.
• We value honest, open, and clear communication among all parties, and encourage expression of differing opinions that lead to mutually acceptable unified actions.
• We value talented educators and staff members and support training needed to maintain and increase their competence.
Need
Utah’s public schools, colleges, and universities depend on the UEN educational wide area network to perform their missions. The Network provides the connective links over which mission critical communications and services pass, and it must be reliable, secure, and capable of carrying a growing volume of traffic. The demand for increasing network capacity in public and higher education is proven by the fact that UEN network traffic has been doubling every 18 months to 2 years since the network was first established.

The Internet is the data and communications distribution system used to deliver hundreds of administrative, academic and student support applications affecting every student, educator, and staff member countless times each day. For thousands of Utah students and educators, it is their school, classroom, meeting place, and library. The Internet must be accessible to every educator, student, administrator, and staff member from any location and at all times. UEN must provide a single point of access for educators and students to easily and reliably gain access to those Internet resources that support educational needs identified by our stakeholders to be provided at a statewide level through www.uen.org.

Providing technologically delivered classes and programs for thousands of students and hundreds of educators every day is an increasingly important responsibility of Utah’s schools, colleges, and universities. In the Utah System of Higher Education, enrollment in online, EDNET, satellite-delivered, and KUEN classes has grown dramatically for the past several years. About one in five college students now enrolls in at least one technologically-delivered course each term. Enrollment in the Utah Electronic High School has also increased enormously. There are now approximately 30,000 enrollments in the Utah Electronic High School.

UEN is taking advantage of new, yet proven, technologies such as DTV multichannel broadcast, datacast, optical networks, digital videoconferencing, video streaming and voice services provided over the UEN backbone and wireless networks to provide greater Network capacity at lower costs.

Because of the trends described above, educators, public and higher education staff members, and UEN employees must be technologically competent. UEN must play a key role in providing training to its own staff members, and to teachers, faculty members, and technology staff members in educational organizations throughout the state.

UEN is driven by the needs of education. As it responds to more diverse needs, it grows in complexity, and supports more services at more locations. The result is increased pressure on all of us to coordinate, plan, and make decisions collaboratively for the mutual benefit of all regions of the state and all levels of education. Improved coordination of IT policies and backbone infrastructure will guarantee effective sharing of resources, lower prices through joint purchasing, and more efficient use of technical support and training as UEN staff members work collaboratively with their public and higher education colleagues. Gaps in effective coordination, planning, and governance must be identified and eliminated.

There are tremendous challenges facing us during the coming year, as we respond to growing Network bandwidth demands and meet the need for essential, technology-based educational services. The economy of Utah is sound, but state financial resources
are limited because of the numerous compelling needs that compete for modest state resources. UEN must achieve the greatest value possible from limited state resources, and continue to aggressively seek grants and other revenue sources to augment state funds. And we must carefully prioritize Network projects to gain the greatest benefit from the dollars we spend.

**Strategic Goals**

**Goal 2.** Aggregate and deliver a suite of high quality educational resources for students, educators, staff, and administrators that are determined by our stakeholders to be best provided at a statewide level.

2.1 **Objective 1.** Conduct ongoing Web design and maintenance.
   2.1.1 Expand and maintain core curriculum resource database.
   2.1.2 Coordinate lesson plan development and publishing with USOE.
   2.1.3 Support UTIPS.
   2.1.4 Collaborate to develop and host partner content.
      2.1.4.1 NewsByte.
      2.1.4.2 WWII Oral History.
      2.1.4.3 Teaching American History Grant.
   2.1.5 Support USOE Web pages in coordination with Specialists.
   2.1.6 Integrate services with my.uen log-in.
   2.1.7 Support all UEN Department Web page needs.
      2.1.7.1 Professional Development Management System.
      2.1.7.2 UEN Technical Summit.
      2.1.7.3 Security resources for effective digital citizenship.
      2.1.7.4 Adult and Community Education.
      2.1.7.5 UEN-TV Spanish programming on 9.3.
      2.1.7.6 IVC Web Page.
   2.1.8 Provide graphic and design support as requested.
   2.1.9 Conduct Web site and link clean-up.
   2.1.10 Maintain What’s On broadcast database and Utah ITV Web page.
   2.1.11 Promote new and existing UEN Web services.
   2.1.12 eMedia.
      2.1.12.3 eMedia special events.
      2.1.12.2 Statewide demos.
   1.1.13 Newsletter and uen.org news section promotion.
2.2 Objective 2. Launch new Web projects and resources.

2.2.1 Implement eMedia general release.
2.2.2 Meet with UALC to discuss eMedia project, determine complimentary ways to support DAM efforts.
2.2.3 Identify and add resources to eMedia.
   2.2.3.1 Telecourses.
   2.2.3.2 Nathan’s Story & No Safe Place.
   2.2.3.3 Utah History Encyclopedias (UCME).
2.2.4 Collaborate with UVSC on Digital Media Service for video on demand.
2.2.5 Support ePortfolio solution.
2.2.6 Rewrite my.uen into java portlets.
2.2.7 Investigate the development of a Unit Plan Tool.
2.2.8 Develop and launch WebQuest Tool.
2.2.9 Modify What’s On to automate program features for UEN-TV and KUED.
2.2.10 Investigate RSS syndication of UEN news and other UEN resources.

2.3 Objective 3. Increase awareness and use of Pioneer Online Library.

2.3.1 Increase awareness and utilization through series of events and tactics keyed to Pioneer Library 10 year anniversary.
2.3.2 Pioneer Public Relations team develop and coordinate full anniversary promotion plan with Pioneer Library Committee and partners.
2.3.3 Build the Pioneer advocate program.
2.3.4 Assist in the redesign of pioneerlibrary.org

2.4 Objective 4. Create positive impact for learners through TECH CORPS partnership.

2.4.1 Plan for sustainability.
2.4.2 Administer the Intel Utah PC Refurbishing Program.
2.4.3 Report program data and accomplishments.
Goal 3. Deliver distance learning classes and programs offered by public and higher education that use reliable, real-time, and broadcast quality videoconferencing technologies.

3.1 Objective 1. Expand IP Video.

3.1.1 Continue to support the EDNET end site migration plans and schedule.

3.1.2 Implement a remodel and redesign of the EDNET TOC to better support IP video services.

3.1.3 Promote awareness, support and a delivery of a consistent message regarding IP video services in both public and higher ed. through stakeholder forums.

3.1.4 Work towards more cooperative and cross-departmental coordination with the IP Video project.

3.1.5 Increase HUB and end site visits for both technical and administrative coordination, orientation and training for IP video services, standards and operational practices.

3.1.6 Develop and deliver faculty and site facilitator training.

3.1.7 Develop operational practices, procedures and policy to manage and efficiently utilize IP video resources on the network.

3.1.8 Further development of the IVC Web site and other tools and tactics for IP video promotion, information and stakeholder services.

3.1.9 Explore tools and tactics to effectively measure and monitor IP Video quality and reliability throughout the network.

3.1.10 Install IP Video equipment in UEN MBH Lab, and all UEN conference rooms in EBC.

3.1.11 Continue the IVC Tripperships program, evaluate educator response to this service.

3.2 Objective 2. Coordinate and support statewide Course Management System with USHE and Institutions.

3.2.1 Support participating institutions with Course Management System User Group.

3.2.2 Provide automated enrollment for participating institutions.

3.2.3 Develop consortium shared faculty and student training materials.

3.2.4 Provide institution administrator training.

3.2.5 Continue to plan for K-12 uses for Course Management System.
3.3 Objective 3. Administer Distance Learning Delivery.

3.3.1 Revise UEN facilitator policy.
3.3.2 Develop a plan for finalizing the IP Video Steering team role as the planning and policy stages of the project wrap up.
3.3.3 Identify stakeholder forums to better promote new Distance Learning technologies such as IP video.

3.4 Objective 4. Support UENSS plan and associated activities.

3.4.1 Continue to support the current 3 year plan for UENSS satellite system services and operations.
3.4.2 Explore with institutional providers better ways to effectively coordinate the scheduling and operational practices of these systems.

3.5 Objective 5. Expand UEN outreach and promotion.

3.5.1 Influence stakeholder use of UEN resources through electronic, print, public relations, media relations and special events.
3.5.2 Launch a branding campaign for the Utah Education Network.
3.5.3 Develop public relations/media relations and ad campaign around 21st anniversary of UEN.
3.5.4 Conduct a comprehensive public relations campaign promoting Utah’s distance education collaboration.
3.5.5 IP Video.
   3.5.5.1 Newsletter and uen.org news section promotion.
   3.5.5.2 IP video collateral as needed.

Goal 4. Build the vitality and scope of UEN broadcast services.

4.1 Objective 1. Increase programming in high need areas.

4.1.1 Acquire and schedule for key programming blocks.
   4.1.1.1 Adult Basic Education (ABE).
   4.1.1.2 Financial Literacy.
   4.1.1.3 Workforce Education.
   4.1.1.4 Information Literacy.
4.1.5 English Language Learning.

4.1.2 Develop locally produced programs in high need areas:
  4.1.2.1 Financial aid and college advising.
  4.1.2.2 Technical Training from UEN Professional Development.
  4.1.2.3 Weekly education calendar.

4.1.3 Working with USU, multicast Spanish Language programming on 9.3.

4.2 Objective 2. Research, Branding, and Outreach.

  4.2.1 Expand UEN-TV on-air promotion campaign.
  4.2.2 Conduct targeted outreach to stakeholder groups.
  4.2.3 Conduct needs assessment and implement findings for key high need audiences.
    4.2.3.1 Adult basic education.
    4.2.3.2 Adult prisoner education.
    4.2.3.3 Community education.
  4.2.4 Provide support for Utah Association of Adult, Community, and Continuing Education.
  4.2.5 Develop printable PDF viewer listings.
  4.2.6 Coordinate and produce hard copy and electronic versions of the Instructional Television Program Guide.

4.3 Objective 3. Administrative.

  4.3.1 Develop UEN TV / cable TV relations plan.
  4.3.2 Continue monthly management meetings.
  4.3.3 Develop convergence delivery models between broadcast and digital distribution resources.

4.4 Objective 4. Technical.

  4.4.1 Install Nave IIc Encoder for Nielsen Ratings.
  4.4.2 Purchase Harmonic DTV Encoder for 3rd DTV Channel.
  4.4.3 Install Media Server Client for Kyle Anderson.
  4.4.4 Expand Server Archive.
  4.4.5 Add DVC Pro VTR’s for air control.
  4.4.6 Begin License Renewal for KUEN.
  4.4.7 Increase Cedar City translator power to 100W.
4.4.8 Participate in the Summit county Microwave from Lewis to Woodland.
4.4.9 Purchase Hot spare boards for Analog and Digital TX.
4.4.10 Install an ISP Radio for Mt Vision Remote Control.
4.4.11 Purchase and Install Remote Control Software and Hardware Mt. Vision.
4.4.12 Monroe Peak DTV Preparation.
4.4.13 Barney top DTV Preparation.
4.4.14 Participate in the Lewis Peak DTV Booster.
4.4.15 Participate in the Pisgah Peak DTV Booster.

**Goal 5.** Provide professional development opportunities to improve the quality of K-20 instruction and assure effective implementation of technology in education.

5.1 **Objective 1.** Deliver a suite of high quality classes based on user needs, best practices, and requests.

5.1.1 Support training on new services and updates.
   5.1.1.1 eMedia.
   5.1.1.2 my.uen.
5.1.2 Update courses.
5.1.3 Create professional development learning objects and online tutorials.
5.1.4 Support institutions with core skills training / develop training for Course Management System.
5.1.5 Update distance learning training materials to include IP video.
5.1.6 Deliver and conduct follow-up for 30 3-day ITC workshops.
5.1.7 Develop resource material, provide outreach, and offer training for preservice teachers and teacher education faculty on UEN resources.
5.1.8 Support Technology Integration Academy program.
5.1.9 Create and implement resources for end user training on Security issues.
5.1.10 Develop online course for facilitators.
5.1.11 Working with Institutions, establish a learning community for faculty technology trainers and instructional design support staff. Conduct regular meetings and help provide resources as defined by this group.
5.1.12 Working with UALC, convene a copyright resources workshop with ongoing support materials for campus personnel. Use this as a model for other topics from the higher ed committee.
5.1.13 Conduct PBS Teacherline and Intel Teach to the Future grant activities.

5.2 **Objective 2. Increase awareness and use of UEN Web Resources.**
   5.2.1 Present at conferences.
   5.2.2 Promote UEN Professional Development.

5.3 **Objective 3. Effectively administer and report on UEN Professional Development programs.**
   5.3.1 Implement professional development management system.
   5.3.2 Investigate workshops with equipment and cost recovery model.
   5.3.3 Upgrade training lab equipment.
   5.3.4 Report stats.

5.4 **Objective 4. Build skills and knowledge of UEN staff.**
   5.4.1 Ensure UEN staff have the necessary training and tools to support IP video users; identify industry driven training opportunities with an emphasis on IP video networks.
   5.4.2 Participate in professional conferences and workshops to build capacity.
   5.4.3 Attend required personnel and management training from University of Utah Human Resources department.
   5.4.4 Increase knowledge of best practices and current research through memberships in professional organizations and associations.

**Goal 6. Strengthen educational technology governance at the state, regional and local levels through improved coordination and cooperation among UEN’s stakeholders.**

6.1 **Objective 1. Improve coordination with UEN Steering Committee, subcommittee, and advisory committee members.**
   6.1.1 Develop and coordinate improved Steering Committee materials announcements and RSVP.
   6.1.2 Develop e-newsletter targeted at stakeholders.
6.2 Objective 2. Request new state funding for the highest priority needs of the Network, and maximizing the benefits of state tax funds through increased support from external grants and other revenue sources.

6.2.1 Develop support materials, briefing papers, information and data sheets, maps, videos, and other information in support of funding requests.

6.3 Objective 3. Lead a statewide effort to build awareness of the importance of eRate among congressional and state leaders.

6.4 Objective 4. Increase revenue from grants and E-Rate reimbursement.

6.4.1 Develop support materials, briefing papers, information and data sheets, maps, videos, and other information in support of funding requests.

Goal 7. Be accountable to our stakeholders by measuring, tracking, and reporting performance and satisfaction with UEN-provided services.

7.1 Objective 1. Report on plan progress with quarterly updates to the UEN Steering Committee.

7.2 Objective 2. Report monthly statistical analysis of use of uen.org, my.uen, Pioneer Library, EDNET, UENSS, and other UEN programs and services.


7.4 Objective 4. Solicit and report findings from informal and formal feedback on services.

7.5 Objective 5. Research and disseminate white papers on timely issues.

7.6 Objective 6. Use existing, secondary and primary research to establish baseline for PR audience awareness, usage, and perceptions.

7.6.1 Develop an employee eNewsletter.
**UEN STRATEGIC PLAN FY2007**

**I. WIDE AREA NETWORK**

Operate, maintain, and expand a reliable and secure high speed network, connecting every public school, college, university and public library in Utah.

To achieve this goal, UEN will pursue the following objectives:

<table>
<thead>
<tr>
<th><strong>A. Operate and maintain the UEN network based on best practices and standards.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Catalog and maintain a circuit database</td>
</tr>
<tr>
<td>2. Catalog and maintain an IP management database</td>
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<tr>
<td>3. Develop and support an Internet content filtering system for K-12 and Libraries</td>
</tr>
<tr>
<td>4. Standardize how we develop and rollout future network deployments</td>
</tr>
<tr>
<td>5. Monitor the backbone to identify bandwidth, security, and utilization issues; and to increase capacity as necessary</td>
</tr>
<tr>
<td>6. Monitor endsites to identify bandwidth, security and reachability</td>
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<tr>
<td>7. Continue to develop tools which provide essential information about the network</td>
</tr>
<tr>
<td>8. Increase Network Operations and Field Operations Staff</td>
</tr>
<tr>
<td>9. Strengthen operational coordination between Technical and Instructional Services departments and staff members</td>
</tr>
<tr>
<td>10. Develop tools and reports to better manage network assets</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>B. Increase reliability of the network to 99.999%.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Provide redundancy for UEN critical services and network connections</td>
</tr>
<tr>
<td>2. Increase network effectiveness at locations where diverse paths exist, i.e. fast re-route, efficient routing, etc.</td>
</tr>
<tr>
<td>3. Continue to explore diverse path options throughout the backbone</td>
</tr>
<tr>
<td>4. Develop a plan to provide a redundant handoff point for district offices</td>
</tr>
<tr>
<td>5. Perform scheduled maintenance according to best practices and standards</td>
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<tr>
<td>6. Monitor and respond to network outages</td>
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<thead>
<tr>
<th><strong>C. Increase network capacity by upgrading remaining higher education campuses and secondary schools to</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Complete phase 3 and phase 4 ethernet projects</td>
</tr>
<tr>
<td>2. Manage high bandwidth sites and provide additional resources allowed by UEN policy</td>
</tr>
<tr>
<td>3. Continue to use E-Rate funds to develop broadband access throughout the state</td>
</tr>
<tr>
<td>4. Explore additional needs for UEN Points of Presence (PoP) sites</td>
</tr>
<tr>
<td>5. Explore options with regional service centers to increase bandwidth to Escalante Valley, Antimony and Kooshare</td>
</tr>
<tr>
<td>6. Work with UTOPIA and other community networks to leverage network resources</td>
</tr>
<tr>
<td>7. Encourage cooperation between local telephone companies and community networks</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>D. Work with USOE and school district leaders to develop a strategy to provide high capacity network connections to remaining elementary schools.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Continue to work with Districts that have allocated funds for broadband elementary connectivity</td>
</tr>
<tr>
<td>2. Work with the State Office of Education and Districts to evaluate statewide approaches to increase bandwidth capacity to elementary schools</td>
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</tbody>
</table>

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<tr>
<th><strong>E. Provide support to district and higher education technology staff to ensure that the enhanced capacity and reliability of the network is fully utilized.</strong></th>
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<table>
<thead>
<tr>
<th><strong>F. Expand Internet capacity to meet growth in network traffic.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Explore additional alternate Internet Point of Presence (PoP) sites</td>
</tr>
</tbody>
</table>
2. Explore, develop and implement ways to keep local network traffic local

3. Work with CENIC and FRGP to develop NLR TransitRail for national peering opportunities

**G. Protect the network through improved security and security practices.**

1. Continue UtahSAINT user group  
   a. Keep current and publish security contacts list  
   b. Conduct weekly and ad hoc security calls  
   c. Plan and conduct two security conferences per year  
   d. Support other State security activities  
   e. Develop single-issue forums for specific needs  

2. Provide leadership role for security expertise and assistance as required by districts and higher education institutions  
   a. Conduct and coordinate outside security assessment  
   b. Assist with security configuration and design  
   c. Provide security monitoring and reports  

3. Work with Steering Committee to develop security policies  

4. Continue to develop security monitoring tools  

5. Work with state CIO and institutions to support USHE security audits as required.

**H. Support the high capacity/high speed network needs of university researchers.**

1. Continue participation in national and regional network partnerships (Internet 2, National Lambda Rail, The Quilt, and Western Lights)  

2. Develop the SURIN Board as directed by the UEN Steering committee  

3. Provision network to accommodate research requirements  

4. Work with UDOT and DTS to place fiber between UoU and USU to support research  

5. Investigate UEN's role with Ustar project  

6. Support development of Utah Fiber Infrastructure Project

**I. Provide technical leadership and staff/stakeholder development.**

1. Undertake outreach and promotion efforts of Wide Area Network projects  

2. Work with the Steering Committee to formalize Regional Technical Forums  

3. Define expectations (i.e., frequency of meetings, leadership roles, format, participants, etc.) of regional technical forums  

4. Establish annual reporting relationship between regional leaders and UEN Steering Community  

5. Provide leadership in technical training: including expanded regional training, greater depth, more frequent and topic-specific training at tech summits, and refined security training  

6. Increase opportunities for collaboration of all UEN stakeholders  

7. Strengthen the UEN working relationship with TCC  

8. Provide leadership in technical product selection  

9. Define best practices and help choose/direct vendor selection based on UEN's knowledge and experience  

10. Provide training and leadership in the area of improving LAN reliability and speed on a local level  

11. Expand advocate program to libraries, USDB, Charter Schools  

12. Support USHE IT staff in efforts to increase operational expertise across all institutions and explore possibility of taking advantage of virtual staff or staff leasing.  

13. Plan with USHE institutions a coordinated effort to provide ITIL training and planning for appropriate staff, and to extend the ITIL principles to USHE institutions.  

14. Support the CIO's and TCC to research and develop a disaster recovery plan for network and planning to provide back up equipment and staffing for emergency situations.
### II. EDUCATIONAL WEB RESOURCES

Aggregate and deliver a suite of high quality Web-based educational resources to support best practices in teaching and learning.

_To achieve this goal, UEN will pursue the following objectives:_

<table>
<thead>
<tr>
<th>A. Host, support, and maintain web projects and services.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Coordinate lesson plan development and publishing with USOE</td>
</tr>
<tr>
<td>2. Expand and maintain core curriculum resource database</td>
</tr>
<tr>
<td>3. Support USOE Web pages in coordination with specialists</td>
</tr>
<tr>
<td>4. Support UTIPS in coordination with USOE</td>
</tr>
<tr>
<td>a. Host and maintain a UTIPS Server</td>
</tr>
<tr>
<td>b. Participate in leadership and user group meetings</td>
</tr>
<tr>
<td>5. Redesign and update IVC/Distance Ed web page to reflect UENSS and organizational changes</td>
</tr>
<tr>
<td>6. Update Utah ITV web page</td>
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<tr>
<td>7. Provide graphic and design support as requested</td>
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<tr>
<td>8. Conduct web site and link clean-up</td>
</tr>
<tr>
<td>9. With KUED, redesign UEN-TV web site for new scheduling software, printable program schedule, digital program streams and viewer services</td>
</tr>
<tr>
<td>10. Update Technical Services pages</td>
</tr>
<tr>
<td>11. Complete my.uen into Java portlets project and then beta test, launch, provide training and promotion</td>
</tr>
<tr>
<td>12. Conclude Universal Locker pilot, act on pilot results to define UEN role with ePortfolio and update plan accordingly</td>
</tr>
<tr>
<td>13. Gather, review, and report on monthly web statistics</td>
</tr>
<tr>
<td>14. Explore innovative web applications (blogs, wikis) and how they apply in education; post information about this</td>
</tr>
<tr>
<td>15. Undertake communication, outreach, promotion of Web projects</td>
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<table>
<thead>
<tr>
<th>B. Develop and implement new and expanded web resources.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Develop higher education monthly professional developments events registration and information page</td>
</tr>
<tr>
<td>2. Facilitate stakeholder mailing list groups (listserv) with updated software and user training</td>
</tr>
<tr>
<td>3. Investigate new ways to post UEN plan and updates online</td>
</tr>
<tr>
<td>4. Update UEN.org parent pages with Internet Safety content</td>
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</table>

<table>
<thead>
<tr>
<th>C. Promote new and existing UEN Web services through technology, outreach, special events and media relations.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Produce and distribute NetNews Newsletters for public education and higher education; coordinate list management and subscriptions with Web team</td>
</tr>
<tr>
<td>2. Promote UEN services and resources with online NetNews features on UEN.org</td>
</tr>
<tr>
<td>3. Feature uen.org at statewide conferences and exhibits</td>
</tr>
<tr>
<td>4. Promote revised my.uen personalization features</td>
</tr>
<tr>
<td>5. Explore partner contribution channels through photos, blogs</td>
</tr>
<tr>
<td>6. Evaluate newsletter metrics and make decisions based on data</td>
</tr>
<tr>
<td>7. Investigate RSS Syndication and other technologies for delivery of UEN NetNews and other information services</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>D. Support administrative activities for the uen.org site.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Update the Acceptable Use Policy</td>
</tr>
<tr>
<td>2. Formalize the web &quot;sunset policy&quot; for retiring web applications</td>
</tr>
<tr>
<td>3. Gather, review, and post monthly web statistics</td>
</tr>
</tbody>
</table>
III. ENTERPRISE SOLUTIONS

License, host and maintain statewide enterprise solutions supporting public education, higher education, and libraries.

To achieve this goal, UEN will pursue the following objectives:

A. Host, support and maintain existing enterprise solutions and train managing personnel.

<table>
<thead>
<tr>
<th>1. Service: WebCT Vista Course Management System</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Act as support escalation agent between Vista institutions and WebCT support and Respondus support</td>
</tr>
<tr>
<td>b. Conduct regular Vista administrator coordination meetings</td>
</tr>
<tr>
<td>c. Provide scripted enrollment service for participating institutions</td>
</tr>
<tr>
<td>d. Provide institution administrator training</td>
</tr>
<tr>
<td>e. Coordinate shared faculty and student training materials development</td>
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<table>
<thead>
<tr>
<th>2. Service: BlackBoard Course Management System</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Act as support escalation agent between UEHS and Blackboard support</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. Service: Pioneer Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Maintain and update Pioneer Library access IP address listings</td>
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</tbody>
</table>

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<tr>
<th>4. Service: Digital Media Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Upgrade TeleScope software</td>
</tr>
<tr>
<td>b. Add UIMC licensed video titles</td>
</tr>
<tr>
<td>c. Add licensed PBS video titles</td>
</tr>
<tr>
<td>d. Add KUED productions</td>
</tr>
<tr>
<td>e. Add Telecourses where rights permit</td>
</tr>
<tr>
<td>f. Migrate UCME legacy database and media into Digital Media Service</td>
</tr>
<tr>
<td>g. Identify, license and add media items in high need areas (math, language arts)</td>
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</table>

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<thead>
<tr>
<th>5. Service: Infrastructure Foundation</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Update SAN Storage Domain Servers to latest software version</td>
</tr>
<tr>
<td>b. Upgrade and patch server OS</td>
</tr>
<tr>
<td>c. Extend enterprise/backup recovery system to all servers and DMZs</td>
</tr>
<tr>
<td>d. Cycle out server hardware older than 5-6 years</td>
</tr>
</tbody>
</table>

B. Implement new enterprise solutions, services, and expand existing functionality to meet stakeholder needs

<table>
<thead>
<tr>
<th>1. Service: WebCT Vista Course Management System</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Upgrade production environment software to Vista 4</td>
</tr>
<tr>
<td>b. Migrate Utah State University to the UEN hosted WebCT Vista instance</td>
</tr>
<tr>
<td>c. Migrate Utah Valley State College to the UEN hosted WebCT Vista instance</td>
</tr>
<tr>
<td>d. Develop a central 24/7 WebCT helpdesk/ searchable knowledge base capability for USHE students and faculty</td>
</tr>
<tr>
<td>e. Develop Service Agreements and service documentation with hosted institutions</td>
</tr>
<tr>
<td>f. Develop automated weekly section backup process</td>
</tr>
<tr>
<td>g. Conduct CMS needs analysis with K-12 stakeholders</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Service: BlackBoard Course Management System</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Implement Blackboard Enterprise Software supporting the Utah Electronic High School</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. Service: Pioneer Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Investigate and prototype a solution to search across multiple Pioneer databases</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4. Service: Digital Media Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Connect DMS to KUEN datacasting systems sending media to youth-in-custody facilities</td>
</tr>
<tr>
<td>b. Enable DMS based Video-on-demand capability for KUED</td>
</tr>
<tr>
<td>c. Create access for USHE telecourse students</td>
</tr>
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</tr>
<tr>
<td><strong>d.</strong> Pilot test and develop workflows for Codian to DMS digital course repository; make recommendations for ongoing service</td>
</tr>
<tr>
<td><strong>e.</strong> Investigate using DMS to support UVSC Shadow Pages functionality for CMS systems</td>
</tr>
<tr>
<td><strong>f.</strong> Conduct needs analysis examining user submissions to eMedia</td>
</tr>
<tr>
<td><strong>g.</strong> Support U.S. Department of Education captioning grant, if funded</td>
</tr>
<tr>
<td><strong>5. Service: Infrastructure Foundation</strong></td>
</tr>
<tr>
<td><strong>a.</strong> Mirror all SAN storage for completely redundant systems</td>
</tr>
<tr>
<td><strong>b.</strong> Upgrade remaining data center racks to support managed power, four post server hardware, system lights-out management, and cable management</td>
</tr>
<tr>
<td><strong>c.</strong> Extend enterprise backup/recovery systems, tape drives and fabric bandwidth</td>
</tr>
<tr>
<td><strong>d.</strong> Explore possible co-location of storage area network mirrors</td>
</tr>
<tr>
<td><strong>e.</strong> Explore and implement VPN, and/or encrypted tunnel methods in support of Full SIS integration and SIS Batch enrollment to CMS</td>
</tr>
<tr>
<td><strong>C. Increase awareness and use of enterprise services. Provide usage reports.</strong></td>
</tr>
<tr>
<td><strong>1. Service: WebCT Vista Course Management System</strong></td>
</tr>
<tr>
<td><strong>a.</strong> Build Vista resource and information page on UEN.org</td>
</tr>
<tr>
<td><strong>b.</strong> Collaborate with participating UCAT Vista institutions to develop and deliver Vista faculty training workshops</td>
</tr>
<tr>
<td><strong>c.</strong> Co-sponsor Teaching with Technology Idea Exchange conference with UVSC</td>
</tr>
<tr>
<td><strong>d.</strong> Develop system usage reports with input from hosted institutions</td>
</tr>
<tr>
<td><strong>2. Service: Pioneer Library</strong></td>
</tr>
<tr>
<td><strong>a.</strong> Continue Pioneer advocate program</td>
</tr>
<tr>
<td><strong>b.</strong> Work with Pioneer Library committee and PR team to develop and implement promotion tactics; create collateral material for PR</td>
</tr>
<tr>
<td><strong>c.</strong> Participate in conferences to promote Pioneer (UELMA, UCET, ULA)</td>
</tr>
<tr>
<td><strong>d.</strong> Publish Pioneer product usage reports</td>
</tr>
<tr>
<td><strong>3. Service: Digital Media Service</strong></td>
</tr>
<tr>
<td><strong>a.</strong> Promote eMedia with K-12 stakeholders through conferences, print collateral, outreach events, and other tactics determined to be effective</td>
</tr>
<tr>
<td><strong>b.</strong> Create DMS media usage reports</td>
</tr>
<tr>
<td><strong>D. With USHE CIO’s and the TCC, investigate other services or IT functions that might be centrally hosted by UEN</strong></td>
</tr>
<tr>
<td><strong>1.</strong> Explore USHE-requested web-based collaboration and communication tools (e.g., Macromedia Breeze and Horizon Wimba)</td>
</tr>
<tr>
<td><strong>2.</strong> Support the ongoing evaluation of open source alternatives in course management systems.</td>
</tr>
<tr>
<td><strong>3.</strong> Explore single sign-on technologies and standards and what roles UEN could serve in identity management</td>
</tr>
<tr>
<td><strong>4.</strong> Assist USHE CIO’s and TCC to evaluate centrally managed disaster recovery services and the role UEN should perform in providing that service</td>
</tr>
<tr>
<td><strong>5.</strong> Evaluate with USHE CIO, the feasibility of setting aside server space at UEN for a technology research lab environment.</td>
</tr>
<tr>
<td><strong>IV. DISTANCE EDUCATION</strong></td>
</tr>
<tr>
<td><strong>Deliver Distance Education classes and programs offered by public and higher education that use real time and on demand, reliable, high quality video conferencing technologies.</strong></td>
</tr>
<tr>
<td><strong>To achieve this goal, UEN will pursue the following objectives:</strong></td>
</tr>
<tr>
<td><strong>A. Continue EDNET IVC migration plan</strong></td>
</tr>
<tr>
<td><strong>1.</strong> Relocate and upgrade TOC to better support IVC</td>
</tr>
<tr>
<td><strong>2.</strong> Strengthen cross-departmental capabilities of TOC, NOC, Scheduling, and Distance Ed Specialists in supporting IVC</td>
</tr>
</tbody>
</table>
3. Working with USOE, conduct IVC Adult Basic Education needs assessment and recommendations

4. Coordinate with USHE institutions and appropriate state agencies to conduct needs assessment for state corrections education services

5. Conduct communication, outreach, promotion of Distance Education

6. Support development of community access sites beyond high schools which are compatible with UEN connectivity standards

<table>
<thead>
<tr>
<th>B. Convert UENSS to IVC technology</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Partner closely with USU in planning and implementing conversion</td>
</tr>
<tr>
<td>a. Provide joint UEN/USU project management via administrative group</td>
</tr>
<tr>
<td>b. Staff specialized teams and participate in project work groups</td>
</tr>
<tr>
<td>2. Develop plans to meets funding and staffing needs</td>
</tr>
<tr>
<td>a. Prepare preliminary budgets in anticipation of 2007-2008 legislative requests</td>
</tr>
<tr>
<td>Q1</td>
</tr>
<tr>
<td>b. Evaluate current UENSS staffing at USU and UEN in order to more effectively utilize staffing patterns and existing funding resources</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>C. Develop operational practices, procedures, and policy to manage and efficiently utilize IVC resources on the network</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Plan and pilot manual switching capabilities as the iView product and UEN experience matures to enable independent scheduling ability</td>
</tr>
<tr>
<td>2. Revitalize the Instructional and Technical IP Subteams of the UEN Steering Committee</td>
</tr>
<tr>
<td>a. Further develop IVC web site</td>
</tr>
<tr>
<td>b. Create other tools and resources to disseminate distance learning info</td>
</tr>
<tr>
<td>3. Create a combined distance learning catalog</td>
</tr>
<tr>
<td>a. Combine program proposal process with developments in programming technology to capture needed information</td>
</tr>
<tr>
<td>b. Integrate scheduling and billing software with interactive database</td>
</tr>
<tr>
<td>4. Provide outreach to stakeholder forums</td>
</tr>
<tr>
<td>a. Identify more stakeholder forums to promote new distance learning technologies</td>
</tr>
<tr>
<td>b. Promote awareness, support, and delivery of a consistent message regarding IVC services in both public and higher ed through various stakeholder forums</td>
</tr>
<tr>
<td>c. Develop information sheets for IVC</td>
</tr>
<tr>
<td>d. Include IVC stories in public and higher education e-newsletters</td>
</tr>
<tr>
<td>5. Develop comprehensive training program for IVC, statewide support for facilitators.</td>
</tr>
<tr>
<td>a. Provide single point of contact or personal liaison (personal face of UEN) for regional training needs</td>
</tr>
<tr>
<td>b. Continue to develop easy access, online communication tools for training materials</td>
</tr>
<tr>
<td>c. Create list serve for groups for updated backup training information</td>
</tr>
<tr>
<td>d. Provide essential IVC updates for newsletters</td>
</tr>
<tr>
<td>e. Conduct regional IVC meetings to address specific site issues</td>
</tr>
<tr>
<td>6. Continue to work with public education and higher education to assure equitable distance learning services including concurrent enrollment for rural students.</td>
</tr>
<tr>
<td>7. Begin to research costs of closed captioning services for IVC programming</td>
</tr>
</tbody>
</table>

V. BROADCAST SERVICES

Educate, engage, and enrich the lives of Utah citizens through broadcast programs and services with UEN-TV.

To achieve this goal, UEN will pursue the following objectives:

<table>
<thead>
<tr>
<th>A. Continue programming and outreach for education stakeholder groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Program blocks for targeted areas:</td>
</tr>
</tbody>
</table>
a. ITV for K-12 with UIMC (also on KUED)
b. Post secondary with USHE
c. Adult Basic Education with USOE
d. Teacher professional development with USOE
e. Seniors programming and outreach with Commission on Aging
f. Career and Technical Education with DWS, CTE and UCAT
g. National programming as available with NETA, APT
2. Program interstitials and PSA’s
3. Complete NCO Adult Basic Education and Library outreach grant requirements
4. Continue outreach to research community and general viewers for SciFi Friday
5. Support outreach and communications needs of UEN-TV through print, design, conference materials, and other tactics determined to be effective.

B. Implement new projects to support educational programming and outreach
1. Internet Safety Program for Parents and Teens
2. Back to School resources for K-12 Teachers with KUED
3. Program specific promotion; Signing Time, Everyday Edisons
4. Develop on-air campaign to promote post-secondary education opportunities, programs and USHE institutions
5. Develop and program on-air education calendar of events.
6. Implement new scheduling software, training

C. Support broadcast engineering infrastructure.
1. Renew station FCC license.
2. Investigate server archive replacement.
3. Expand digital translator capabilities.
a. Conduct RUS Grant activities if funded.
b. Acquire companion digital translator licenses.
4. Plan for replacement of UENSS Cable feeds.
5. Implement Next Generation Interconnection System (NGIS)
7. Perform analog maintenance as needed.

D. Manage station administrative projects; document and report on results.
1. Implement Digital Services Fund activities with Youth in Custody
a. Install and support Triveni datacasting hardware/software.
b. Expand SAN to support eMedia and UCME content.
c. Support engineering and feeds to YIC end sites.
2. Redesign viewer call log.
3. Coordinate with national programming consortia and affinity groups
a. BETA Station Group
b. University Licensee Association
c. Rural Telecommunications Association/Education Coalition/APTS
4. Support PNL Water Wise grant, if funded.
5. Continue cable relations for carriage of UEN-TV digital channels.
6. Feed monthly Comcast video on demand service and metadata.
7. Produce and disseminate quarterly broadcast station activities report.
8. Continue to research and support convergence models for broadcast, online, and digital service.
9. Revisit TV program schedule with telecourse providers, determine effective ways to promote higher education via broadcast
VI. PROFESSIONAL DEVELOPMENT

Provide professional development opportunities to improve the quality of K-20 instruction and assure effective implementation of technology in education.

A. Continue development of ongoing courses and training materials.
   1. Update Web Academy and WebQuests courses.
   2. Continue delivering variety of classes including in-person, broadcast and online opportunities, targeted for K-12 educators.
   3. Continue to support a variety of educational organizations and provide information about UEN resources by presenting at conferences throughout the year.
   4. Continue delivering ITC workshops.
   5. Continue meeting Intel Leadership and Teaching Thinking professional development grant requirements.
   6. Continue administering the ETEP (endorsement) project.
   7. PBS Teacherline.

B. Complete new class development and delivery projects.
   1. Provide WebCT training for faculty in UCAT institutions.
   2. Coordinate a monthly professional development meeting for Higher Education, delivered via UEN’s distance delivery systems which incorporates expert presenters from UEN, Utah colleges and universities and national specialists.
   3. Provide training on new UEN web products and services.
   4. Develop Internet safety resources for outreach activities.
   5. Develop new courses on iLife, digital storytelling, Google tools, and visual learning/technology survey course.
   6. Obtain and implement a new “lab” of Mac laptop computers.
   7. Conduct video objects training for Youth in Custody teachers.
   8. Provide technology staff development for Adult Basic Education and Corrections staff as requested by stakeholders.

C. Provide documentation and outreach for UEN professional development services.
   1. Provide online materials for all full-day and longer classes.
   2. Support Professional Development conference participation and post conference session handouts as appropriate.
   3. Create video tutorials for UEN products and update them as needed.
   4. Make video tutorials for UEN products available through eMedia.
   5. Continue to highlight teachers, classes and resources on the web site.
   6. Support UEN Professional Development through electronic, special events, and print promotion.
   7. Produce and distribute monthly e-newsletter, postcards, flyers, handouts, and home page features that promote Professional Development.
   8. Provide promotional items to Professional Development department.

D. Administer the projects and services provided by UEN Professional Development department, and report.
   1. Prepare annual summary report to steering committee including statistics regarding number of sessions, participation, districts served, etc.
   2. Report the number of sessions and number of participants per month.
   3. Working with USOE and districts, conduct a K-12 teacher technology professional development needs assessment. Share results.
   4. Maintain computer classroom.
   5. Prepare for and maintain Internet connectivity for new Mac lab.
   6. Investigate participant liability issues and recommended policy.
### VII. GOVERNANCE AND ACCOUNTABILITY

Coordinate educational technology governance across the state, and be accountable to our stakeholders through communication, measurement, and reporting on UEN services.

**To achieve this goal, UEN will pursue the following objectives:**

<table>
<thead>
<tr>
<th>A. Coordinate UEN Steering Committee, subcommittee, advisory committee, and constituent meeting</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Develop meeting structure and schedule that meets needs of Steering Committee and Subcommittee members</td>
</tr>
<tr>
<td>2. Propose to Steering Committee that representative from research community be added</td>
</tr>
<tr>
<td>3. Participate in USHE and USOE focus groups and dialogs</td>
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<thead>
<tr>
<th>B. Request new funding for UEN priorities and maximize state funds through external grants, eRate, and</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Develop briefing papers and documents in support of funding requests.</td>
</tr>
<tr>
<td>2. Seek grant and foundation funds; coordinate these projects with stakeholders as appropriate.</td>
</tr>
<tr>
<td>3. Coordinate eRate process with SLD, K-12 Districts, Libraries, and telecommunications providers.</td>
</tr>
<tr>
<td>4. Support 21st Century ETI as determined by the Steering Committee</td>
</tr>
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<table>
<thead>
<tr>
<th>C. Track UEN performance, projects, and services and communicate with stakeholders regarding our work.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Develop Service Report process, tied to Crystal Reports, and other tools as appropriate.</td>
</tr>
<tr>
<td>2. Develop Service Level Agreements with stakeholder groups.</td>
</tr>
<tr>
<td>3. Create NetNews for higher education; gather input and story ideas from institutions</td>
</tr>
<tr>
<td>4. Communicate about UEN organizationally; NetNews, legislative publications, Steering Committee reports, etc.</td>
</tr>
<tr>
<td>5. Tailor communications to specific user groups</td>
</tr>
<tr>
<td>6. Revisit Annual Strategic plan with Steering Committee and Subcommittees each quarter; provide quarterly updates and opportunity for discussion.</td>
</tr>
<tr>
<td>7. Develop UEN Service Catalog, communicate this information through SLA’s.</td>
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<table>
<thead>
<tr>
<th>D. Increase internal communication, project management and coordination of services.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Continue development of Information Technology Infrastructure Library (ITIL) process and training.</td>
</tr>
<tr>
<td>2. Hold bi-monthly managers meetings and weekly executive meetings for cross-department communication</td>
</tr>
<tr>
<td>3. Working with Steering Committee and Subcommittees, develop annual strategic plan and budget that crosses all UEN departments.</td>
</tr>
<tr>
<td>4. Build skills and knowledge of UEN staff through professional development, industry publications, conferences, workshops and membership in professional organizations.</td>
</tr>
</tbody>
</table>
Utah Education Network

2008 Strategic Plan
I. WIDE AREA NETWORK

Operate, maintain, and expand a reliable and secure high speed network, connecting every public school, college, university and public library in Utah.

To achieve this goal, UEN will pursue the following objectives:

A. Operate and maintain the UEN network based on best practices and standards.
   1. Catalog and maintain a circuit database
   2. Catalog and maintain an IP management database
   3. Develop and support an Internet content filtering system for K-12 and Libraries
   4. Standardize how we develop and rollout future network deployments
   5. Monitor the backbone to identify bandwidth, security, and utilization issues; and to increase capacity as necessary
   6. Monitor endsites to identify bandwidth, security and reachability
   7. Continue to develop tools which provide essential information about the network
   8. Increase Network Operations and Field Operations Staff
   9. Strengthen operational coordination between Technical and Instructional Services departments and staff members
   10. Develop tools and reports to better manage network assets

B. Increase reliability of the network to 99.999%.
   1. Provide redundancy for UEN critical services and network connections
   2. Increase network effectiveness at locations where diverse paths exist, i.e. fast re-route, efficient routing, etc.
   3. Continue to explore diverse path options throughout the backbone
   4. Develop a plan to provide a redundant handoff point for district offices
   5. Perform scheduled maintenance according to best practices and standards
   6. Monitor and respond to network outages

C. Increase network capacity by upgrading remaining higher education campuses and secondary schools to high speed broadband
   1. Complete phase 4 ethernet projects
   2. Manage high bandwidth sites and provide additional resources allowed by UEN policy
   3. Continue to use E-Rate funds to develop broadband access throughout the state
   4. Explore additional needs for UEN Points of Presence (PoP) sites
   5. Explore options with regional service centers to increase bandwidth to Escalante Valley, Antimony and Koosharem
   6. Work with UTOPIA and other community networks to leverage network resources
   7. Encourage cooperation between local telephone companies and community networks

D. Work with USOE and school district leaders to develop a strategy to provide high capacity network connections to remaining
   1. Continue to work with Districts that have allocated funds for broadband elementary connectivity
2. Work with the State Office of Education and Districts to evaluate statewide approaches to increase bandwidth capacity to elementary schools

E. Provide support to district and higher education technology staff to ensure that the enhanced capacity and reliability of the network is fully utilized.

F. Expand Internet capacity to meet growth in network traffic.
   1. Explore additional alternate Internet Point of Presence (PoP) sites
   2. Explore, develop and implement ways to keep local network traffic local
   3. Work with CENIC and FRGP to develop NLR TransiTrain for national peering opportunities

G. Protect the network through improved security and security practices.
   1. Continue UtahSAINT user group
      a. Keep current and publish security contacts list
      b. Conduct weekly and ad hoc security calls
      c. Plan and conduct two security conferences per year
      d. Support other State security activities
      e. Develop single-issue forums for specific needs
   2. Provide leadership role for security expertise and assistance as required by districts and higher education institutions
      a. Conduct and coordinate outside security assessment
      b. Assist with security configuration and design
      c. Provide security monitoring and reports
   3. Work with Steering Committee to develop security policies
   4. Continue to develop security monitoring tools
   5. Work with state CIO and institutions to support USHE security audits as required.

H. Support the high capacity/high speed network needs of university researchers.
   1. Continue participation in national and regional network partnerships (Internet 2, National Lambda Rail, The Quilt, and Western Lights)
   2. Develop the SURIN Board as directed by the UEN Steering committee
   3. Provision network to accommodate research requirements
   4. Work with UDOT and DTS to place fiber between UofU and USU to support research
   5. Investigate UEN's role with Ustar project
   6. Support development of Utah Fiber Infrastructure Project

I. Provide technical leadership and staff/stakeholder development.
   1. Undertake outreach and promotion efforts of Wide Area Network projects
   2. Work with the Steering Committee to formalize Regional Technical Forums
3. Define expectations (i.e., frequency of meetings, leadership roles, format, participants, etc.) of regional technical forums
4. Establish annual reporting relationship between regional leaders and UEN Steering Community
5. Provide leadership in technical training: including expanded regional training, greater depth, more frequent and topic-specific training at tech summits, and refined security training
6. Provide training and leadership in the area of improving LAN reliability and speed on a local level
7. Expand advocate program to libraries, USDB, Charter Schools
8. Support USHE IT staff in efforts to increase operational expertise across all institutions and explore possibility of taking advantage of virtual staff or staff leasing.
9. Support the CIO’s and TCC to research and develop a disaster recovery plan for network and planning to provide backup equipment and staffing for emergency situations.

II. EDUCATIONAL WEB RESOURCES
Aggregate and deliver a suite of high quality Web-based educational resources to support best practices in teaching and learning.
To achieve this goal, UEN will pursue the following objectives:

A. Host, support, and maintain web projects and services.
   1. Coordinate lesson plan development and publishing with USOE
   2. Expand and maintain core curriculum resource database
   3. Support USOE Web pages in coordination with specialists
   4. Support UTIPS in coordination with USOE
   5. Complete updates to CACTUS per USOE’s requirements
   6. Refine UEN-TV and Utah ITV What’s On schedule
   7. Continue development of my.uen with additional portlets and functionality
   8. Undertake communication, outreach, promotion of Web projects

B. Develop and implement new and expanded web resources.
   1. Improve navigation and design on uen.org and increase interactive features
   2. Develop UEN Professional Development Management interface for participants
   3. Upgrade mailing list software and provide user training
   4. Explore future plans for www.activities

C. Promote new and existing UEN Web services through technology, outreach, special events and media relations.
   1. Produce and distribute NetNews Newsletters for public education and higher education
   2. Promote UEN services and resources with online NetNews features on UEN.org
   3. Feature uen.org at statewide conferences and exhibits

D. Support administrative activities for the uen.org site.
   1. Gather, review, and post monthly web statistics
   2. Automate web publishing process

III. ENTERPRISE SOLUTIONS
License, host and maintain statewide enterprise solutions supporting public education, higher education, and libraries.

To achieve this goal, UEN will pursue the following objectives:

A. Host, support and maintain existing enterprise solutions and train managing personnel.

1. Service: Course Management System (Vista)
   - a. Act as support escalation agent between Vista institutions and WebCT support and Respondus support
   - b. Conduct regular Vista administrator coordination meetings
   - c. Provide scripted enrollment service for participating institutions
   - d. Provide institution administrator training
   - e. Review and complete Service Agreements and service documentation with hosted institutions
   - f. Coordinate shared faculty and student training materials development

2. Service: BlackBoard Course Management System
   - a. Act as support escalation agent between UEHS and Blackboard support

3. Service: Digital Media Service
   - a. Migrate UCME legacy metadata and media into DMS
   - d. Continue to add newly licensed media to DMS
   - e. Conduct metadata integrity and quality review of titles currently in the DMS
   - f. Attach existing text caption files to associated videos
   - g. Maintain NETA Media Exchange pilot service
   - h. Train and support UEN internal staff in digital asset management best practices

4. Service: Pioneer Library
   - a. Maintain and update Pioneer Library access IP address listings

5. Service: Infrastructure Foundation
   - a. Update SAN Storage Domain Servers to latest software version
   - b. Upgrade and patch server OS
   - c. Extend enterprise/backup recovery system to all servers and DMZs
   - d. Cycle out server hardware older than 5-6 years

B. Implement new enterprise solutions, services, and expand existing functionality to meet stakeholder needs

1. Service: Course Management System (Vista)
   - a. Complete automated scripted user imports and enrollments to Vista for non-integrated institutions
   - b. Complete Banner SIS integration for Dixie State College
   - c. Assist UCAT campuses in implementing Vista
   - d. Enable Vista single -signon via UVSC campus portal
   - e. Assist University of Utah in migrating to Vista
   - f. Create Vista reports interface via the Vista Powersight kit
   - g. Research a central 24/7 WebCT helpdesk/ searchable knowledge base capability for USHE students and faculty
   - h. Integrate Web Conferencing service with Vista
<table>
<thead>
<tr>
<th>2. Service: Web Conferencing Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Select and implement hosted web conferencing system for higher education institutions</td>
</tr>
<tr>
<td>b. Explore funding and implementation options for extending service to K-12 system</td>
</tr>
<tr>
<td>3. Service: Digital Media Service</td>
</tr>
<tr>
<td>-------------------------------------</td>
</tr>
<tr>
<td>a. Upgrade TeleScope software to version 8.3, Video Manager 2</td>
</tr>
<tr>
<td>b. Modify customized TeleScope interfaces to enable new features from 8.3 upgrade</td>
</tr>
<tr>
<td>c. Connect DMS to KUEN datacasting systems sending media to youth-in-custody facilities</td>
</tr>
<tr>
<td>d. Create metadata export / harvesting from DMS to third-party systems such as library catalogs</td>
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<tr>
<td>e. Create KUED website integration serving media files from DMS storage to KUED.org</td>
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<tr>
<td>f. Plan DMS / my.uen integration</td>
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<tr>
<td>g. Plan workflows for Codian to DMS digital course repository</td>
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<tr>
<td>h. Build DMS information web page</td>
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<tr>
<td>i. Explore DMS integration with Course Management System (Vista)</td>
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<tr>
<td>4. Service: Pioneer Library</td>
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<tr>
<td>-------------------------------</td>
</tr>
<tr>
<td>a. Support implementation of a federated search tool in Pioneer</td>
</tr>
<tr>
<td>b. Secure funds to expand Pioneer Library’s multi-media resources</td>
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<tr>
<td>5. Service: Infrastructure Foundation</td>
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<tr>
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</tr>
<tr>
<td>a. Mirror all SAN storage for completely redundant systems</td>
</tr>
<tr>
<td>b. Upgrade remaining data center racks to support managed power, four post server hardware, system lights-out management, and cable management</td>
</tr>
<tr>
<td>c. Extend enterprise backup/recovery systems, tape drives and fabric bandwidth</td>
</tr>
<tr>
<td>d. Explore possible co-location of storage area network mirrors</td>
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</tbody>
</table>

C. Increase awareness and use of enterprise services. Provide usage reports.

<table>
<thead>
<tr>
<th>1. Service: WebCT Vista Course Management System</th>
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<tbody>
<tr>
<td>a. Expand Vista resource and information page on UEN.org</td>
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<tr>
<td>b. Collaborate with participating UCAT Vista institutions to develop and deliver Vista faculty training workshops</td>
</tr>
<tr>
<td>c. Co-sponsor Teaching with Technology Idea Exchange conference with UVSC</td>
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<tr>
<td>d. Define system usage reports with input from hosted institutions</td>
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<tr>
<td>2. Service: Pioneer Library</td>
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<td>----------------------------</td>
</tr>
<tr>
<td>a. Continue Pioneer advocate program</td>
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<tr>
<td>b. Work with Pioneer Library committee and PR team to develop and implement promotion tactics; create collateral material for PR</td>
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<tr>
<td>c. Publish Pioneer product usage reports</td>
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<tr>
<td>3. Service: Digital Media Service</td>
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<td>---------------------------------</td>
</tr>
<tr>
<td>a. Promote eMedia and CollegeMedia</td>
</tr>
<tr>
<td>b. Create DMS media usage reports</td>
</tr>
</tbody>
</table>

D. With USHE CIO's and the TCC, investigate other services or IT functions that might be centrally hosted by UEN
a. Implement web-based collaboration and communication tools (e.g., Macromedia Breeze and Horizon Wimba)
b. Support the ongoing evaluation of open source alternatives in course management systems.
c. Explore single sign-on technologies and standards and what roles UEN could serve in identity management
d. Assist USHE CIO’s and TCC to evaluate centrally managed disaster recovery services and the role UEN should perform in providing that service

IV. DISTANCE EDUCATION
Deliver Distance Education classes and programs offered by public and higher education that use real time and on demand, reliable, high quality video conferencing technologies.

To achieve this goal, UEN will pursue the following objectives:

A. Continue EDNET IVC migration plan
   1. Pursue funding for continuation of promotion and expansion of Distance Education

B. Complete conversion of UENSS to IVC technology
   1. Partner closely with USU in planning and implementing conversion
      a. Provide joint UEN/USU project management via administrative group
      b. Staff specialized teams and participate in project work groups
   2. Continue planning to meet funding and staffing needs

C. Develop operational practices, procedures, and policy to manage and efficiently utilize IVC resources on the network
   1. Plan and pilot manual switching capabilities as the iView product and UEN experience matures to enable independent scheduling ability

D. Provide online tools and information that supports Utah’s distance education programs
   a. Create distance education online resources for students
   b. Maintain and update the course scheduling web site
   c. Maintain and update the UEN Distance Education Catalog

V. BROADCAST SERVICES
Educate, engage, and enrich the lives of Utah citizens through broadcast programs and services with UEN-TV.

To achieve this goal, UEN will pursue the following objectives:

A. Continue programming and outreach for education stakeholder groups
   1. Program blocks and interstitials for targeted areas
      a. Continue Internet Safety outreach and presentations
   2. Back to School resources for K-12 Teachers with KUED
   3. Continue on-air campaign to promote post-secondary education opportunities, programs and USHE institutions
   4. Continue outreach to adult, community, and corrections education providers.

B. Implement new projects to support educational programming and outreach
   1. With Higher Ed committee, develop and procure locally produced educational programs
   2. Conduct educational outreach to educate citizens about DTV transition
3. Develop educational multicast for 9.2 that serves community needs and is attractive to cable providers
4. Develop and program on-air education calendar of events.

**C. Support broadcast engineering infrastructure.**
1. Refine broadcast operations to ensure smooth transition to automation.
2. Investigate server archive replacement, Move toward tapeless MassTech system
3. Expand digital translator capabilities.
   a. Conduct RUS Grant activities if funded.
   b. Develop a schedule for the addition of companion translator channels
4. Plan for replacement of UENSS Cable feeds.
5. Implement Next Generation Interconnection System (NGIS)
6. Work with UEN to determine where shared resources may be used
7. Perform analog maintenance as needed.
8. Work to identify and offer ongoing new tech. education to our engineers.
9. Monitor and evaluate any action to change the analog shutoff date
10. Investigate disposal options of various analog transmission-related equipment.
11. Work with staff to develop plans for the integration of New Media

**VI PROFessional DEVELOPMENT**

Provide professional development opportunities to improve the quality of K-20 instruction and assure effective implementation of technology in education.

To achieve this goal, UEN will pursue the following objectives:

**A. Continue development of ongoing courses and training materials.**
1. Continue classes, endorsement program, ITC workshops

**B. Complete new class development and delivery projects.**
1. Provide WebCT training for faculty
2. Increase "just in time" training resources
3. Provide training on new UEN web products and services.
4. Develop web tools that support educator communities of practice

**C. Provide documentation and outreach for UEN professional development services.**
1. Make video tutorials for UEN products available through eMedia.
2. Build awareness of prof dev services through promotion and presentations

**D. Administer the projects and services provided by UEN Professional Development department, and report on accountability measures to appropriate stakeholders.**
1. Continue to assess performance and report on performance

**VII. GOVERNANCE AND ACCOUNTABILITY**

Coordinate educational technology governance across the state, and be accountable to our stakeholders through communication, measurement, and reporting on UEN services.

To achieve this goal, UEN will pursue the following objectives:
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<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>A. Coordinate UEN Steering Committee, subcommittee, advisory committee, and constituent meeting groups.</strong></td>
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<tr>
<td>1. Update policy manual</td>
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<td><strong>B. Request new funding for UEN priorities and maximize state funds through external grants, eRate, and other revenue sources.</strong></td>
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<tr>
<td>1. Develop briefing papers and documents in support of funding requests.</td>
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<td>2. Seek grant and foundation funds; coordinate these projects with stakeholders as appropriate.</td>
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<td>3. Coordinate eRate process with SLD, K-12 Districts, Libraries, and telecommunications providers.</td>
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<td>4. Support 21st Century ETI as determined by the Steering Committee</td>
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<tr>
<td><strong>C. Track UEN performance, projects, and services and communicate with stakeholders regarding our work.</strong></td>
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<tr>
<td>1. Develop Service Report process, tied to Crystal Reports, and other tools as appropriate.</td>
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<td>2. Develop Service Level Agreements with stakeholder groups.</td>
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<td>3. Create NetNews for higher education; gather input and story ideas from institutions</td>
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<td>4. Communicate about UEN organizationally; NetNews, legislative publications, Steering Committee reports, etc.</td>
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<td>5. Develop UEN Service Catalog, communicate this information through SLA’s.</td>
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<td>7. Produce quarterly UEN Performance Dashboard.</td>
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<tr>
<td><strong>D. Increase internal communication, project management and coordination of services.</strong></td>
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<tr>
<td>1. Continue development of Information Technology Infrastructure Library (ITIL) process and training.</td>
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<td>2. Hold bi-monthly managers meetings and weekly executive meetings for cross-department communication</td>
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<tr>
<td>3. Working with Steering Committee and Subcommittees, develop annual strategic plan and budget that crosses all UEN departments.</td>
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<tr>
<td>4. Build skills and knowledge of UEN staff through professional development, industry publications, conferences, workshops and membership in professional organizations.</td>
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Mission
We network to create educational opportunities, connect citizens and collaborate with partners.

Vision
Be Utah's most trusted, accessible and recognized partner for innovation in educational technology.

Values
CARING – Supporting community, customers, and co-workers
LEADERSHIP – Advancing relationships and encouraging ideas
INTEGRITY – Keeping our promises
COMMUNICATION – Listening to meet needs
SERVICE – Benefiting our partners

Needs
Utah’s public schools, colleges, and universities depend on the Utah Education Network to perform their missions. UEN provides Internet and network connectivity to every public school and college and university through the UEN wide area network; manages a statewide video conferencing system; hosts enterprise-level software applications for our public and higher education partners; offers instructional programming through KUEN, a 24/7 television station; supports a growing range of rich educational resources at UEN’s Web site, www.uen.org; and supports the technology professional development needs of Utah teachers.

For thousands of Utah students and educators, the Internet is their school, classroom, meeting place, and library. The Internet must be accessible to every educator, student, administrator, and staff member from any location and at all times. It is the data and communications distribution system used to deliver hundreds of administrative, academic and student support applications affecting every student, educator, and staff member countless times each day. To ensure full-time access to the Internet, UEN must provide reliable, high capacity, and scalable network connections.

The demand for increasing network capacity in public and higher education is demonstrated by network backbone utilization statistics. During spring, 2008, backbone utilization reached 117% of capacity on the central ring and 76% of capacity on the northern ring. To keep up with growing network capacity demands, UEN has worked with college and university and school district leaders and Utah telecommunications providers to increase the capacity of network connections throughout the state and to expand backbone capacity tenfold where it is needed.

In the Utah System of Higher Education, enrollment in online, technology-enhanced, Interactive Video Conferencing, and KUEN classes has grown dramatically for the past several years. More than 30 percent of USHE college students now enroll in at least one technologically-delivered course each term. Enrollment in the Utah Electronic High School has also increased significantly and there are now about 23,000 students actively completing courses offered by the Utah Electronic High School.

Because of the trends described above, educators, public and higher education staff members, and UEN employees must be technologically competent. UEN must play a key role in providing training to its own staff members, and to teachers, faculty members, and technology staff members in educational organizations throughout the state.
UEN is driven by the needs of education. As it responds to more diverse needs, it grows in complexity, and supports more services at more locations. The result is increased pressure on all of us to coordinate, plan, and make decisions collaboratively for the mutual benefit of all regions of the state and all levels of education. Improved coordination of IT policies and backbone infrastructure will guarantee effective sharing of resources, lower prices through joint purchasing, and assure efficient use of technical support and training as UEN staff members work collaboratively with their public and higher education colleagues. Gaps in effective coordination, planning, and governance must be identified and eliminated.

There will be significant challenges facing us during the coming year. The economy of Utah is growing but at a slower pace than it has in the recent past. Consequently, state financial resources must be carefully prioritized to meet numerous compelling needs that compete for available state resources. UEN must achieve the greatest value possible from limited state resources, and continue to aggressively seek grants and other revenue sources to augment state funds. And we must carefully prioritize Network projects to gain the greatest benefit from the dollars we spend.

Strategic Objectives

A summary of recent accomplishments and long term strategic objectives is included below:

WIDE AREA NETWORK
Recent Accomplishments
1. Completed NEMO standardization project for monitoring and managing network.
2. Launched outage notifications system.
3. Developed new network management tools, i.e. Weather Map and Quick Ticket.
4. Completed GigE migration at secondary schools.

Long Term Objectives
1. Increase backbone capacity to 10 Gigabits/second.
2. Expand connectivity to elementary, charter and satellite campus locations.
3. Develop plan and secure funding for 10GigE Internet connectivity.
4. Support research community initiatives.
5. Develop, plan and acquire fiber optic resources.
7. Complete disaster recovery plan.
8. Evaluate and expand network tool suite.
10. Focus on Regions – priorities, advocates, tech forums.
11. Develop plan and budget for refreshing network technology beyond usage of E-Rate funding.

WEB RESOURCES
Recent Accomplishments
1. Launched redesigned uen.org.
2. Rolled out additional my.uen functionality.
3. Supported the development of Secondary Math lesson plans.
4. Aligned additional resources to support the K-12 Core curriculum.

Long Term Objectives
1. Develop personalization features for uen.org which will allow visitors to collaborate and share information online.
2. Update pages for 501 accessibility compliance and increased functionality.
3. Make internal and external resources that support instruction seamlessly available to end users.

ENTERPRISE APPLICATIONS
Recent Accomplishments
1. Deployed a federated search service across the licensed Pioneer Library databases.
2. Increased the Digital Media Service collection to over 10,000 media objects.
3. Handled over 5 million faculty and students logins from 15 campuses accessing online course materials via the centrally hosted Blackboard Vista Course Management System.
4. Completed UVU and USU migration to Blackboard Vista.
5. Contributed technical leadership to creating the national PBS Educational Content Asset Repository (EDCAR) project.
6. Secured licensing and began implementation of the WIMBA web conferencing service for higher education, K12 and the State Libraries.

**Long Term Objectives**

1. Continue to expand the Pioneer Library partnership and resources for all Utah residents.
2. Provide an easy-to-use web interface enabling fast, reliable searching of Pioneer Library premium services and partner repositories.
3. Provide a reliable; sustainable centrally managed course management service supporting higher education institutions and K-12 teacher professional development.
4. Provide a statewide Web conferencing service supporting courses and meetings for all state higher education and K-12 institutions.
5. Acquire, manage, distribute and share high-quality digital media content collections from trusted education partners.
6. Enable inter-institution collaboration in building, maintaining and delivering course content online through tools designed to create portable, shareable learning content.
7. Encourage online course delivery best practices by facilitating regular information sharing events among consortium institutions.
8. Integrate enterprise services to provide easy, personalized access to educational media, and web collaboration services from my.uen and online courses.

**DISTANCE EDUCATION**

**Recent Accomplishments**

1. Implemented new hardware and software platforms (TMS- Tandberg Management System).
2. Completed UENSS conversion to IVC.
3. Completed statewide training on new IVC equipment.
4. Implemented new Video Operations and Logistics reorganization and remodel.

**Long Term Objectives**

1. Evaluate new and emerging video technologies with an eye toward integration with web conferencing environment.
2. Transition from current UEN IVC equipment and circuit funding practices to alternative institution/site based funding mechanisms.
3. Create standardized practices and guidelines for IVC users.
4. Develop and support IVC purchasing/vendor agreements.
5. Increase internal communication and project management to develop operational practices to reflect new technical systems.

**BROADCAST SERVICES**

**Recent Accomplishments**

1. Launched the new 9.2 digital channel, MHz Worldview.
2. Received two awards from the National Educational Telecommunications Association for "SciFi Friday" and "NetSafe Utah" outreach.
3. Expanded programming and outreach efforts to include new audiences, ethnic festivals, science fiction conventions, health conferences, and senior citizen care centers.
4. Met consumer education goals with the DTV education campaign.

**Long Term Objectives**

1. Expand digital translator system to rural areas.
2. Expand use of the digital signal through datacasting to youth corrections, adult corrections, and other clients.
3. Use the programming and outreach resources of the station to support and promote education in Utah.
4. Leverage our national broadcast relationships to improve eMedia, CollegeMedia, and other content services.
5. Develop and support statewide partnership-specific programs tied to our educational mission.

**PROFESSIONAL DEVELOPMENT**

**Recent Accomplishments**

1. Developed 13 new courses, revised and updated 39 courses.
2. Hosted 40 new episodes of Faculty Lounge.
3. Created, tested, revised, and launched community professional development blogs.
4. Revised the Integrating Technology and Curriculum program to two workshops, added 21st Century Learning component, added new programs.
5. Implemented new orientation for online courses.
Long Term Objectives
1. Assess and respond to changing technology professional development needs.
2. Expand online, web conferencing, and other methods for providing technology integration professional development beyond face-to-face workshops.
3. Maximize use of current communication channels and develop additional audiences.

GOVERNANCE AND ACCOUNTABILITY
Recent Accomplishments
1. Used strategic planning and budget processes to increase the capacity and reliability of the UEN WAN, implement state-level enterprise applications, and improve other UEN services.
2. Implemented the quarterly performance dashboard, and regularly reported key service metrics to UEN stakeholders.
3. Improved cross-departmental communication by implementing bi-monthly managers’ meetings.

Long Term Objectives
1. Coordinate educational technology governance across the state, and be accountable to our stakeholders through communication, measurement, and reporting on UEN services.
2. Ensure that the UEN Steering Committee, subcommittees, advisory committees and constituent groups effectively guide UEN in providing services needed by UEN stakeholders.
3. Request new funding for UEN priorities and maximize state funds through acquiring external grants, E-Rate, and other revenue sources.
4. Track UEN performance, projects and services and communicate with stakeholders regarding our work.
5. Strengthen communications about UEN with Steering Committee and to public and higher education administrators, staff, and faculty.
6. Increase internal communication, project management and coordination of services.
Utah Education Network
FY 2009 Tactical Plan

I. WIDE AREA NETWORK
Operate, maintain, and expand a reliable and secure high speed network, connecting every public school, college, university and public library in Utah.

To achieve this goal, UEN will pursue the following objectives:

A. Operate and maintain the UEN network based on best practices and standards.
   1. Catalog and maintain a circuit database.
   3. Develop and support an Internet content filtering system for K-12 and Libraries.
   4. Standardize how we develop and rollout future network deployments.
   5. Monitor the backbone to identify bandwidth, security, and utilization issues; and to increase capacity as necessary.
   6. Monitor endsites to identify bandwidth, security and reachability.
   7. Continue to develop tools which provide essential information about the network.
   8. Increase Network Operations and Field Operations Staff.
   9. Strengthen operational coordination between Technical and Instructional Services departments and staff members.
   10. Develop tools and reports to better manage network assets.

B. Increase reliability of the network to 99.999%.
   1. Provide redundancy for UEN critical services and network connections.
   2. Increase network effectiveness at locations where diverse paths exist, i.e. fast re-route, efficient routing, etc.
   3. Continue to explore diverse path options throughout the backbone.
   4. Develop a plan to provide a redundant handoff point for district offices.
   5. Perform scheduled maintenance according to best practices and standards.
   6. Monitor and respond to network outages.

C. Increase network capacity by upgrading remaining higher education campuses and secondary schools to high speed broadband connectivity.
   1. Complete phase 6 Ethernet projects (K-12).
   2. Manage high bandwidth sites and provide additional resources allowed by UEN policy.
   3. Continue to use E-Rate funds to develop broadband access throughout the state.
   4. Explore additional needs for UEN Points of Presence (PoP) sites.
   5. Work with UTOPIA and other community networks to leverage network resources.
   6. Encourage cooperation between local telephone companies and community networks

D. Work with USOE and school district leaders to develop a strategy to provide high capacity network connections to remaining elementary schools.
   1. Continue to work with Districts that have allocated funds for broadband elementary connectivity.
   2. Continue to work with the State Office of Education and Districts to outline a multi-phase project plan for future upgrades in broadband to elementary schools.

E. Provide support to district and higher education technology staff to ensure that the enhanced capacity and reliability of the network is fully utilized.
### F. Expand Internet capacity to meet growth in network traffic.

1. Explore additional alternate Internet Point of Presence (PoP) sites.
2. Explore, develop and implement ways to keep local network traffic local.
3. Work with CENIC and FRGP to develop NLR TransitRail for national peering opportunities.

### G. Protect the network through improved security and security practices.

1. Continue UtahSAINT user group.
   a. Keep current and publish security contacts list.
   b. Conduct AdHoc Security calls.
   c. Plan and conduct one security conference per year (UtahSAINT).
   d. Support other State security activities.
   e. Develop single-issue forums for specific needs.
2. Provide leadership role for security expertise and assistance as required by districts and higher education institutions.
   a. Work with Regional Service Centers to perform Network Security Assessments on school districts.
   b. Assist with security configuration and design.
   c. Provide security monitoring and reports.
3. Work with Steering Committee to develop security policies.
4. Continue to develop security monitoring tools.
5. Work with state CIO and institutions to support USHE security audits as required.

### H. Support the high capacity/high speed network needs of university researchers.

1. Continue participation in national and regional network partnerships (Internet 2, National Lambda Rail, The Quilt, and Western Lights).
2. Continue to work within the SURIN Board as directed by the UEN Steering Committee.
3. Provision network to accommodate research requirements.
4. Work with UDOT and DTS to place fiber between UofU and USU to support research.
5. Investigate UEN’s role in USTAR project.
7. Assist UofU as technical resource in the planning and development of their new data center.

### I. Provide technical leadership and staff/stakeholder development.

1. Undertake outreach and promotion efforts of Wide Area Network projects.
2. Work with the Steering Committee to formalize Regional Technical Forums.
3. Define expectations (i.e., frequency of meetings, leadership roles, format, participants, etc.) of regional technical forums.
4. Establish annual reporting relationship between regional leaders and UEN Steering Committee.
5. Provide leadership in technical training; including expanded regional training, greater depth, more frequent and topic-specific training at tech summits, and refined security training.
6. Provide training and leadership for improving LAN reliability and speed on a local level.
7. Expand advocate program to libraries, USDB, Charter Schools.
8. Support USHE IT staff in efforts to increase operational expertise across all institutions and explore possibility of taking advantage of virtual staff or staff leasing.
9. Support the CIO’s and TCC to research and develop a disaster recovery plan for network and planning to provide back up equipment and staffing for emergency situations.
II. EDUCATIONAL WEB RESOURCES
Aggregate and deliver a suite of high quality Web-based educational resources to support best practices in teaching and learning.

To achieve this goal, UEN will pursue the following objectives:

A. Host, support, and maintain web projects and services.
   1. Coordinate lesson plan development and publishing with USOE.
   2. Expand and maintain core curriculum resource database.
   4. Conduct Web site and link clean-up.
   5. Update Professional Development Management System.
   6. Continue development of my.uen.

B. Develop and implement new and expanded web resources.
   1. Develop Textbook Alignment project for USOE.
   2. Expand CACTUS interface as defined by USOE.
   4. Enhance personalization features for uen.org and my.uen.

C. Promote new and existing UEN Web services through technology, outreach, special events and media relations.
   1. Discuss, plan, and develop promotion and communication plans at the monthly Instructional Services/Public Communication Coordination meeting.
   2. Produce and distribute NetNews Newsletters for public education and higher education.
   3. Promote UEN services and resources with online NetNews features on uen.org.
   4. Feature uen.org at statewide conferences and exhibits.

D. Support administrative activities for the uen.org Web site.
   1. Gather, review, and post monthly web statistics.
   2. Sunset obsolete web services in accordance with established policies.

III. ENTERPRISE SOLUTIONS
License, host and maintain statewide enterprise solutions supporting public education, higher education, and libraries.

To achieve this goal, UEN will pursue the following objectives:

A. Host, support and maintain existing enterprise solutions and train managing personnel.
   1. Expand Pioneer Library in key need areas; explore an interface merger between Higher Education Pioneer and the Mountain West Digital Library.
   2. Maintain IP Address listings for Pioneer Library.
   4. Refine CMS hardware monitoring and outage notification processes and tools.
   6. Maintain Blackboard Vista consortium licenses for higher education institutions.
   7. Maintain Blackboard Vista software by applying required service packs and updates as needed.
8. Maintain consortium Respondus license and provide support escalation between institutions and Respondus.
9. Provide institution administration support and training and act as escalation agent with Blackboard and Respondus.
10. Enable individual CMS section backup recovery from a remote database.
11. Review and update service level agreements with CMS hosted institutions.
12. Maintain SIS integrations and automated account and enrollment batch processing for CMS hosted institutions.
13. Support University of Utah migration from CE6 to UEN hosted Blackboard Vista.
14. Support and facilitate inter-institution collaboration in building, maintaining and delivering shared online course content.
16. Manage consortium/vendor relations with WIMBA.
17. Assist higher education institutions and EHS with WIMBA/Blackboard integration.
18. Provide ad-hoc WIMBA account support for institutions where UEN is acting as the WIMBA technical administrator.
19. Coordinate collaborative development of WIMBA orientation materials.
20. Maintain North Plains TeleScope Enterprise digital asset management system software license.
21. Upgrade TeleScope to version 8.3 and apply software patches and updates as needed to maintain system performance and reliability.
22. Digitize, encode, ingest and catalog UIMC, KUED and UEN provided education media assets.
23. Manage and maintain hosted media assets.

B. Expand existing service functionality or implement new enterprise solutions services to meet stakeholder needs.

1. Develop and pilot-test a Preschool Pioneer Library service in coordination with districts and KUED.
2. Build eMedia and CollegeMedia content to support key areas such as STEM and Concurrent Enrollment.
3. Develop federated searching of eMedia from K-12 Pioneer Library.
4. Facilitate discussion of Blackboard licensing & CMS alternatives for higher education and EHS.
5. Negotiate and secure new Blackboard licensing based on institutional input.
6. Deploy a standby CMS database to provide data redundancy.
7. Install additional hardware infrastructure to support increased load from UofU migration.
8. Develop remote database section backup and recovery capabilities for institution administrators.
10. Redesign and publish a Vista-admin support webpage and knowledge base.
11. Integrate WIMBA Classroom with my.uen for K12.
12. Integrate WIMBA Voice with my.uen for K12.
14. Explore phone bridge options for K12 WIMBA.
15. Upgrade TeleScope software to version 8.3.
16. Upgrade TeleScope Video Manager to Video Manager 2.
17. Install and configure TeleScope Distribution Broker to support Youth-in-Custody datacasting.
18. Install and train key UEN staff on TeleScope integration broker.
19. Modify customized TeleScope interfaces to incorporate appropriate 8.3 new features.
20. Research and implement more efficient video ingest and captioning systems and workflows.
21. Develop data provider capability in the UEN digital asset management system so that metadata may be harvested by the Mountain West Digital Library.
22. Provide technical consulting and build basic integration with the PBS EDCAR media sharing project.
23. Develop infrastructure supporting DMS access to specified media from UEN and KUED Web sites.
24. Plan and design DMS/my.uen integration.
25. Pursue DMS integration with Course Management Service in partnership with North Plains.

### C. Increase awareness and use of enterprise services. Provide service reports.

1. Support the Pioneer Library advocates.
2. Develop and implement Pioneer Library promotion tactics and collateral materials.
3. Publish Pioneer Library product usage reports to the UEN Web site.
4. Publish and maintain a CMS service basic information webpage.
5. Publish overall CMS service usage reports to the UEN Web site.
6. Develop Vista report generation capabilities for hosted institutions.
7. Provide sponsorship for the Teaching with Technology Idea Exchange conference with UVU.
8. Participate in institutional faculty awareness events as requested.
9. Publish and maintain a WIMBA Conferencing Service basic information webpage.
10. Identify and support WIMBA advocates at each institution and K12.
11. Develop and deliver WIMBA technical orientation information to TCC and campus IT departments.
12. Institute a monthly WIMBA orientation and best practices webinar series promoted through UEN Web site and UEN news email lists.
13. Demonstrate WIMBA and facilitate key events with stakeholders to model WCS benefits and best practices.
14. Publish and maintain a DMS service basic information webpage.
15. Publish RSS announcements for announcing features and new content available via the DMS.
16. Provide quarterly reports on DMS access and media download activity.

### D. With USHE CIO’s and the TCC, investigate other services or IT functions that might be centrally hosted by UEN.

1. Explore feasibility of centrally hosting campus SIS such as Banner.
2. Research consortium licensing for tools to create standards-based portable learning content.
3. Foster collaboration and information sharing with other state networks around the topic of centrally hosted enterprise services.
4. Explore single sign-on technologies and standards and what roles UEN could serve in identity management.
5. Assist USHE CIO’s and TCC to evaluate centrally managed disaster recovery services and the role UEN should perform in providing that service.

### IV. DISTANCE EDUCATION

Deliver Distance Education classes and programs offered by public and higher education that use real time and on demand, reliable, high quality interactive video conferencing technologies.

**To achieve this goal, UEN will pursue the following objectives:**

### A. Support and maintain IVC systems.

1. Streamline and improve technical support through VOC and UEN Logistics.
2. Update certifications, validations, inventory and equipment documentation.
3. Upgrade and update all formats of IVC training materials.
4. Update and keep current web pages for IVC.
5. Upgrade site equipment when applicable to comply with current standards.
6. Continue support of course scheduling process.
7. Continue to support of UEN Distance Education Catalog.

B. Research, design, and implement new Distance Education integrated resources.

   1. Evaluate new and emerging video technologies.
   2. Establish guidelines for ad-hoc network.
   3. Integrate IVC and WIMBA resources.
   4. Integrate IVC and Course Management System, eMedia, eCollege Media, and other application technologies.
   5. Implement desktop conferencing solution.
   6. Evaluate interactive media for integration into Distance Education.

C. Revise IVC policies, develop operational practices and procedures to reflect new technical systems

   1. Increase internal communication, project management, and coordination.
   2. Create UEN Steering Committee advisory group to consider and review relevant issues.
   3. Develop and support IVC purchasing/vendor agreements.

D. Promote new and existing UEN IVC services through outreach, special events, media, and technology.

   1. Discuss transition from current funding practices for IVC equipment and circuits to site based funding mechanisms.
   2. Provide and distribute new applications for HDTV.
   3. Help institutions promote Distance Education courses they offer.
   4. Investigate new methods of communication of IVC information to stakeholders.

V. BROADCAST SERVICES

Educate, engage, and enrich the lives of Utah citizens through broadcast programs and services with UEN-TV.

To achieve this goal, UEN will pursue the following objectives:

A. Continue programming and outreach for education stakeholder groups.

   1. Program blocks and interstitials for targeted areas.
   2. Conduct research into the use of the channel by teachers, students and general viewers.
   3. Promote academic majors in high need areas: nursing, engineering, teacher education, math, technology, science, and work with Institutions to further promote their services and education programs.
   4. Enable and encourage locally produced programs, particularly students and teachers.
   5. Develop and support more statewide partnership-specific programs.

B. Implement new projects to support educational programming and outreach.

   1. Utilize broadcast airwaves to promote UEN services and increase channel promotion.
   2. Develop and program on-air education calendar of events.
   3. Work with K-12 administrators and USOE to promote effective uses of multimedia in the classroom.
### C. Support broadcast engineering infrastructure.

1. Expand digital translator system.
3. Implement Next Generation Interconnection System (NGIS).

### D. Manage station administrative projects; document and report on results.

1. Datacast educational media to youth in custody; explore this as an adult corrections service and find other potential clients for datacast services.
2. Develop expanded adult basic education services in coordination with Adult Ed providers.
3. Coordinate with national programming consortia and affinity groups.
5. Feed monthly Comcast video on demand service and metadata.

### VI. PROFESSIONAL DEVELOPMENT

Provide professional development opportunities to improve the quality of K-20 instruction and assure effective implementation of technology in education.

*To achieve this goal, UEN will pursue the following objectives:*

#### A. Assess and respond to changing technology professional development needs.

1. Teach classes and report participation statistics.
2. Develop new courses.
3. Reduce paper handouts; increase video tutorials, improve my.uen web pages.
4. Update course evaluation to 5* with single comment system.
5. Survey UEN-TV participants regarding courses no longer available for broadcast; survey registrants by email regarding how or who referred them; survey participants on 6-12 month outcomes of their course participation.

#### B. Implement non-traditional methods for providing technology integration professional development.

1. Develop use of WIMBA to manage online courses more effectively.
2. Incorporate "office hours" using WIMBA.
3. Create opportunities for more cross-state collaboration using WIMBA.
4. Revise online course model to enable more participation.
5. Explore alternatives/new partners for UEN-TV workshops that provide subject-specific curriculum.
6. Increase interactivity in online courses without increasing facilitator time commitment.
7. Explore expanding Faculty Lounge concept to increase awareness and usage of eMedia, Pioneer, and other new media resources.

#### C. Maximize use of current communication channels and develop additional audiences.

1. Develop "viral marketing" using 2.0 tools.
2. Develop commercials and tech minute videos for broadcast and web sharing.
3. Reach out to recertifying teachers who are not in the classroom.
4. Explore course rating and recommendation system for incorporation in PDMS.
VII. GOVERNANCE AND ACCOUNTABILITY
Coordinate educational technology governance across the state, and be accountable to our stakeholders through communication, measurement, and reporting on UEN services.

To achieve this goal, UEN will pursue the following objectives:

A. Coordinate UEN Steering Committee, subcommittee, advisory committee, and constituent meeting groups.
   1. Utilize the annual strategic planning and budget process.
   2. Regularly update the UEN policy manual.

B. Request new funding for UEN priorities and maximize state funds through external grants, E-Rate, and other revenue sources.
   1. Develop briefing papers and documents in support of funding requests.
   2. Seek grant and foundation funds; coordinate these projects with stakeholders as appropriate.
   3. Coordinate E-Rate process with SLD, K-12 Districts, Libraries, and telecommunications providers.
   4. Support 21st Century ETI as determined by the Steering Committee.

C. Track UEN performance, projects, services and communicate with stakeholders regarding our work.
   1. Provide quarterly performance dashboards and other reports as requested to Steering Committee and other appropriate entities, including public and higher education regional, district, and campus level entities.
   3. Assure that the UEN Service Catalog and Service Level Agreements with stakeholder groups are in place and current.
   4. Strengthen communications about UEN with Steering Committee and to public and higher education administrators, staff, and faculty.

D. Increase internal communication, project management and coordination of services.
   1. Hold bi-monthly managers meetings and weekly executive meetings to improve cross-department communication.
   2. Build skills and knowledge of UEN staff through professional development, industry publications, conferences, workshops and membership in professional organizations.
Mission
We network to create educational opportunities, connect citizens and collaborate with partners

Vision
Be Utah’s most trusted, accessible and recognized partner for innovation in educational technology

Values
Caring – Supporting community, customers, and co-workers
Leadership – Advancing relationships and encouraging ideas
Integrity – Keeping our promises
Communication – Listening to meet needs
Service – Benefiting our partners

Needs
Utah faces unprecedented challenges and opportunities as the first decade of the 21st century draws to a close. The state leads the nation in population growth according to new census data. Utah also continues to be the nation’s youngest state. Nearly one-in-ten Utahns are under the age of five. The state has the nation’s lowest median age, at 28.5 years. Even so Utah is also poised for a burgeoning group of senior citizens as baby boomers age. In just five years, it is estimated that one Utahn will turn 65 every 15 minutes. From preschoolers to the elderly, from graduate students to first graders, almost all Utahns use services of the Utah Education in their schools, libraries and communities.

Utah’s public schools, colleges, and universities depend on UEN to perform their missions. UEN provides Internet and network connectivity to every public school, college and university through the UEN wide area network. The Network also manages a statewide video conferencing system and hosts enterprise-level software applications for our public and higher education partners. In addition, UEN offers instructional programming and life-long learning opportunities through KUEN, a 24/7 television station which reaches most Utah citizens. UEN also supports a growing range of rich educational resources at UEN’s website, www.uen.org; and provides professional development in technology to Utah educators.

For thousands of Utah students and educators, the Internet is their school, classroom, meeting place, and library. The Internet must be accessible to every educator, student,
administrator, and staff member from any location and at all times. It is the data and communications distribution system used to deliver hundreds of administrative, academic and student support applications affecting every student, educator, and staff member countless times each day. To ensure full-time access to the Internet, UEN must provide reliable, high capacity, and scalable network connections.

Network capacity reached an all time high on Tuesday, January 20, 2009 with the inauguration of President Obama. Inbound traffic from UEN’s multiple Internet providers more than quadrupled reaching 90 percent of the capacity of some of our vendors. To keep up with growth in demand, UEN works collaboratively with college and university and school district leaders and Utah telecommunications providers to increase the capacity of network connections throughout the state.

In the Utah System of Higher Education, enrollment in online, technology-enhanced, Interactive Video Conferencing, and KUEN classes has grown dramatically for the past several years. Technologically-delivered courses and course components are quickly becoming the norm. In the FY 2009 UEN charted more than 5.6 million visitors to Vista Course Management Service. Enrollment in the Utah Electronic High School has also increased significantly from 23,000 students the previous year to more than 29,000 currently. Because of these trends educators, public and higher education staff members, and UEN employees must be technologically competent. UEN plays a key role in providing training to its own staff members, and to teachers, faculty members, and technology staff members in educational organizations throughout the state.

UEN is driven by the diverse needs of education in a time of rapid growth and change. As it responds to these needs, it grows in complexity, and supports more services at more locations. The result is increased pressure on all of us to meaningfully connect, create and collaborate for the mutual benefit of all regions of the state, all levels of education, and ultimately all citizens. Improved coordination of IT policies and backbone infrastructure will guarantee effective sharing of resources, lower prices through joint purchasing, and assure efficient use of technical support and training as UEN staff members work collaboratively with their public and higher education colleagues. Gaps in effective coordination, planning, and governance must be identified and eliminated.

Significant challenges face us during the coming year. Although Utah’s economy is among the nation’s best, no state has escaped the nation’s most serious economic downturn in eight decades. State financial resources must be creatively prioritized to meet numerous compelling needs. UEN must achieve the greatest value possible from limited state resources, and continue to successfully seek grants and other revenue sources to augment state funds. By networking people and technology, by fostering connections and collaboration, UEN and its partners can help education and the state at large meet the challenges and the opportunities we face in the decade ahead.
# I. WIDE AREA NETWORK

Operate, maintain, and expand a free, reliable and secure high speed network, connecting every public school, college, university and public library in Utah.

To achieve this goal, UEN will pursue the following objectives:

## A. Operate and maintain the UEN network based on best practices and standards.

1. Catalog and maintain a circuit database.
3. Continue to develop and support an Internet content filtering system for K-12 and Libraries.
4. Standardize how we develop and rollout future network deployments.
5. Monitor the backbone to identify bandwidth, security, and utilization issues; and to increase capacity as necessary.
6. Monitor endsites to identify bandwidth, security and reachability.
7. Continue to develop tools which provide essential information about the network.
8. Work smarter with decreased Network Operations and Field Operations Staff.
9. Strengthen operational coordination between Technical and Instructional Services departments and staff members.
10. Develop tools and reports to better manage network assets.

## B. Increase reliability of the network to 99.999%.

1. Provide redundancy for core UEN critical services and network connections.
2. Increase network effectiveness at locations where diverse paths exist, i.e. fast re-route, efficient routing, consolidation of data centers.
3. Continue to explore diverse path options throughout the backbone.
4. Develop a plan to provide a redundant handoff point for district offices.
5. Perform scheduled maintenance according to best practices and standards.
6. Monitor and respond to network outages.

## C. Increase network capacity by upgrading remaining elementary and charter schools to high speed broadband connectivity.

1. Continue toward completion of phase 6 Ethernet projects (K-12) in close partnership with districts and charters.
2. Manage high bandwidth sites and provide additional resources allowed by UEN policy.
3. Continue to use E-Rate funds to develop broadband access throughout the state.
4. Explore additional needs for UEN Points of Presence (PoP) sites.
5. Continue to work with community networks to leverage network resources.
6. Encourage cooperation and foster relationships between local telephone companies and community networks.
7. Continue to work with Districts that have allocated funds for broadband elementary connectivity.
8. Continue to work with the State Office of Education, Districts and charter schools to outline a multi-phase project plan for future upgrades in broadband to elementary and charter schools.

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<tr>
<th>D. Provide support to district and higher education technology staff to ensure that the enhanced capacity and reliability of the network is fully utilized.</th>
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<tbody>
<tr>
<td>1. Post and share collaborative tools.</td>
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<tr>
<th>E. Expand Internet capacity to meet growth in network traffic.</th>
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<tbody>
<tr>
<td>1. Explore additional alternate Internet Point of Presence (PoP) sites.</td>
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<td>2. Explore, develop and implement ways to keep local network traffic local.</td>
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<td>3. Work with FRGP and other intermountain state network organizations to develop national peering opportunities.</td>
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<th>F. Protect the network through improved security and security practices.</th>
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<tbody>
<tr>
<td>1. Continue UtahSAINT user group.</td>
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<tr>
<td>a. Keep current and publish security contacts list.</td>
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<td>b. Conduct AdHoc Security calls.</td>
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<td>c. Plan and conduct one security conference per year (UtahSAINT).</td>
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<td>d. Support other State security activities.</td>
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<td>e. Develop single-issue forums for specific needs.</td>
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<tr>
<td>2. Provide a leadership role for security expertise and assistance as required by districts and higher education institutions.</td>
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<tr>
<td>a. Work with Regional Service Centers to perform Network Security Assessments on school districts.</td>
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<td>b. Assist with security configuration and design.</td>
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<td>c. Provide security monitoring and reports.</td>
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<td>3. Work with the Steering Committee to develop security policies.</td>
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<td>4. Continue to develop security monitoring tools.</td>
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<td>5. Work with the state CIO and institutions to support USHE security audits as required.</td>
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<th>G. Support the high capacity/high speed network needs of university researchers.</th>
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<tbody>
<tr>
<td>1. Continue participation in national and regional network partnerships (Internet 2, National Lambda Rail, The Quilt, and Western Lights).</td>
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<td>2. Continue to work within the SURIN Board as directed by the UEN Steering Committee.</td>
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<td>3. Provision the network to accommodate research requirements.</td>
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<td>4. Work with UDOT and DTS to place fiber between UofU and USU to support research.</td>
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<tr>
<td>5. Investigate UEN's role in the USTAR project.</td>
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</table>
6. Support development of the Utah Fiber Infrastructure Project.
7. Assist the UoF as a technical resource in the planning and development of its new data center and metro fiber ring.

H. Provide technical leadership and staff/stakeholder development.

1. Undertake outreach and promotion efforts of Wide Area Network projects.
2. Work with the Steering Committee to formalize Regional Technical Forums.
3. Define expectations (i.e., frequency of meetings, leadership roles, format, participants, etc.) of regional technical forums.
4. Establish an annual reporting relationship between regional leaders and the UEN Steering Committee.
5. Provide leadership in technical training: including expanded regional training, greater depth, more frequent and topic-specific training at tech summits, and refined security training.
6. Provide training and leadership for improving LAN reliability and speed on a local level.
7. Expand advocate program to libraries, USDB, and Charter Schools.
8. Support USHE IT staff in efforts to increase operational expertise across all institutions and explore the possibility of taking advantage of virtual staff or staff leasing.
9. Support the CIO’s and TCC to research and develop a disaster recovery plan for the network and planning to provide back up equipment and staffing for emergency situations.

II. EDUCATIONAL WEB RESOURCES
Aggregate and deliver a suite of free high quality Web-based educational resources to support core services and best practices in teaching and learning.

To achieve this goal, UEN will pursue the following objectives:

A. Host, support, and maintain web projects and services.

1. Move uen.org to new hardware.
2. Review and update code on legacy applications.
3. Coordinate lesson plan development and publishing with USOE.
4. Expand and maintain the core curriculum resource database.
5. Conduct website and link clean-up.
6. Update my.uen portal software.
7. Create Core Management interface to update the core database.
8. Expand the Tech Services Projects Interface to include Regional Priorities.
9. Consolidate UTIPS testing server with USOE server.

B. Develop and implement new and expanded web resources.

2. Expand CACTUS interface as defined by USOE.
3. Launch blog portlets for my.uen.
4. Consult with USOE on development of an online interface to share instructional resources.
5. Develop web modules with educational resources that end users can drop onto their web pages.
7. Increase user interactivity on uen.org.
8. Improve and expand NetSafeUtah and Financial Literacy web sites (pending grant results).
9. Develop Climate Literacy website (pending grant results).
10. Create a web interface for Higher Education Math/Science Education project.

C. Promote new and existing UEN Web services through technology, outreach, special events and media relations.

1. Discuss, plan, and develop promotion and communication at the monthly Instructional Services/Public Communication Coordination meeting.
2. Produce and distribute NetNews Newsletters for public education and higher education.
3. Promote UEN’s key services and resources in a variety of ways.
4. Increase readership and click through rates of UEN-hosted enewsletters and interactive content.

D. Support administrative activities for the uen.org site.

1. Gather, review, and post monthly web statistics.
2. Sunset obsolete web services in accordance with established policies.

III. ENTERPRISE SOLUTIONS
License, host and maintain statewide enterprise solutions supporting public education, higher education, and libraries.

To achieve this goal, UEN will pursue the following objectives:

A. Host, support and maintain existing enterprise solutions.

1. Support license, host, and promote the Pioneer Library, Preschool Pioneer, CMS (Course Management Service) and associated software, eMedia/CollegeMedia, and Moodle for Utah Electronic High School.
2. Provide support escalation between vendors and institutions as needed.
3. Review and update service level agreements with CMS hosted institutions.
4. Support and facilitate inter-institution collaboration with shared online content.
5. Ingest and catalog UIMC, KUED, and UEN media assets; maintain existing assets.

B. Expand existing service functionality or implement new enterprise solutions services to meet stakeholder needs.

1. Install Flash I-Piece. Make necessary changes to DMS (Digital Media Service) system and metadata model.
2. Develop federated searching of eMedia using Primo.
3. Facilitate discussion of CMS alternatives for higher education and K-12 communities.
4. Install additional hardware infrastructure to support increased CMS load.
5. Explore Vista single sign-on via Luminus campus portal for SLCC, CEU, Snow, and Dixie.
6. Redesign and publish a Vista-admin support webpage and knowledge base.
8. Explore phone bridge options for K12 WIMBA.
9. Install and train key UEN staff on TeleScope integration broker, to allow integration with the PBS EDCAR media-sharing project in addition to other online libraries.
10. Expand the Utah DMS assets through collaboration with PBS and other stations/services.
11. Develop North Plains customization for permanent links to individual assets.
12. Implement adding closed captions into video encoding workflow.
13. Define UENs role and support for USUs Open Courseware initiative.
14. Plan and design DMS / my.uen integration.
15. Pursue DMS integration with Course Management Service in partnership with North Plains, Equella, and the University of Utah.

C. Increase awareness and use of enterprise services. Provide service reports.

1. Support the Pioneer Library advocates, promotion, and outreach.
2. Continue developing Vista report generation capabilities for hosted institutions.
3. Pilot test, design, and deliver tools at open house events in coordination with institutions.
4. Redesign and maintain a DMS service basic information webpage.
5. Publish RSS announcements of features and new content available via the DMS.
6. Provide and publish quarterly reports on DMS access and media download activity.
7. Design and publish training materials for DMS, including video tutorials to assist users in troubleshooting common problems.

D. With USHE CIOs and the TCC, investigate other services or IT functions that might be centrally hosted by UEN.

1. Explore feasibility of centrally hosting campus SIS such as Banner.
2. Research consortium licensing for tools to create standards-based portable learning content.
3. Foster collaboration and information sharing with other state networks around the topic of centrally hosted enterprise services.
4. Explore single sign-on technologies and standards and what roles UEN could serve in identity management.
5. Assist USHE CIOs and TCC to evaluate centrally managed disaster recovery services and the role UEN should perform in providing that service.
IV. DISTANCE EDUCATION
Deliver Core Distance Education classes and programs offered by public and higher education that use real
time and on demand, reliable, high quality interactive video conferencing technologies.

To achieve this goal, UEN will pursue the following objectives:

A. Support and maintain core IVC systems.

1. Continue to improve technical support and efficiency in the Technical Services Support Center (formerly VOC).
2. Maintain certifications, validations, inventory and equipment documentation.
3. Provide training and applications for delivery services and content services.
4. Update and maintain web pages for IVC (Interactive Video Conferencing).
5. Upgrade site equipment when applicable to comply with current standards.
6. Continue support of the course scheduling process.
7. Obtain IVC server provider status.
8. Continue to support UEN Distance Education Catalog.

B. Research, design, and implement new Distance Education integrated resources.

1. Continue to evaluate new and emerging video technologies.
2. Enable extension of both IVC and desktop conferencing solutions.
3. Continue efforts to integrate IVC and WIMBA resources.
4. Integrate IVC and Course Management System, eMedia, eCollege Media, and other application technologies.
5. Provide engineering resources and lab for testing new technologies.
6. Evaluate interactive media for integration into Distance Education.

C. Revise IVC policies, develop operational practices and procedures to reflect new technical systems.

1. Increase internal communication, project management, and coordination.
2. Create UEN Steering Committee advisory group to consider and review relevant issues.
3. Develop and support IVC purchasing/vendor/stakeholder project agreements.
4. Continue assignment of billing and facilitation responsibilities to ready individual institutions.
5. Create internal UEN Distance Education Management team.

D. Promote new and existing UEN IVC services through outreach, special events and media.

1. Increase school district Technical Coordinators’ and educators’ understanding of Interactive Video Conferencing Services to improve satisfaction with use of system.
2. Continue transition from current funding practices for IVC equipment and circuits to site based funding mechanisms.
3. Provide and distribute new applications for HDTV.
4. Promote IVC and increase advocacy for IVC on Steering Committee and elsewhere across state.
5. Participate in faculty support open houses highlighting IVC services and tools on campuses.

V. BROADCAST SERVICES
Educate, engage and enrich the lives of Utah citizens through broadcast programs and services with UEN-TV.

To achieve this goal, UEN will pursue the following objectives:

A. Continue programming and outreach for education stakeholder groups.
   1. Program blocks and interstitials for targeted areas.
   2. Conduct research into the use of the channel by teachers, students and general viewers.
   3. Support high need academic programming and outreach (adult basic ed., job training, child care, educational technology, teacher licensing, STEM).
   4. Enable and encourage locally produced programs, particularly by students and teachers.
   5. Develop and support more statewide partnership-specific programs.

B. Implement new projects to support educational programming and outreach.
   1. Utilize broadcast airwaves to promote UEN services and increase channel promotion.
   2. Coordinate screening events with institutions, departments, and community partners; report on the results of these events.

C. Support broadcast engineering infrastructure.
   1. Expand digital translator system.
   3. Implement Next Generation Interconnection System (NGIS).

D. Manage station administrative projects; document and report on results.
   1. Coordinate with national programming consortia and affinity groups.
   2. Continue cable relations for carriage of UEN-TV digital channels.
   3. Manage grant projects (Internet Safety, STEM, Financial Literacy, etc.).

VI. PROFESSIONAL DEVELOPMENT
Provide cost effective development opportunities to improve the quality of K-20.

To achieve this goal, UEN will pursue the following objectives:

A. Assess and respond to changing technology professional development needs.
   1. Teach classes and report participation statistics.
   2. Develop new courses.
3. Increase video tutorials, increase visibility of staff my.uen web pages for course resources.
4. Survey participants on 6-12 month outcomes of their course participation.
5. Re-design professional development home page for more participant input and interactivity.

B. Implement non-traditional methods for providing technology integration professional development.

1. Develop use of WIMBA to manage online courses more effectively.
2. Incorporate "office hours" using WIMBA.
3. Increase interactivity in online courses without increasing facilitator time commitment.
4. Create new online course model for instruction about Wimba targeted for higher education.

C. Maximize use of current communication channels and develop additional audiences.

1. Develop "viral marketing" using 2.0 tools.
2. Develop tech minute videos and other content for broadcast and web sharing.
3. Explore course rating and recommendation system for incorporation in PDMS.
4. Explore working with public libraries to inform more educators about professional development.

VII. GOVERNANCE AND ACCOUNTABILITY

Coordinate educational technology governance across the state, and be accountable to our stakeholders.

To achieve this goal, UEN will pursue the following objectives:

A. Coordinate UEN Steering Committee, subcommittee, advisory committee and constituent meetings.

1. Involve broad representation when making network/system decisions.
2. Regularly update the UEN policy manual.

B. Request new funding for UEN priorities and maximize state funds through external grants, E-Rate, and federal stimulus monies.

1. Develop briefing papers and documents in support of funding requests.
2. Seek grant and foundation funds; coordinate these projects with stakeholders as appropriate.
3. Coordinate E-Rate process with SLD, K-12 Districts, Libraries, Head Start, and telecom providers.
4. Facilitate creation of Higher Education purchasing group - libraries, IT, education, E-Media.
5. Seek out and foster readimade funding partnerships.
6. Match federal stimulus funding opportunities to local needs.

C. Track UEN performance, projects, and services and communicate with stakeholders concerning our progress.

1. Provide monthly and quarterly performance dashboards to Steering Committee and to public and higher education regional, district, and campus level entities.
3. Assure the UEN Service Level and Connection Agreements with stakeholder groups are in place and current.
4. Highlight UEN services and tools at faculty open houses on campuses.
5. Focus on promoting UEN successes with Steering Committee and with education and community partners.

D. Increase internal communication, project management and coordination of services.

1. Hold bi-monthly managers meetings, weekly executive meetings, and project team meetings to improve cross-department communication.
2. Build skills and knowledge of UEN staff through professional development, industry publications, conferences, workshops and membership in professional organizations.
Utah Education Network
FY 2011 Strategic Plan

Mission
We network to create educational opportunities, connect citizens and collaborate with partners.

Vision
Be Utah's most trusted, accessible and recognized partner for innovation in educational technology.

Values
CARING – Supporting community, customers, and co-workers
LEADERSHIP – Advancing relationships and encouraging ideas
INTEGRITY – Keeping our promises
COMMUNICATION – Listening to meet needs
SERVICE – Benefiting our partners

Needs
Utah faces many educational and economic challenges and opportunities in 2011. Due to the recession in the national and state economy, school districts and higher educational institutions including UEN have had to do far more with less staff and funding resources. Utah's public schools, colleges, and universities perform their missions each day on the UEN network. Utah's public schools continue to accommodate additional students with less funding. Utah's higher education institutions are experiencing record enrollments; many have double-digit growth over last year. For example, the Utah System of Higher Education (USHE) student enrollment for the Spring 2010 semester increased by 13,104 total students over Spring 2009, a 9.48% increase. This is the largest year-over-year increase in the state's history. Utah's population continues to grow at a steady rate, far exceeding national averages.

UTAH DEMOGRAPHICS*
Population: The state's official July 1, 2009 population was estimated to be 2.8 million, an increase of 1.5% from 2008.

Rate of Growth: The U.S. Census Bureau ranked Utah second among states with a population growth rate of 2.1% from 2008 to 2009. The U.S. Rate of Growth was 0.9%

Long-Term Projections: The state's population is projected to reach 3.7 million in 2020, 4.4 million in 2030, 5.2 million in 2040, and 6.0 million in 2050.

SCHOOL ENROLLMENT
In 2009, an estimated 563,273 students were in Utah's public education system, an increase of 12,260 students or 2.2% over 2008.

UEN provides Internet and network connectivity to every public school, college and university through the UEN Wide-Area-Network. UEN also manages a statewide interactive video conferencing system (IVC) and hosts enterprise-level software applications for our public and higher education partners. In addition, UEN offers instructional programming and life-long learning opportunities through KUEN, a 24/7 public television station which reaches most Utah citizens. UEN also supports a growing range of rich educational resources at UEN's website, www.uen.org; and provides professional development in technology to Utah educators.

*Source: Utah's 2010 Economic Summary, Governor's Office of Planning and Budget
For thousands of Utah students and educators, the Internet is their school, classroom, meeting place, and library. The Internet must be accessible to every educator, student, administrator, and staff member from any location and at all times. It is the data and communications distribution system used to deliver hundreds of administrative, academic and student support applications affecting every student, educator, and staff member countless times each day. To ensure full-time access to the Internet, UEN must provide reliable, high capacity, and scalable network connections.

To keep up with growing network capacity demands, UEN works collaboratively with college and university and school district leaders and Utah telecommunications providers to increase the capacity of network connections throughout the state. In the Utah System of Higher Education, enrollment in online, technology-enhanced, and Interactive Video Conferencing classes has grown dramatically for the past several years.

Enrollment in the Utah Electronic High School has continued to show growth. This past year, UEH granted 15,691 quarter credits towards high school graduation requirements. Because of the trends described above, educators, public and higher education staff members, and UEN employees must be technologically competent. UEN plays a key role in providing training to its own staff members, and to teachers, faculty members, and technology staff members in educational organizations throughout the state.

UEN is driven by the diverse needs of education in a time of rapid growth and change. As it responds to more diverse needs, it grows in complexity, and supports more services at more locations. The result is increased pressure on all of us to meaningfully connect, create and collaborate for the mutual benefit of all regions of the state, all levels of education, and ultimately all citizens. Improved coordination of IT policies and backbone infrastructure will guarantee effective sharing of resources, lower prices through joint purchasing, and assure efficient use of technical support and training as UEN staff members work collaboratively with their public and higher education colleagues. Gaps in effective coordination, planning, and governance must be identified and eliminated. There will be significant challenges facing us during the coming year.

Federal funding awarded to UEN through the Broadband Technology Opportunities Program (BTOP) at NTIA will provide exciting opportunities to invest in broadband infrastructure statewide for new community anchor institution (schools, libraries, and head start programs) connecting into UEN. These investments will result in economic development and community infrastructure with UEN as the anchor tenant that will benefit students, teachers and faculty, library patrons, residences, businesses, government agencies, and local economies.

Although Utah’s economy is still among the nation’s best, no state has escaped the nation’s most serious economic downturn in eight decades. State financial resources must be creatively prioritized to meet numerous compelling needs. UEN must achieve the greatest value possible from limited state resources, and continue to successfully seek grants and other revenue sources to augment state funds. By networking people and technology, by fostering connections and collaboration, UEN and its partners can help public and higher education and the state at large meet the challenges and the opportunities we face in the decade ahead.
I. WIDE AREA NETWORK

Operate, maintain, and expand a free, reliable and secure high speed network, connecting every public school, college, university and public library in Utah.

To achieve this goal, UEN will pursue the following objectives:

A. Operate and maintain the UEN network based on best practices and standards

1. Catalog and maintain a circuit database
2. Maintain an IP management database
3. Evaluate current filtering system and implement a 5-year plan for CIPA-compliant Internet content filtering system
4. Maintain standardization of network deployment process
5. Monitor the backbone to identify bandwidth, security, and utilization issues; and to increase capacity as necessary
6. Monitor endsites to identify bandwidth, security and reachability
7. Continue to develop tools which provide essential information about the network
8. Preserve and provide future increased Network Operations and Field Operations Staff
9. Strengthen operational coordination between Technical and Instructional Services departments and staff members
10. Support SURIN IPV 6 initiative (implementation on public facing servers, white paper, etc.)

B. Increase reliability of the network to 99.999%

1. Provide full 10GB WAN redundancy for core UEN network connections in North Ring and 1GB WAN redundancy in Southeast (Uintah Basin, Price, Blanding, Moab, etc.)
2. Increase network utilization at locations where diverse paths exist, i.e. fast re-route, efficient routing, consolidation of data centers
3. Continue to explore diverse path options throughout the backbone
4. Work to secure resources to provide diverse paths for District offices
5. Perform application-level monitoring to ensure good system performance and user experience
6. Monitor and respond to network outages

C. Increase network capacity by upgrading all remaining elementary and charter schools, all public libraries, and all head start centers to high speed broadband connectivity

1. Successful project management and implementation of broadband services to schools, libraries, and head starts for the BTOP Round 1 infrastructure grant
2. Ensure good communication and planning with UEN stakeholders in the BTOP implementation (develop website and regular updates)
3. Understand and expand UEN’s role as a Community Anchor network
4. Manage high bandwidth sites and provide additional resources allowed by UEN policy
5. Continue to use E-Rate funds to develop broadband access throughout the state
6. Explore additional needs for UEN Points of Presence (PoP) sites
7. Continue to work with community networks to leverage network resources
8. Encourage cooperation and foster relationships between local telephone companies and community networks
9. Continue to work with Districts that have allocated funds for broadband elementary connectivity
10. Continue to work with the State Office of Education, Districts and charter schools to outline a multi-phase project plan for future upgrades in broadband to elementary and charter schools

D. Provide support to district and higher education technology staff to ensure that the enhanced capacity and reliability of the network is fully utilized

1. Post and share collaborative tools
2. Develop a plan to provide services for UEN tools

E. Expand Internet capacity to meet growth in network traffic

1. Explore additional alternate Internet Point of Presence (PoP) sites
2. Explore, develop and implement ways to keep local network traffic local

F. Protect the network through improved security and security practices

1. Continue UtahSAINT user group
   a. Keep current and publish security contacts list
   b. Conduct AdHoc Security calls
   c. Plan and conduct one security conference per year (UtahSAINT)
   d. Support other State security activities
   e. Develop single-issue forums for specific needs
2. Provide a leadership role for security expertise and assistance as required by districts and higher education institutions
   a. Work with Regional Service Centers to perform Network Security Assessments on school districts
   b. Assist with security configuration and design
   c. Provide security monitoring and reports
3. Work with Steering Committee to develop security policies
4. Continue to develop security monitoring tools

G. Support the high capacity/high speed network needs of university researchers

1. Continue participation in national and regional network partnerships
2. Continue to work within the SURIN Board as directed by the UEN Steering Committee
3. Expand optical network capabilities to support emerging research requirements at the state’s research universities
4. Work with UDOT, UTA, and commercial partners to acquire fiber in Salt Lake Metro Ring, Logan and Provo Extensions
5. Play key network operation and development role in the NSF EPSCoR project for Utah
6. Assist the UofU as a technical resource in the planning and development of its new data center
7. Explore implementation of Internet2 ION (Interoperable On-demand Network) service in Utah

H. Provide network leadership and support to Utah state, county, municipal, and telehealth partners

1. Collaborate with Utah Telehealth Network (UTN) on UEN network access where feasible
2. Collaborate with DTS and county and municipal governments on UEN network access and Internet connectivity where feasible

I. Provide technical leadership and staff/stakeholder development

1. Continue to leverage economies of scale to minimize network operating costs, including Wide Area Network projects
2. Continue support of the Regional Technical Forums
3. Continue providing leadership in technical training: including regional training, technical summits, and UtahSAINT conference
4. Continue to provide LAN evaluation and consulting as requested
5. Expand advocate program to libraries, USD8, Charter Schools, and Head Starts
6. Support USHE NISST (network infrastructure server storage telecommunications) and Disaster Recovery Groups

II. EDUCATIONAL WEB RESOURCES
Aggregator and deliver a suite of high quality Web-based educational resources to support best practices in teaching and learning.

To achieve this goal, UEN will pursue the following objectives:

A. Host, support, and maintain web projects and services

1. Expand the Course Proposal interface to allow institutions to import data
2. Coordinate lesson plan development and publishing with USOE
3. Expand and maintain the core curriculum resource database
4. Conduct website and link clean-up
5. Continue to update the my.uen software as necessary
6. Develop new my.uen portlets, such as an image gallery
7. Move to centralized authentication service
8. Complete the Core Management interface to update the core database
9. Upgrade Sybase database and investigate migrating to MySQL
10. Review and either update code on legacy applications or End of Life

B. Develop and implement new and expanded web resources

1. Provide individual educator access to eMedia
2. Integrate WIMBA Voice with my.uen for K-12
3. Develop reporting tools for the Professional Development group
4. Develop mobile-friendly version of uen.org
5. Revise Professional Development’s web page
6. Complete Professional Development Management “Premium” Registration
7. Expand CACTUS interface as defined by USOE
8. Develop a new UEN-TV online broadcast schedule
9. Investigate the possibility of allowing individual educators to view test data in the state data warehouse
10. Implement an interface that will allow UEN departments to easily update their web pages
11. Implement a rating system for Professional Development courses
12. Develop a new interface for UIMC evaluations
13. Fulfill the requirements of the MISSION US grant
14. Support pending grants
15. Develop Climate Science website as defined by grant requirements
16. Work with partners to integrate assessment data, curriculum and instructional behavior where feasible

C. Promote new and existing UEN Web services through technology, outreach, special events and media relations

1. Discuss, plan, and develop promotion and communication at the monthly Instructional Services/Public Communication Coordination meeting
2. Produce and distribute NetNews Newsletters for public education and higher education
3. Promote UEN's key services and resources in a variety of ways
4. Increase readership and click through rates of UEN-hosted enewsletters and interactive content

D. Support administrative activities for the uen.org site

1. Gather, review, and post monthly web statistics
2. Sunset obsolete web services in accordance with established policies

III. ENTERPRISE SOLUTIONS
License, host and maintain statewide enterprise solutions supporting public education, higher education, and libraries.

To achieve this goal, UEN will pursue the following objectives:

A. Host, support and maintain existing enterprise solutions

1. Support license, host, and promote the Pioneer Library, Preschool Pioneer, CMS (Course Management Service) and associated software, eMedia/CollegeMedia, and Moodle for Utah Electronic High School
2. Provide support escalation between vendors and institutions as needed
3. Review and update service level agreements with CMS hosted institutions
4. Support and facilitate inter-institution collaboration with shared online content
5. Maintain UIMC, KUED, and UEN media assets
### B. Expand existing service functionality or implement new enterprise solutions services to meet stakeholder needs

1. Facilitate discussion of CMS alternatives for higher education and K-12 communities. Decide which CMS to support after Blackboard Vista and create a migration plan
2. Involve Chief Academic Officers in the evaluation of the CMS
3. Implement Primo searching for K-12 Pioneer and harvest the eMedia collection metadata from Equella
4. Install additional hardware infrastructure to support new CMS
5. Define and publish instructional use cases for various desktop conferencing software supported by UEN (Movi, ConferenceMe, Wimba)
6. Federate or aggregate selected collections from PBS DLL and MWDL and allow reciprocal harvesting of eMedia metadata into the PBS DLL and MWDL
7. Expand the Utah eMedia assets to provide additional language offerings
8. Increase participation in Open Educational Resources initiative
9. Plan and design eMedia/my.uen integration
10. Add approximately 1,000 assets to eMedia for the Climate grant
11. Pending funding, add approximately 18,000 math-related assets to eMedia for the Ready to Teach grant
12. Incorporate the PBS Gap Analysis Tool to analyze subject content in eMedia
13. Federate to eMint’s professional development content in eMedia
14. Support the PBS Digital Learning Library and eMedia integration project
15. Develop and deploy new enterprise DNS management tools and system to UEN stakeholders
16. Support USOE in the Utah Data Alliance (UDA) to develop the Utah Data Alliance Data Share (UDADS) as per the federal grant award by the US Department of Education for the development of the Statewide Longitudinal Data Systems
17. Work with USOE on redesign and development of formative testing tool
18. Provide technical support and hosting to USOE regarding summative testing processes, delivery, and reports
19. Support USOE initiatives in data community grant

### C. Increase awareness and use of enterprise services. Provide service reports

1. Support the Pioneer Library advocates, promotion, and outreach
2. Continue developing Vista report generation capabilities for hosted institutions
3. Redesign and maintain an eMedia service basic information webpage
4. Publish RSS announcements of features and new content available via eMedia
5. Provide and publish quarterly reports on eMedia access and media download activity
6. Design and publish training materials for eMedia, including video tutorials to assist users in troubleshooting common problems
7. Support WIMBA promotion and outreach, K-20
D. With USHE CIO’s and the TCC, investigate other services or IT functions that might be centrally hosted by UEN

1. Explore the feasibility of centrally hosting a Learning Object Repository, building upon the existing Equella license for eMedia to allow for contribution of digital media assets to the collection
2. Research and support consortium licensing for Turnitin and other software
3. Foster collaboration and information sharing with other state networks around the topic of centrally hosted enterprise services
4. Explore technologies and standards and what roles UEN could serve in federated identity management
5. Support USHE NISST (network infrastructure server storage telecommunications) and Disaster Recovery Groups
6. Assist USHE CIO’s and TCC to evaluate centrally managed disaster recovery services and the role UEN should perform in providing that service

IV. DISTANCE EDUCATION

Deliver Distance Education classes and programs offered by public and higher education that use real time and on demand, reliable, high quality interactive video conferencing technologies.

To achieve this goal, UEN will pursue the following objectives:

A. Support and maintain IVC core systems

1. Continue to improve technical support and efficiency in the Technical Services Support Center (TSSC)
2. Maintain staff training and certification by TSSC
3. Maintain inventory and equipment documentation by application and field engineers
4. Provide training and applications for delivery services and content services
5. Update and maintain web pages for IVC (Interactive Video Conferencing)
6. Upgrade site equipment when applicable to comply with current standards
7. Continue support of course scheduling process. Decentralized scheduling
8. Continue to identify new funding sources and solutions (e.g., grants, stakeholders, others)
9. Continue to support UEN Distance Education Catalog

B. Research, design, and implement new Distance Education integrated resources

1. Continue to evaluate new and emerging video technologies
2. Continue efforts to extend IVC and desktop conferencing solutions
3. Continue efforts to integrate IVC and WIMBA resources
4. Integrate IVC and Course Management System, eMedia, eCollege Media, and other application technologies
5. Provide engineering resources and lab for testing new technologies
6. Evaluate interactive media for integration into Distance Education
C. Revise IVC policies, develop operational practices and procedures to reflect new technical systems

1. Develop multi-year plan for replacement and upgrade to HD IVC hardware
2. Support Steering Committee in developing policies for UEN and Institutions to develop and carry out multi-year plans to replace $9.6 million in invested IVC hardware
3. Investigate internal communication solutions for project management and coordination
4. Continue to support stakeholder project design, procurement, and implementation
5. Continue assignment of billing and facilitation responsibilities to ready individual institutions
6. Create UEN site selection committee

D. Promote new and existing UEN IVC services through outreach, special events, media, and technology

1. Increase school district Technical Coordinators' and educators' understanding of Interactive Video Conferencing Services to improve satisfaction with use of system
2. Investigate and determine new applications for HDTV
3. Continue to evaluate UEN's role or responsibility as it pertains to IVC refresh and upgrades
4. Participate in faculty support open houses highlighting IVC services and tools on campuses

V. BROADCAST SERVICES
Educate, engage, and enrich the lives of Utah citizens through broadcast programs and services with UEN-TV.

To achieve this goal, UEN will pursue the following objectives:

A. Continue programming and outreach for education stakeholder groups

1. Program blocks and interstitials for targeted areas
2. Conduct research into the use of the channel by teachers, students and general viewers; report on results
3. Support high need academic programming and outreach (adult basic ed., job training, child care, educational technology, teacher licensing, STEM)
4. Enable and encourage locally produced programs, particularly students and teachers
5. Develop and support more statewide partnership-specific programs

B. Implement new projects to support educational programming and outreach

1. Utilize broadcast airwaves to promote UEN services and increase channel promotion
2. Coordinate screening events with institutions, departments, and community partners; report on the results of these events
3. Research new development of broadcast technology (i.e., mobile TV, 3dTV) and determine how it can be used to serve our mission

C. Support broadcast engineering infrastructure

1. Expand digital translator system
2. Move toward tapeless MassTech system
3. Implement Next Generation Interconnection System (NGIS)
D. Manage station administrative projects; document and report on results
   1. Coordinate with national programming consortia and affinity groups
   2. Continue cable relations for carriage of UEN-TV digital channels
   3. Manage grant projects (Internet Safety, STEM, etc.)
   4. Develop long-term goals and plan for station programming/content and new broadcast mediums
      (including mobile TV, IPTV, etc.)

VI. PROFESSIONAL DEVELOPMENT
Provide cost effective development opportunities to improve the quality of K-20.

To achieve this goal, UEN will pursue the following objectives:

A. Assess and respond to changing technology professional development needs
   1. Teach classes and report participation statistics
   2. Develop new courses, both online and in person
   3. Continue to provide “just in time” training opportunities and evaluate tools and resources to diversify
      these activities
   4. Continue to produce more video tutorials and publish on the web
   5. Conduct assessment of teachers/districts’ technology professional development needs
   6. Assure UEN courses align to new National Technology Plan; report on results

B. Implement non-traditional methods for providing technology integration professional development
   1. Incorporate “office hours” using WIMBA
   2. Increase interactivity in online courses without increasing facilitator time commitment using SoftChalk
   3. Implement ongoing, subject-specific Faculty Lounge events with USOE curriculum specialists
   4. Develop learning opportunity for mobile computing “power users”

C. Maximize use of current communication channels and develop additional audiences
   1. Explore and implement new web tools and social networking as available and practical
   2. Develop tech minute videos and other content for broadcast and web sharing
   3. Explore course rating and recommendation system for incorporation in PDMS

VII. GOVERNANCE AND ACCOUNTABILITY
Coordinate educational technology governance across the state, and be accountable to our stakeholders.

To achieve this goal, UEN will pursue the following objectives:

A. Coordinate the UEN Steering Committee, subcommittee, advisory committee and constituent meetings
   1. Involve broad representation when making network/system decisions
   2. Regularly update the UEN policy manual
**B. Request new funding for UEN priorities and maximize state funds through external grants, E-Rate, and federal stimulus monies**

1. Educate Legislature and Governor’s Office on importance of meeting future broadband needs for new schools; develop funding model to address one-time and on-going costs
2. Advocate for UEN Technical Services operational needs to maintain the network to ensure network reliability and uptime
3. Achieve equity in UEN funding for elementary school high-speed connections for school districts
4. Coordinate E-Rate process with SLD, K-12 Districts, Libraries, Head Start, and telecom providers
5. Facilitate creation of Higher Education purchasing group - libraries, IT, education, eMedia
6. Seek grant and foundation funds; coordinate these projects with stakeholders as appropriate
7. Develop policies to ensure coordination with the FCC Broadband Plan; work to secure potential sources of new funding (E-Rate, Connect America Fund, etc.)
8. Monitor the national Unified Community Anchor Network (UCAN) program and coordinate with UEN’s strategic plan where appropriate

**C. Track UEN’s performance, projects, and services and communicate with stakeholders concerning our progress**

1. Provide monthly and quarterly performance dashboards to Steering Committee and to public and higher education regional, district, and campus level entities
2. Report monthly statistics on use of UEN WAN, Web Services, IVC, Enterprise Applications, Professional Development
3. Assure the UEN Service Level and Connection Agreements with stakeholder groups are in place and current
4. Highlight UEN services and tools at faculty open houses on campuses
5. Focus on promoting UEN successes with Steering Committee and with education and community partners

**D. Increase internal communication, project management and coordination of services**

1. Hold bi-monthly managers meetings, weekly executive meetings, and project team meetings to improve cross-department communication
2. Build skills and knowledge of UEN staff through professional development, industry publications, conferences, workshops and membership in professional organizations
FY2012 STRATEGIC PLAN

Mission: We network for education.

Vision: To be Utah’s most recognized, trusted, and accessible partner for innovation in educational technology.

Values:

<table>
<thead>
<tr>
<th>Leadership</th>
<th>Integrity</th>
<th>Communication</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>supporting our co-workers, customers, and community.</td>
<td>advancing relationships and encouraging ideas.</td>
<td>keeping our promises.</td>
<td>listening to meet needs.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NETWORKING SERVICES</th>
<th>APPLICATION HOSTING</th>
<th>APPLICATION SUPPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Complete Utah Anchors BTOP project</td>
<td>1. Migrate to web-services architecture</td>
<td>1. Administer E-Rate program</td>
</tr>
<tr>
<td>2. Build metro ring and SE capacity</td>
<td>2. Manage Utah Database Alliance grant</td>
<td>2. Implement strategic communication plan</td>
</tr>
<tr>
<td>5. Connect new schools &amp; elementaries</td>
<td>5. Complete core mgmt interface</td>
<td>5. Expand online security monitoring</td>
</tr>
<tr>
<td>7. Explore feasibility of I2 ION in Utah</td>
<td>7. Add e-commerce to PD registration</td>
<td>7. Support NSF-EPSCoR Utah projects</td>
</tr>
<tr>
<td>10. Coordinate w/national groups, peers</td>
<td>10. Integrate OER Glue and my.UEN</td>
<td>10. Support UtahFutures project</td>
</tr>
</tbody>
</table>

| Performance Indicators | % goals completed on time + within budget % of network uptime % of network upgrades completed on time on budget $ grant funding secured | % goals completed on time + within budget % grant project goals met # IVC events (one-time and recurring) # web visits and % growth # Pioneer logins and # results returned # LMS course sections | % goals completed on time + within budget % growth in E-Rate reimbursements # of workshops and support events # of participants % incidents resolved on time % of tools with user documentation |

# UEN Projects and Initiatives For FY2013

This initiatives list represents projects that will be addressed during fiscal year 2013 (July 2012-June 2013). This does not include ongoing operations or maintenance items.

## Network Services

<table>
<thead>
<tr>
<th>Network Services</th>
<th>Lead</th>
<th>% Complete</th>
<th>Status Report as of 7/15/2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete Metro Ring project</td>
<td>J.Stewart</td>
<td>90%</td>
<td>USU, Salt Palace, 100 GigE turn up remaining</td>
</tr>
<tr>
<td>Complete BTOP project</td>
<td>J.Brown</td>
<td>98%</td>
<td>Original project scope is 98% complete. NTIA approved grant deadline extension to May 31, 2013 which includes additional infrastructure hardware and fiber IRUs.</td>
</tr>
<tr>
<td>Complete EPSCoR connectivity projects</td>
<td>J.Egly</td>
<td>✓ Complete</td>
<td>All optical network components in place and in operation and ready to terminate to stakeholder layer 2/3 network devices.</td>
</tr>
<tr>
<td>Install non-BTOP head start &amp; elementary sites</td>
<td>J.Brown, K.Dutt</td>
<td>85%</td>
<td>This status pertains to all UEN awarded head start and elementary schools.</td>
</tr>
<tr>
<td>Initiate Tellabs backbone conversion</td>
<td>J.Brown</td>
<td>5%</td>
<td>This project is pending E-rate funding. UEN is currently completing planning activities.</td>
</tr>
<tr>
<td>Complete move into the USU RCDE building</td>
<td>L.Valles</td>
<td>✓ Complete</td>
<td>This work is complete.</td>
</tr>
<tr>
<td>Upgrade Uinta basin network with Strata</td>
<td>K.Dutt</td>
<td>✓ Complete</td>
<td>Completed August 2012</td>
</tr>
<tr>
<td>Develop comprehensive plan for move to Downtown Data Center</td>
<td>J.Stewart</td>
<td>75%</td>
<td>Meetings were held throughout the last 4 months of 2012. Needed data was collected, a report format was agreed upon and writing assignments were made. The report elements are in being written and in February and March, 2013, these report elements will be consolidated and presented in a first draft. The team, comprised of University of Utah and UEN staff, will revise and finish the report and then determine next steps.</td>
</tr>
<tr>
<td>Resolve IRON I2 issues</td>
<td>J.Stewart, K.QUIRE</td>
<td>✓ Complete</td>
<td>Completed August 2012</td>
</tr>
<tr>
<td>Provide commodity connectivity for UMONTANA</td>
<td>J.Stewart, B.Bryson</td>
<td>✓ Complete</td>
<td>UEN has completed the work necessary to provide this service. UMONTANA has not yet begun to use the service and is working out some technical details. University of Utah and UEN are working together to finalize contracts with IRON and UMONTANA.</td>
</tr>
<tr>
<td>Complete the NOC/TSSC redesign</td>
<td>T.Jessup</td>
<td>✓ Complete</td>
<td>Working on finalizing the visualization systems during the week of January 21. Everything should be complete by February 1, 2013.</td>
</tr>
<tr>
<td>Update the online public file for KUEN</td>
<td>K.Krier</td>
<td>✓ Complete</td>
<td>Completed Sept 30, 2012</td>
</tr>
<tr>
<td>Planning and release annual WAN RFP</td>
<td>L.Kuhn, D.Sampson</td>
<td>✓ Complete</td>
<td>Evaluations and awards completed on 1-24. New contract negotiations underway.</td>
</tr>
<tr>
<td>#</td>
<td>Description</td>
<td>Lead</td>
<td>Status</td>
</tr>
<tr>
<td>----</td>
<td>-----------------------------------------------------------------------------</td>
<td>---------------</td>
<td>--------------</td>
</tr>
<tr>
<td>15</td>
<td>Conduct SIP pilot</td>
<td>B.Bryson</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Upgrade Omneon server for KUEN</td>
<td>J.Stewart</td>
<td>Complete</td>
</tr>
<tr>
<td>17</td>
<td>Regents/UHEAA diverse network connectivity to Downtown Data Center</td>
<td>P.Titus</td>
<td>Complete</td>
</tr>
<tr>
<td>18</td>
<td>Level3 router upgrades</td>
<td>J. Egly</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>EBC Enterprise LAN upgrades</td>
<td>K.Dutt</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Panguitch CO MPLS Conversion</td>
<td>K. Quiere</td>
<td>10%</td>
</tr>
<tr>
<td>21</td>
<td>Internet Border Router Replacement</td>
<td>K. Quiere</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Application Services

<table>
<thead>
<tr>
<th>#</th>
<th>Description</th>
<th>Lead</th>
<th>% Complete</th>
<th>Status Report as of 7/19/2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
<td>Rewrite and launch Independent Materials alignment</td>
<td>K.Branson K.Krier</td>
<td>65% Deferred to FY14</td>
<td>The interface that aligners use to submit their alignment is back online.</td>
</tr>
<tr>
<td>23</td>
<td>Standardize on Oracle &amp; Postgres databases</td>
<td>B.Peterson</td>
<td>45% Deferred to FY14</td>
<td>All new development is against PostgreSQL and many major service have moved to PostgreSQL. Mostly Sybase Databases left to move to PostgreSQL.</td>
</tr>
<tr>
<td>24</td>
<td>Retool web hosting toward increased automation</td>
<td>B.Peterson</td>
<td>40% Deferred to FY14</td>
<td>All Development, Preview, Release Candidate, and Production environments for <a href="http://www.uen.org">www.uen.org</a> are operational and will be production in August 2013.</td>
</tr>
<tr>
<td>25</td>
<td>Expand content learning management ecosystem</td>
<td>K.Garrett</td>
<td>Complete</td>
<td>Informational website and video were created and posted online: uen.org/legislature</td>
</tr>
<tr>
<td>26</td>
<td>Update UEN.org website</td>
<td>K.Krier</td>
<td>30% Deferred to FY14</td>
<td>Plan to launch in Aug. 2013.</td>
</tr>
<tr>
<td>27</td>
<td>Pilot-test of VMware Cloud</td>
<td>B.Peterson</td>
<td>20% Deferred to FY14</td>
<td>Allocated some small hardware resources. No longer waiting on collaboration time with Higher Ed. IT Staff. Higher Ed. ask UEN to not be involved. Will move to private cloud operationally for internal stuff and current hosted services.</td>
</tr>
<tr>
<td>28</td>
<td>Complete my.UEN enhancements</td>
<td>K.Branson K.Krier</td>
<td>Ongoing</td>
<td>The Documents Manager and message portlets were revised to allow educators to easily add images to their my.uen pages. The Services / Tools portlet now provides access to the UIMC+ eMedia for educators in UIMC districts / school.</td>
</tr>
<tr>
<td>29</td>
<td>Explore broader UEN role in consortium software</td>
<td>L.Kuhn</td>
<td>Ongoing</td>
<td>On schedule; Adobe, Canvas, filtering, Pioneer, UIMC Complete</td>
</tr>
<tr>
<td>30</td>
<td>Support UIMC licensing, accounting, member services</td>
<td>L.Hunter</td>
<td>Complete</td>
<td>FY12 licensing complete, FY13 billing complete, evaluations on schedule.; FY14 buy complete.</td>
</tr>
<tr>
<td>31</td>
<td>Update the lesson plan tool</td>
<td>K.Branson K.Krier</td>
<td>5% Deferred to FY14</td>
<td></td>
</tr>
<tr>
<td>32</td>
<td>Integrate Open Tapestry and my.UEN</td>
<td>K.Krier</td>
<td>Complete</td>
<td>Decision not to pursue.</td>
</tr>
<tr>
<td>33</td>
<td>Expand eMedia integrations with Canvas, Learning</td>
<td>K.Garrett</td>
<td>Complete</td>
<td>Equella/Canvas integration completed in March 2013.</td>
</tr>
<tr>
<td>34</td>
<td>Support UDA project</td>
<td>B.Peterson</td>
<td>95% Deferred to FY14</td>
<td>All Data Spirals from initial load through spiral 3 are available in staging and production environments. Data quality evaluations completed through Spiral 3.</td>
</tr>
<tr>
<td>#</td>
<td>Task Description</td>
<td>Lead</td>
<td>% Complete</td>
<td>Status Report as of 7/15/2013</td>
</tr>
<tr>
<td>---</td>
<td>----------------------------------------------------------------------------------</td>
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<td>------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>35</td>
<td>Explore NET+ partnership opportunities; pilot-testing</td>
<td>S.Allen, J.Egly</td>
<td>Ongoing</td>
<td>Pilot-testing SeeVogh with UU continues; Canvas Net+ service validation phase is about 95% complete.</td>
</tr>
<tr>
<td>36</td>
<td>Develop state government IVC support plan</td>
<td>J.Egly</td>
<td>90%</td>
<td>Pending response from DTS regarding how they want to proceed with new UEN proposal for UEN IVC services.</td>
</tr>
<tr>
<td>37</td>
<td>Complete Virtual Route Forwarding project</td>
<td>K.Quire, K.Dutt</td>
<td>50%</td>
<td>Project is currently focused on improvements with USU and the U of U.</td>
</tr>
<tr>
<td>38</td>
<td>Rewrite Distance Education Catalog</td>
<td>K.Branson</td>
<td>Complete</td>
<td>Decision not to pursue.</td>
</tr>
<tr>
<td>39</td>
<td>Resolve filtering issues and move districts to cloud</td>
<td>J.Stewart, T.Jessup, B.Bryson</td>
<td>Complete</td>
<td>Filtering RFP currently out, and expected to be completed by the end of January. iBoss deployment underway.</td>
</tr>
<tr>
<td>40</td>
<td>Explore consortium licensing for NBC Learn</td>
<td>L.Hunter</td>
<td>Complete</td>
<td>Decision not to pursue.</td>
</tr>
<tr>
<td>41</td>
<td>IVC Network Capitol Refresh Planning</td>
<td>J.Egly</td>
<td>15%</td>
<td>Underway</td>
</tr>
<tr>
<td>42</td>
<td>Microwave Refresh/Replacement (Daggett, Grand and San Juan Licensed Microwave)</td>
<td>J.Egly</td>
<td>10%</td>
<td>Deferred FY14</td>
</tr>
<tr>
<td>43</td>
<td>Develop online Civics/Character Ed PD Course</td>
<td>L.Hunter</td>
<td>33%</td>
<td>Initial planning and development stages. MOU complete; on schedule.</td>
</tr>
<tr>
<td>44</td>
<td>Move to Downtown Data Center</td>
<td>B.Peterson</td>
<td>75%</td>
<td>Deferred to FY14</td>
</tr>
</tbody>
</table>

**Support Services**

<table>
<thead>
<tr>
<th>Task Description</th>
<th>Lead</th>
<th>% Complete</th>
<th>Status Report as of 7/15/2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implement 2012 Intel Teach grant</td>
<td>R. Bentley</td>
<td>Complete</td>
<td>10 sections offered.</td>
</tr>
<tr>
<td>Launch new courses aligned to standards; track</td>
<td>L.Hunter</td>
<td>Complete</td>
<td>Completed Nov. 2012 Added 4 Intel courses, Teaching and Learning with iPads, eBooks and eReaders in the Classroom, Teach Online with Canvas CMS, Utah Core Curriculum Resources and Projects, Canvas LMS: Deliver Instruction Online.</td>
</tr>
<tr>
<td>Support new Cyberpedagogy endorsement with USOE</td>
<td>M.Hintze</td>
<td>Complete</td>
<td>3 courses developed and completed, starts January 17.</td>
</tr>
<tr>
<td>Produce guides for effective technology use in the classroom</td>
<td>L.Hunter</td>
<td>Complete</td>
<td>18 guides published.</td>
</tr>
<tr>
<td>Support Utah EPScO projects</td>
<td>L.Hunter, L.Cohne</td>
<td>Ongoing</td>
<td>Education-engagement projects on track as described in NSF proposals</td>
</tr>
<tr>
<td>Create new online courses with USOE Specialists</td>
<td>D.Jones</td>
<td>Ongoing</td>
<td>Courses developed and deployed, undergoing course revision and improvements based on pilot semester.</td>
</tr>
<tr>
<td>Promote NetSafe Utah solution for CIPA compliance</td>
<td>R.Cline</td>
<td>85%</td>
<td>CIPA compliance letter sent to superintendent’s and principals; NetSafe trainers responding to presentation requests.</td>
</tr>
</tbody>
</table>

**Deferred FY14**

- Server and Rack networking Gear installed and connected. Are physically patched and need testing.
- Fiber Channel connection between EBC and DDC physical connections in place. Layer 2 Ethernet and Internet connection installed and initial configuration. Inter device physical connections in place. Layer 2 Ethernet and Fiber Channel connection between EBC and DDC are physically patched and need testing. Server and Rack networking Gear installed and connected. NAS Storage installed.
<table>
<thead>
<tr>
<th></th>
<th>Task Description</th>
<th>Lead</th>
<th>% Complete</th>
<th>Status Report as of 7/19/2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>52</td>
<td>Support USHE TICE project: courses, videos, website</td>
<td>K.Garrett</td>
<td>✓ Complete</td>
<td>Supporting ongoing projects as needed</td>
</tr>
<tr>
<td>53</td>
<td>Support UtahFutures.org</td>
<td>L.Hunter K.Krier</td>
<td>✓ Complete</td>
<td>Website, videos complete; additional support as requested. Hosted NROC webinars to aid in course development. Steering Cmte and workgroup support ongoing</td>
</tr>
<tr>
<td>54</td>
<td>Complete installation of 80 IVC sites</td>
<td>D.Mahaffey</td>
<td>99.5%</td>
<td>50 new IVC classroom have been installed and 28 IVC classroom have been moved or upgraded. The last classroom installation has been started. The room is waiting for desks to be setup before the IVC installation can be completed.</td>
</tr>
<tr>
<td>55</td>
<td>Complete USHE security assessments</td>
<td>T.Jessup</td>
<td>✓ Complete</td>
<td>Three institutions are complete, Continuing process for the remaining.</td>
</tr>
<tr>
<td>56</td>
<td>Support conferences: UtahSAINT, SUECON, etc.</td>
<td>J.Stewart</td>
<td>✓ Complete</td>
<td>Conferences FY13 complete.</td>
</tr>
<tr>
<td>57</td>
<td>Complete engagement activities with diverse audiences</td>
<td>L.Cohne</td>
<td>✓ Complete</td>
<td>Complete. As of 12/1/12, five film screenings took place at museums, libraries and higher ed. institutions with over 200 participants highlighting American Indian Heritage Month.</td>
</tr>
<tr>
<td>58</td>
<td>Complete VoteUtah activities with KUED, KBYU and radio partners</td>
<td>L.Hunter K.Krier K.Garrett</td>
<td>✓ Complete</td>
<td>Completed Nov. 6, 2012 - ed website, PR to journalism departments, promoted in a variety of ways, supported debatee video and audio files in eMedia</td>
</tr>
<tr>
<td>59</td>
<td>Support NSF, and other grant projects with STEM faculty</td>
<td>L.Hunter J.Gibbs</td>
<td>✓ Complete</td>
<td>Met FY13 goals; on schedule.</td>
</tr>
<tr>
<td>60</td>
<td>Explore Teaching Channel partnership with USOE and teacher ed programs</td>
<td>L.Hunter</td>
<td>✓ Complete</td>
<td>Meetings in Dec 2012, partnership outlined and in progress with USOE; contract complete.</td>
</tr>
<tr>
<td>61</td>
<td>Propose eBooks solutions for public ed committee</td>
<td>R.Cline</td>
<td>50%</td>
<td>Deferred FY14.</td>
</tr>
<tr>
<td>62</td>
<td>Implement 2013 Intel Teach grant</td>
<td>R. Bentley</td>
<td>0%</td>
<td>Consensus to Defer until FY14.</td>
</tr>
<tr>
<td>64</td>
<td>Implement NROC Webinars and Training</td>
<td>K.Garrett</td>
<td>✓ Complete</td>
<td>Converted NROC courses to Canvas IMSCC format. As new content is released from NROC, we will add it to eMedia. Additional trainings and webinars will be scheduled as needed.</td>
</tr>
<tr>
<td>65</td>
<td>Research online Ed Tech Endorsement program</td>
<td>L.Hunter</td>
<td>10%</td>
<td>Deferred FY14.</td>
</tr>
<tr>
<td>66</td>
<td>Design FY14 Training program for web conferencing</td>
<td>J.Brooksby</td>
<td>0%</td>
<td>Deferred FY14.</td>
</tr>
</tbody>
</table>

**Operational Services**

<table>
<thead>
<tr>
<th></th>
<th>Task Description</th>
<th>Lead</th>
<th>% Complete</th>
<th>Status Report as of 7/19/2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>67</td>
<td>Hire new Executive Director</td>
<td>E.Denna</td>
<td>✓ Complete</td>
<td>Complete September 2012</td>
</tr>
<tr>
<td>68</td>
<td>Update UEN Bylaws</td>
<td>L.Hunter</td>
<td>✓ Complete</td>
<td>Complete October 2012</td>
</tr>
<tr>
<td>69</td>
<td>Finalize and support UEN advisory council</td>
<td>R. Timothy</td>
<td>✓ Complete</td>
<td>Meeting held in February and meeting planned for April.</td>
</tr>
<tr>
<td>70</td>
<td>Update repository of UEN guidelines, implement diversity policy and other governance documents</td>
<td>L.Hunter</td>
<td>✓ Complete</td>
<td>Diversity Guidelines Approved, website updates in progress.</td>
</tr>
<tr>
<td>No.</td>
<td>Task Description</td>
<td>Responsible Party</td>
<td>Status</td>
<td>Notes</td>
</tr>
<tr>
<td>-----</td>
<td>----------------------------------------------------------------------------------</td>
<td>-------------------</td>
<td>------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>71</td>
<td>Create and develop a comprehensive inventory control database and process</td>
<td>J. Stewart</td>
<td>90% Deferred FY14</td>
<td>Database development complete, inventory of red and yellow stickered items complete, Altiris development database created, Altiris production database development underway, data entered and cleanup ongoing, data provided from accounting regarding purchase dates and costs. Currently staff is reconciling accounting data and adding data regarding equipment end-of-life dates and replacement costs. Database will be used for acquisition, moves and retirement of all equipment purchased by UEN. Technical staff has been trained on the new system and process. Further training for all UEN staff will be required once the production database will be scheduled.</td>
</tr>
<tr>
<td>72</td>
<td>Develop capital equipment refresh budget &amp; Board</td>
<td>L. Kuhn</td>
<td>Complete</td>
<td>Completed August 2012</td>
</tr>
<tr>
<td>73</td>
<td>Implement communications plans for legislature</td>
<td>R. Finlinson</td>
<td>Complete</td>
<td>Completed April 2013</td>
</tr>
<tr>
<td>74</td>
<td>Finalize 'should' planning questions with Board</td>
<td>R. Timothy</td>
<td>50% Complete</td>
<td>Continued refinement.</td>
</tr>
<tr>
<td>75</td>
<td>Prepare service-aligned budget</td>
<td>L. Kuhn</td>
<td>Complete</td>
<td>Completed December 2012</td>
</tr>
<tr>
<td>76</td>
<td>Research implementing a student employment program</td>
<td>V. Rasmussen</td>
<td>75% Complete</td>
<td>Deferred FY14</td>
</tr>
<tr>
<td>77</td>
<td>Develop service prioritization/dependency methodology</td>
<td>J. Stewart, L. Hunter, E. Hacker</td>
<td>Complete</td>
<td>Dependency model was developed by leadership team and presented at the February board meeting.</td>
</tr>
<tr>
<td>78</td>
<td>Produce Legislative Ask website, videos, materials</td>
<td>L. Hunter, K. Krier, K. Garrett</td>
<td>Complete</td>
<td>Complete: uen.org/legislature</td>
</tr>
<tr>
<td>79</td>
<td>Implement BoardDocs</td>
<td>L. Hunter</td>
<td>Complete</td>
<td>Implemented in March.</td>
</tr>
</tbody>
</table>
UEN Projects and Initiatives For FY2014

This initiatives list represents projects that will be addressed during fiscal year 2014 (Q1: July - Sept, Q2: Oct - Dec, Q3: Jan - March, Q4: April - June). This does not include ongoing operations or maintenance items.

### Network Services

<table>
<thead>
<tr>
<th>Network Services</th>
<th>Lead</th>
<th>% Complete</th>
<th>Status Report as of 7/16/2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Complete Metro Ring project</td>
<td>J.Stewart, S.Corbato</td>
<td>✔️ Complete</td>
<td></td>
</tr>
<tr>
<td>2 Complete BTOP project</td>
<td>J.Brown, J.Stewart, J.Egly</td>
<td>✔️ Complete</td>
<td></td>
</tr>
<tr>
<td>3 Install non-BTOP head start &amp; elementary sites</td>
<td>J.Brown, K.Dutt</td>
<td>✔️ Complete</td>
<td>This status pertains to all UEN awarded head start and elementary schools.</td>
</tr>
<tr>
<td>4 Continue to design and implement the move of 500 Tellabs circuits (move from Optera to Tellabs)</td>
<td>K.Quire</td>
<td>95%</td>
<td>Deferred to FY2015. We continue to work with CenturyLink to complete these installations. UEN is prepared to install new circuits as they are made available by the provider.</td>
</tr>
<tr>
<td>5 Develop comprehensive plan for move to Downtown Data Center</td>
<td>J.Stewart</td>
<td>✔️ Complete</td>
<td>We are now in to the installation of equipment at the DDC. Caching for Google &amp; Akamai were moved in Spring 2014. Servers were moved in spring and fall of 2013. We are currently waiting for equipment to complete the move of the data storage servers. See item 71.</td>
</tr>
<tr>
<td>6 Conduct SIP pilot</td>
<td>J.Stewart</td>
<td>✔️ Complete</td>
<td>RFP completed in March and awaiting approval from UU Procurement department to move forward with awards and proof of concept.</td>
</tr>
<tr>
<td>7 Redesign Level3 Hub</td>
<td>K.Quire</td>
<td>✔️ Complete</td>
<td></td>
</tr>
<tr>
<td>8 EBC Enterprise LAN upgrades</td>
<td>K.Quire</td>
<td>50%</td>
<td>Deferred to FY2015</td>
</tr>
<tr>
<td>9 Panguitch CO MPLS Conversion</td>
<td>K.Quire</td>
<td>0%</td>
<td>Deferred to FY2015</td>
</tr>
<tr>
<td>10 Internet Border Router Replacement</td>
<td>K.Quire</td>
<td>✔️ Complete</td>
<td></td>
</tr>
<tr>
<td>11 Update all Backbone Points of Presence (PoPs) (total redesign with new gear in every pop)</td>
<td>K.Quire, T.Jessup</td>
<td>✔️ Complete</td>
<td></td>
</tr>
<tr>
<td>12 Redesign the EBC Data Center</td>
<td>K.Quire, T.Jessup</td>
<td>0%</td>
<td>on hold pending completion of DDC enterprise network</td>
</tr>
<tr>
<td>14 Design and build the DDC Infrastructure</td>
<td>K.Quire</td>
<td>✔️ Complete</td>
<td></td>
</tr>
<tr>
<td>15 Upgrade all Internet Border Routers (IBR)</td>
<td>K.Quire</td>
<td>✔️ Complete</td>
<td></td>
</tr>
<tr>
<td>16 Upgrade GENI DWDM Wave</td>
<td>K.Quire</td>
<td>✔️ Complete</td>
<td></td>
</tr>
<tr>
<td>17 Install and turn up the EBC to Level3 100GB circuit</td>
<td>K.Quire</td>
<td>✔️ Complete</td>
<td></td>
</tr>
<tr>
<td>18 Install the IRU - Level3 to SLCC circuit</td>
<td>K.Quire</td>
<td>✔️ Complete</td>
<td></td>
</tr>
<tr>
<td>19 Install the IRU - DDC to SLCC</td>
<td>K.Quire</td>
<td>✔️ Complete</td>
<td></td>
</tr>
<tr>
<td>20 Install the IRU - BYU to UVU</td>
<td>K.Quire</td>
<td>✔️ Complete</td>
<td></td>
</tr>
<tr>
<td>21 Install the IRU - UVU to BYU</td>
<td>K.Quire</td>
<td>✔️ Complete</td>
<td></td>
</tr>
<tr>
<td>22 Install the IRU - Legacy hut to WSU Ogden</td>
<td>K.Quire</td>
<td>✔️ Complete</td>
<td></td>
</tr>
<tr>
<td>23 Design and build the WSU Ciena DWDM equipment</td>
<td>K.Quire</td>
<td>✔️ Complete</td>
<td></td>
</tr>
<tr>
<td>24 Install and turn up the DDC to Level3 100GB Circuit</td>
<td>K.Quire</td>
<td>✔️ Complete</td>
<td></td>
</tr>
<tr>
<td>25 Design and build the Canyons SD PoP and redundant circuits to all schools</td>
<td>K.Quire</td>
<td>80%</td>
<td>Deferred to FY2015</td>
</tr>
<tr>
<td>26 Design and build the Weber SD new PoP and redundant circuits to all schools</td>
<td>K.Quire</td>
<td>✔️ Complete</td>
<td></td>
</tr>
<tr>
<td>27 Install 69 new Tellabs nodes</td>
<td>K.Quire</td>
<td>95%</td>
<td>Deferred to FY2015. We continue to work with CenturyLink to complete these installations. UEN is prepared to install new circuits as they are made available by the provider.</td>
</tr>
<tr>
<td>28 Install 21 new end site sites (CenturyLink Only)</td>
<td>K.Dutt</td>
<td>✔️ Complete</td>
<td>Q1-Q3</td>
</tr>
<tr>
<td>#</td>
<td>Task Description</td>
<td>Responsible Person(s)</td>
<td>Completion Status</td>
</tr>
<tr>
<td>----</td>
<td>----------------------------------------------------------------------------------</td>
<td>------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>29</td>
<td>Replace all 3750Gs as they are no longer supported by Cisco after March 2014 - As funding is available</td>
<td>T. Jessup</td>
<td>Deferred to FY2015 Included in the 7 year equipment replacement plan. Will be prioritized with other equipment needs as part of the $3 million FY2015 one time funding.</td>
</tr>
<tr>
<td>30</td>
<td>Provide IPv6 support for circuit through XO, Integra, and Cogent</td>
<td>K. Quire</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>31</td>
<td>Install the Zayo Internet circuit at DDC</td>
<td>B. Bryson</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>32</td>
<td>Support and provide technical assistance for the 2014 RFP</td>
<td>B. Bryson K. Quire</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>33</td>
<td>Design and implement the Level-3 CoLo move.</td>
<td>B. Bryson K. Quire</td>
<td>Ongoing</td>
</tr>
<tr>
<td>34</td>
<td>Participate in the 2014 Quilt CIS RFP.</td>
<td>B. Bryson</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>35</td>
<td>Plan and conduct the 2014 UEN Tech Summit planning</td>
<td>B. Bryson</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>36</td>
<td>Provide support for the NOAA Fiber connectivity project</td>
<td>B. Bryson K. Dutt</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>37</td>
<td>Support the Quilt Peer Review?</td>
<td>J. Stewart</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>38</td>
<td>Complete Halchita Head Start microwave install</td>
<td>J. Egly</td>
<td>Eliminated</td>
</tr>
<tr>
<td>39</td>
<td>Complete San Juan and Daggett County Microwave Network CIB grant process and receive funding.</td>
<td>J. Egly D. Sampson</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>40</td>
<td>Complete Daggett County microwave Upgrade</td>
<td>J. Egly D. Mahaffey</td>
<td>10%</td>
</tr>
<tr>
<td>41</td>
<td>Complete Daggett County microwave Upgrade</td>
<td>J. Egly D. Mahaffey</td>
<td>Duplicate of #40</td>
</tr>
<tr>
<td>42</td>
<td>Complete Flaming Gorge Elementary microwave install</td>
<td>J. Egly D. Mahaffey</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>43</td>
<td>Support Four Corners Network Development Project.</td>
<td>J. Egly</td>
<td>Ongoing</td>
</tr>
<tr>
<td>44</td>
<td>Complete Lake Powell School network upgrades.</td>
<td>J. Egly</td>
<td>90%</td>
</tr>
<tr>
<td>45</td>
<td>Design and implement the 10 Gb circuit for Alpine District.</td>
<td>K. Dutt</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>46</td>
<td>Redesign and Bid All Alpine Elementary Schools.</td>
<td>K. Dutt</td>
<td>90%</td>
</tr>
<tr>
<td>47</td>
<td>Increased capacity Alpine.</td>
<td>K. Dutt</td>
<td>Relocate Fiber 100%, Increased Capacity 0%</td>
</tr>
<tr>
<td>48</td>
<td>Redesign and implement the BYU/Google/Utah County fiber paths.</td>
<td>K. Dutt</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>49</td>
<td>Redesign and implement circuits for the Ute Tribe.</td>
<td>K. Dutt</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>50</td>
<td>Implement circuit for Snowville.</td>
<td>K. Dutt</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>51</td>
<td>Design and implement circuits for USU fiber to TATC</td>
<td>K. Dutt</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>52</td>
<td>Plan and conduct the UtahSAINT annual conference.</td>
<td>T. Jessup</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>53</td>
<td>Redesign, rewrite and deploy weathermap tool to support tellabs upgrade</td>
<td>T. Jessup</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>54</td>
<td>Complete last round of USHE security assessments</td>
<td>T. Jessup</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td></td>
<td>Plan and implement the I2 100 Gbps circuit.</td>
<td>T.Jessup, K.Dutt</td>
<td>✓ Complete</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>56</td>
<td>Replace MPEG 2 Encoders for KUEN Broadcast</td>
<td>P.Titus</td>
<td>✓ Complete</td>
</tr>
<tr>
<td>57</td>
<td>Replace Snowmobiles for Broadcast Statewide Distribution</td>
<td>P.Titus</td>
<td>✓ Complete</td>
</tr>
<tr>
<td>58</td>
<td>Replace one Microwave TX/RX pair as part of an ongoing Statewide Distribution Microwave Backbone infrastructure replacement plan.</td>
<td>P.Titus</td>
<td>50%</td>
</tr>
<tr>
<td>59</td>
<td>Purchase Audio Processor to bring KUEN into compliance with FCC CALM act.</td>
<td>P.Titus</td>
<td>✓ Complete</td>
</tr>
</tbody>
</table>

### Application Services

<table>
<thead>
<tr>
<th>Application Services</th>
<th>Lead</th>
<th>% Complete</th>
<th>Status Report as of 7/15/2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>60</td>
<td>Rewrite and launch Independent Materials alignment</td>
<td>K.Branson, K.Krier</td>
<td>✓ Complete</td>
</tr>
<tr>
<td>61</td>
<td>Pilot-test of VMware Cloud</td>
<td>B.Peterson, K.Krier</td>
<td>Eliminated</td>
</tr>
<tr>
<td>62</td>
<td>Explore broader UEN role in consortium software</td>
<td>L.Kuhn</td>
<td>✓ Complete</td>
</tr>
<tr>
<td>63</td>
<td>Update the lesson plan tool</td>
<td>K.Branson</td>
<td>5%</td>
</tr>
<tr>
<td>64</td>
<td>Utah Data Alliance Project</td>
<td>B.Peterson</td>
<td>✓ Complete</td>
</tr>
<tr>
<td>65</td>
<td>Explore NET+ partnership opportunities; pilot-testing</td>
<td>S.Allen, J.Egly</td>
<td>✓ Complete</td>
</tr>
<tr>
<td>66</td>
<td>Develop state government IVC support plan</td>
<td>J.Egly</td>
<td>90%</td>
</tr>
<tr>
<td>67</td>
<td>Complete Virtual Route Forwarding project</td>
<td>K. Quire, K.Dutt</td>
<td>75%</td>
</tr>
<tr>
<td>68</td>
<td>Complete IVC Refresh engineering, design, project planning, and implementation based on UEN 2014/15 replacement funding (TBD)</td>
<td>J.Egly</td>
<td>15%</td>
</tr>
<tr>
<td>69</td>
<td>Complete 2014 IVC refresh upgraded based on 2013/14 Capital refresh funding (TBD)</td>
<td>J.Egly</td>
<td>Eliminated</td>
</tr>
<tr>
<td>70</td>
<td>Develop online Civics/Character Ed PD Course</td>
<td>L.Hunter, D.Jones</td>
<td>✓ Complete</td>
</tr>
<tr>
<td>71</td>
<td>Move to Downtown Data Center</td>
<td>B.Peterson</td>
<td>90%</td>
</tr>
<tr>
<td>72</td>
<td>Launch Redesigned UEN.org</td>
<td>K.Krier</td>
<td>✓ Complete</td>
</tr>
<tr>
<td>73</td>
<td>Launch GettyReady Website</td>
<td>K.Krier</td>
<td>✓ Complete</td>
</tr>
<tr>
<td>74</td>
<td>Develop Governor’s 2013 Educational Summit Website and Event</td>
<td>L.Hunter, K.Krier</td>
<td>✓ Complete</td>
</tr>
<tr>
<td>75</td>
<td>Update eMedia User Interface</td>
<td>K.Garrett, K.Krier</td>
<td>50%</td>
</tr>
<tr>
<td>76</td>
<td>Develop Professional Development Event Tracker</td>
<td>R.Keele, J.Brookshire</td>
<td>Eliminated</td>
</tr>
<tr>
<td>77</td>
<td>Develop mobile version of UEN.org</td>
<td>M.Dumas, K.Krier</td>
<td>✓ Complete</td>
</tr>
<tr>
<td>78</td>
<td>Automate posting of daily schedule of IVC Events to UEN.org</td>
<td>R.Keele, K.Krier</td>
<td>✓ Complete</td>
</tr>
<tr>
<td>79</td>
<td>Post Utah Core Standards into eMedia</td>
<td>K.Garrett</td>
<td></td>
</tr>
<tr>
<td>#</td>
<td>Task Description</td>
<td>Responsible Parties</td>
<td>Status</td>
</tr>
<tr>
<td>----</td>
<td>----------------------------------------------------------------------------------</td>
<td>---------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>80</td>
<td>Harvest and post aggregated TICE test scores</td>
<td>R.Keele K.Krier</td>
<td>Eliminated</td>
</tr>
<tr>
<td>81</td>
<td>Transition Utah EPSCoR Reporting to USU</td>
<td>R.Keele K.Krier</td>
<td>✔️ COMPLETE</td>
</tr>
<tr>
<td>82</td>
<td>Create interface so that the Professional Development group can post events on web site</td>
<td>R.Keele K.Krier</td>
<td>✔️ COMPLETE</td>
</tr>
<tr>
<td>84</td>
<td>Evaluate STEM Learning Opportunities web site</td>
<td>K.Krier</td>
<td>✔️ COMPLETE</td>
</tr>
<tr>
<td>85</td>
<td>Realign Math and Language Arts resources to new Utah Core</td>
<td>K.Krier</td>
<td>✔️ COMPLETE</td>
</tr>
<tr>
<td>86</td>
<td>Complete CPB Math Grant</td>
<td>K.Krier L.Hunter</td>
<td>✔️ COMPLETE</td>
</tr>
<tr>
<td>87</td>
<td>Use the Canvas API to copy information from one course to another course</td>
<td>K.Krier</td>
<td>✔️ COMPLETE</td>
</tr>
<tr>
<td>88</td>
<td>Use the Canvas API to automatically update the TICE courses in Equella with the newest version</td>
<td>R.Keele K.Krier</td>
<td>Deferred to next year.</td>
</tr>
<tr>
<td>89</td>
<td>Research requirements to obtain and air American Indian Channel for UEN-TV</td>
<td>L. Hunter</td>
<td>✔️ COMPLETE</td>
</tr>
<tr>
<td>90</td>
<td>Update &quot;Considering College&quot; TV spots with new logos; remove CEU and ATC</td>
<td>C.Wood M.Stack</td>
<td>✔️ COMPLETE</td>
</tr>
<tr>
<td>91</td>
<td>Complete UEN-TV FCC license renewal process</td>
<td>K.Anderson L.Hunter C.Wood J.Wong</td>
<td>✔️ COMPLETE</td>
</tr>
<tr>
<td>92</td>
<td>Launch new arts broadcast program</td>
<td>K.Garrett</td>
<td>✔️ COMPLETE</td>
</tr>
<tr>
<td>93</td>
<td>Support STEM and Governor's Initiatives with UEN-TV broadcasts.</td>
<td>K.Anderson C.Wood L.Hunter</td>
<td>✔️ COMPLETE</td>
</tr>
<tr>
<td>94</td>
<td>Align eMedia resources to Utah Core Standards and produce curriculum guides.</td>
<td>K.Garrett</td>
<td>75%</td>
</tr>
<tr>
<td>95</td>
<td>Move Equella media to Kaltura Streaming Media Server</td>
<td>K.Garrett</td>
<td></td>
</tr>
<tr>
<td>96</td>
<td>Integrate UEN eMedia with the LearningRegistry</td>
<td>K.Garrett K.Krier</td>
<td>Eliminated</td>
</tr>
<tr>
<td>97</td>
<td>Integrate PBS LearningMedia resources with eMedia</td>
<td>K.Garrett</td>
<td>Eliminated</td>
</tr>
<tr>
<td>98</td>
<td>Review and complete closed captions of eMedia videos</td>
<td>K.Garrett</td>
<td>50%</td>
</tr>
<tr>
<td>99</td>
<td>Implement Adobe Connect web conferencing service for K-12</td>
<td>S.Allen</td>
<td>✔️ COMPLETE</td>
</tr>
<tr>
<td>100</td>
<td>Complete Learning Management System RFP evaluation for K-12</td>
<td>S.Allen</td>
<td>Eliminated</td>
</tr>
<tr>
<td>101</td>
<td>Develop Text Complexity Book Review Project with the guidance of USOE</td>
<td>K.Krier</td>
<td>Eliminated</td>
</tr>
<tr>
<td>102</td>
<td>Complete USHE IPTV Proof-of-Concept</td>
<td>J.Egly</td>
<td>✔️ COMPLETE</td>
</tr>
<tr>
<td>103</td>
<td>Transition UEN audio bridging from PRI to SIP trunks</td>
<td>J.Egly</td>
<td>✔️ COMPLETE</td>
</tr>
<tr>
<td>104</td>
<td>Continue to identify and evaluate emerging/nexgen synchronous video solutions based on UEN and stakeholder requirements</td>
<td>J.Egly D.Maw</td>
<td>Ongoing</td>
</tr>
<tr>
<td>105</td>
<td>Complete USHE/Snow College/Sevier School District IVC Pilot</td>
<td>D.Litster D.Mahaffey</td>
<td>80%</td>
</tr>
<tr>
<td>106</td>
<td>Complete two new Snow College IVC classroom installations.</td>
<td>D.Litster D.Mahaffey</td>
<td>75%</td>
</tr>
<tr>
<td>Task Description</td>
<td>Lead</td>
<td>% Complete</td>
<td>Status Report as of 7/14/2014</td>
</tr>
<tr>
<td>------------------------------------------------------</td>
<td>------------</td>
<td>------------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td>Support Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support Utah EPSCoR projects</td>
<td>L. Hunter</td>
<td>✓ Complete</td>
<td>On schedule with grants.</td>
</tr>
<tr>
<td>Support USOE in their Online Endorsement Objectives</td>
<td>D. Jones</td>
<td>Ongoing</td>
<td>Courses developed and deployed, undergoing course revision and improvements based on pilot semester.</td>
</tr>
<tr>
<td>Conduct NetSafe Utah outreach activities - presentations, booths, etc</td>
<td>J. Brooksby</td>
<td>Ongoing</td>
<td>Preparations are being made to extend the NetSafe grant one final time to help school districts become self-sustaining with regard to educating their own students with NetSafe content materials.</td>
</tr>
<tr>
<td>Meet NetSafe Utah grant metrics</td>
<td>J. Brooksby</td>
<td>✓ Complete</td>
<td>On schedule with grants.</td>
</tr>
<tr>
<td>Design and develop NetSafe promotional items</td>
<td>R. Finlinson</td>
<td>✓ Complete</td>
<td>Multiple items are being produced for distribution in Fall 2015.</td>
</tr>
<tr>
<td>Design and develop Pioneer Library promotional items</td>
<td>R. Finlinson, L. Cohne</td>
<td>✓ Complete</td>
<td>Pioneer Library LED searchlight and postcards were produced and distributed. An additional 10,000 Preschool Pioneer postcards have been reprinted for the 2015 distribution.</td>
</tr>
<tr>
<td>Conduct a needs analysis of Pioneer Library online library</td>
<td>L. Hunter</td>
<td>✓ Complete</td>
<td>RFP process through fiscal year.</td>
</tr>
<tr>
<td>gli Support Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Develop IT Asset Management</td>
<td>J. Stewart, B. Peterson</td>
<td>✓ Complete</td>
<td>Phase 2 will be to collect the data and augment the inventory database to include equipment provided by UEN carriers as part of finished services. This will enable UEN to better manage the refresh of equipment not directly owned by UEN but critical in operating the UEN network. UEN is also looking into a suite of robust network database and operational tools. If successful, UEN will migrate current databases to this suite of tools.</td>
</tr>
<tr>
<td>Complete DNS AnyCast Upgrade</td>
<td>B. Peterson</td>
<td>✓ Complete</td>
<td></td>
</tr>
<tr>
<td>Complete Database Migration to (MSSQL and PostgreSQL)</td>
<td>B. Peterson</td>
<td>35%</td>
<td>Deferred to FY2015 Migration planning for Sybase to be complete by Dec 2014 and complete by Summer 2015.</td>
</tr>
<tr>
<td>Virtualize Web and DB server environments.</td>
<td>B. Peterson</td>
<td>45%</td>
<td>Deferred to FY2015 80% of the web servers have moved to the VM environment. 30% of application servers are running as VM Servers. UEN still needs to migrate and many CGI application that need a complete rewrite to be moved. 70% of the database servers have been virtualized.</td>
</tr>
<tr>
<td>Retool Web Hosting Toward Automation</td>
<td>B. Peterson</td>
<td>Ongoing</td>
<td>August release out of the new UEN web site allowed for improvements to the deployment processes. Still making progress and are looking to make it even more streamlined to Software and Content Developers to deploy to the production environments.</td>
</tr>
<tr>
<td>Conduct On-going Systems Maintenance</td>
<td>B. Peterson</td>
<td>Ongoing</td>
<td></td>
</tr>
<tr>
<td>Adopt new UEN look and feel for web applications</td>
<td>K. Branson</td>
<td>✓ Complete</td>
<td>In Process.</td>
</tr>
<tr>
<td>Conduct Identity management pilot (InCommon/Shibboleth)</td>
<td>J. Stewart, K. Branson</td>
<td>55%</td>
<td>Deferred to FY2015 Running my.uen portal instance as an SP that is integrated with SEDC’s IdP.</td>
</tr>
<tr>
<td>Develop New Contact tool</td>
<td>K. Branson</td>
<td>✓ Complete</td>
<td>Released 1/22/2014.</td>
</tr>
<tr>
<td>Complete UEN Web-Service Framework</td>
<td>K. Branson</td>
<td>20%</td>
<td>Deferred to FY2015 On hold (except ongoing security updates) pending retirement of Perl/CGI apps.</td>
</tr>
<tr>
<td>Upgrade MyUEN portal</td>
<td>K. Branson</td>
<td>0%</td>
<td>Deferred to FY2015 Due for completion by 30 June 2015.</td>
</tr>
<tr>
<td>Move of Sybase ASE</td>
<td>K. Branson</td>
<td>10%</td>
<td>Deferred to FY2015 A plan for migrating the data and refactoring applications has been completed.</td>
</tr>
<tr>
<td>Rewrite all Perl/CGI applications</td>
<td>K. Branson</td>
<td>15%</td>
<td>Deferred to 2015 PMT, Districts/Sites, Lesson Plan underway; Rubric assigned.</td>
</tr>
<tr>
<td>Migrate applications to Java 7, Tomcat 7, Ubuntu VMs, and PostgreSQL</td>
<td>K. Branson</td>
<td>45%</td>
<td>Deferred to FY2015 15% more completed in Quarter 4. Making slow, steady progress.</td>
</tr>
<tr>
<td>Better build management with Maven and SVN</td>
<td>K. Branson</td>
<td>55%</td>
<td>Deferred to FY2015 20% increase in Quarter 4. Making slow, steady progress.</td>
</tr>
<tr>
<td>Product maintenance and functional enhancements</td>
<td>K. Branson</td>
<td>Ongoing</td>
<td>My.uen, BIRT, and others underway. Does not include enhancements from rewrites.</td>
</tr>
<tr>
<td>Develop new Districts tool</td>
<td>K. Branson</td>
<td>5%</td>
<td>Deferred to FY2015 Due for completion by 30 June 2015. This will replace the existing Districts, schools, and districts applications/pages.</td>
</tr>
<tr>
<td>Complete IMA Upgrades</td>
<td>K. Branson</td>
<td>✓ Complete</td>
<td>This task has been completed. We expect further upgrades will be desired in the future.</td>
</tr>
<tr>
<td>Update Rubric Tool</td>
<td>K. Branson</td>
<td>0%</td>
<td>Deferred to FY2015 Work underway. Due for completion by 30 June 2015.</td>
</tr>
<tr>
<td>Initiative</td>
<td>Lead</td>
<td>% Complete</td>
<td>Status</td>
</tr>
<tr>
<td>------------</td>
<td>------</td>
<td>------------</td>
<td>--------</td>
</tr>
<tr>
<td>133 Resources with Utah's K-12 school librarians to determine content gaps</td>
<td>L. Hunter</td>
<td>Eliminated</td>
<td>Included with monthly CForum meetings and NetNews emails.</td>
</tr>
<tr>
<td>134 Implement 2013 Intel Teach grant</td>
<td>J. Brooksby</td>
<td>✓ COMPLETE</td>
<td>Q2</td>
</tr>
<tr>
<td>135 Explore online Ed Tech Endorsement program</td>
<td>J. Brooksby</td>
<td>75%</td>
<td>Deferred to FY2015</td>
</tr>
<tr>
<td>136 Design new Canvas Courses</td>
<td>J. Brooksby</td>
<td>✓ COMPLETE</td>
<td>Q4</td>
</tr>
<tr>
<td>137 Conduct State Wide Technology and Professional Development needs assessment of K-12 Districts</td>
<td>J. Brooksby</td>
<td>75%</td>
<td>Q4</td>
</tr>
<tr>
<td>138 Identify top ten priorities for professional development and create course content</td>
<td>J. Brooksby</td>
<td>✓ COMPLETE</td>
<td>Q2</td>
</tr>
<tr>
<td>139 Update existing courses</td>
<td>J. Brooksby PD Staff</td>
<td>✓ COMPLETE</td>
<td>Q4</td>
</tr>
<tr>
<td>140 Support UEA, SUECON, UCET and other local conferences</td>
<td>J. Brooksby PD Staff</td>
<td>Ongoing</td>
<td></td>
</tr>
<tr>
<td>141 Support K-20 schools in online learning objectives (Canvas)</td>
<td>J. Brooksby PD Staff</td>
<td>Ongoing</td>
<td>Developed K-12 Canvas plan.</td>
</tr>
<tr>
<td>142 Produce guides for effective technology use in the classroom</td>
<td>J. Brooksby PD Staff</td>
<td>75%</td>
<td>Q4</td>
</tr>
<tr>
<td>143 Produce 20 Technology Teaching Tips for Utah Teaching Channel</td>
<td>J. Brooksby PD Staff</td>
<td>25%</td>
<td>Q4</td>
</tr>
<tr>
<td>144 Investigate using badges for UEN PD</td>
<td>J. Brooksby</td>
<td>40%</td>
<td>Deferred to FY2015</td>
</tr>
<tr>
<td>145 Develop a follow through process for requested PD</td>
<td>J. Brooksby</td>
<td>70%</td>
<td>Q4</td>
</tr>
<tr>
<td>146 Investigate COSN tech director certification</td>
<td>J. Brooksby</td>
<td>35%</td>
<td>Q4</td>
</tr>
<tr>
<td>147 Research options to Milton Bennion Hall access issues</td>
<td>J. Brooksby</td>
<td>✓ COMPLETE</td>
<td>Q4</td>
</tr>
<tr>
<td>148 Develop a plan to implement competency and participation indicators</td>
<td>J. Brooksby</td>
<td>25%</td>
<td>Deferred to FY2015</td>
</tr>
<tr>
<td>149 Implement Utah Teaching Channel</td>
<td>J. Brooksby</td>
<td>✓ COMPLETE</td>
<td>Site launched; team formed to implement year 2.</td>
</tr>
<tr>
<td>150 Implement new telephone and calendaring processes for PD</td>
<td>J. Brooksby</td>
<td>✓ COMPLETE</td>
<td>Q2</td>
</tr>
<tr>
<td>151 Increase transparency of qualitative public feedback on UEN Professional Development courses</td>
<td>J. Brooksby R. Finlinson</td>
<td>✓ COMPLETE</td>
<td>Touch screen kiosks provided same-day educator feedback on professional development and other research at Spring educator conferences.</td>
</tr>
<tr>
<td>152 Implement NROC resources and training plan</td>
<td>K. Garrett</td>
<td>✓ COMPLETE</td>
<td>New contract to start in June. EdReady is now available. Training is ongoing. Multiple workshops &amp; presentations conducted throughout the state.</td>
</tr>
<tr>
<td>153 Create TV highlight web page</td>
<td>L. Cohne K. Krier</td>
<td>✓ COMPLETE</td>
<td>Q1</td>
</tr>
<tr>
<td>154 Engage educators and community in STEM content on UEN-TV and integration of web resources</td>
<td>L. Cohne</td>
<td>✓ COMPLETE</td>
<td>Ongoing project: Q1 Launched Cheese Geecs with Harmon's Q2 Presented Cheese Science @ SUECON, promoting STEM TV content through direct email. Q3 Presented Cheese GEECS @UCET Q4: Presented Cheese GEECS FACS conference.</td>
</tr>
<tr>
<td>155 Support initiation and sustainability of Utah American Indian-STEM project</td>
<td>L. Cohne</td>
<td>✓ COMPLETE</td>
<td>Engaged American Indian Science and Engineering Society Professional Chapter President in several community panels hosted by UEN.</td>
</tr>
<tr>
<td>156 Organize community outreach for UEN-TV weekly Arts program</td>
<td>L. Cohne</td>
<td>✓ COMPLETE</td>
<td>Target email promotions have gone out to Higher Ed. Arts Department Chair USOE and other Utah Education Arts Associations. Ongoing: Tweet weekly regarding upcoming episodes.</td>
</tr>
<tr>
<td>157 Build PreK capacity for online engagement each quarter</td>
<td>L. Cohne</td>
<td>Ongoing</td>
<td>Outreach conducted with Early Childhood Leaders in the community and updates made monthly to Preschool Pioneer web site.</td>
</tr>
<tr>
<td>158 Promote effective technology guides (including Top 10 projects)</td>
<td>R. Finlinson</td>
<td>✓ COMPLETE</td>
<td>Professional Development priorities and staff were used to drive UEN display booth interaction at Spring educator conferences and to spur ongoing social media.</td>
</tr>
<tr>
<td>159 Devise a social media plan</td>
<td>R. Finlinson</td>
<td>✓ COMPLETE</td>
<td>Elements of the plan were used at Spring conferences and are ongoing with UEN's daily social media updates.</td>
</tr>
</tbody>
</table>

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**Operational Services**

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Lead</th>
<th>% Complete</th>
<th>Status Report as of 7/15/2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>160 Create and develop a comprehensive inventory control database and</td>
<td>J. Stewart</td>
<td>✓ COMPLETE</td>
<td>See Initiative #107</td>
</tr>
<tr>
<td>Process</td>
<td>Responsible Party</td>
<td>status</td>
<td>Notes</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-------------------</td>
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<td>-------</td>
</tr>
<tr>
<td>161 Finalize 'should' planning questions with Board</td>
<td>R. Timothy</td>
<td>75%</td>
<td>Continued refinement.</td>
</tr>
<tr>
<td>162 Initiate Internships program including training/onboarding process</td>
<td>V. Rasmussen</td>
<td>✔️ Complete</td>
<td>Three Interns in place.</td>
</tr>
<tr>
<td>163 Evaluate and revise intern processes as needed based on initial experience</td>
<td>V. Rasmussen</td>
<td>✔️ Complete</td>
<td>Q3 Updating online training materials &amp; payment options</td>
</tr>
<tr>
<td>164 Expand number of internships available and develop summer opportunities</td>
<td>V. Rasmussen</td>
<td>✔️ Complete</td>
<td>Q4 Launched Internship site and transitioned to Christy Dunn.</td>
</tr>
<tr>
<td>165 Create UEN branded Graphics Package for UEN-TV</td>
<td>R. Finlinson, K. Garrett</td>
<td></td>
<td>Deferred to FY 2015</td>
</tr>
<tr>
<td>166 Pursue grants and award programs</td>
<td>J. Gibbs</td>
<td>Ongoing</td>
<td>Q4 NSF ISE, Intel, RTTT, I2 POC, NetSafe14</td>
</tr>
<tr>
<td>167 Develop metrics dashboard demonstrating UEN performance</td>
<td>L. Hunter</td>
<td>50%</td>
<td>iDashboard coordination underway</td>
</tr>
<tr>
<td>168 Update UEN Policies/Guidelines page on UEN.org</td>
<td>L. Hunter, J. Gibbs</td>
<td>50%</td>
<td></td>
</tr>
<tr>
<td>169 Complete FCC and CPB required filings</td>
<td>L. Hunter</td>
<td>✔️ Complete</td>
<td>On Schedule. Finalized license renewal application</td>
</tr>
<tr>
<td>170 Develop IVC Policy with Stakeholders</td>
<td>L. Hunter</td>
<td>✔️ Complete</td>
<td></td>
</tr>
<tr>
<td>171 Research Common Good vs. Paid Service Model</td>
<td>L. Hunter</td>
<td>20%</td>
<td>Initial research underway.</td>
</tr>
<tr>
<td>172 Support Partner Initiatives</td>
<td>L. Hunter</td>
<td>Ongoing</td>
<td>GettyReady, Operation Respect, Governor's Ed Summit</td>
</tr>
<tr>
<td>173 Merge UTN and UTN operations.</td>
<td>L. Hunter</td>
<td>Ongoing</td>
<td>On schedule</td>
</tr>
</tbody>
</table>
This initiatives list represents projects that will be addressed during fiscal year 2015 (Q1: July - Sept, Q2: Oct - Dec, Q3: Jan - March, Q4: April - June). This does not include ongoing operations or maintenance items.

### Network Services

<table>
<thead>
<tr>
<th>Description</th>
<th>Lead</th>
<th>% Complete</th>
<th>Status Report as of 7/1/2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Continue to design and implement the move of 500 Tellabs circuits (move from Optera to Tellabs)</td>
<td>K. Quire</td>
<td>✔ COMPLETE</td>
<td>The conversion of Geomax circuits from the Optera optical transport to the new Tellabs (now Coriant) optical transport was completed on December 31st, 2014. Circuit moves are 100% complete. Followup activities will include shutting down and physically removing the old Optera hardware from all UEN PoPs and District Offices around the state. UEN's Erate and Accounting teams are working with CenturyLink on setting up the new billing structure.</td>
</tr>
<tr>
<td>2. EBC Enterprise LAN upgrades</td>
<td>K. Quire</td>
<td>✔ COMPLETE</td>
<td></td>
</tr>
<tr>
<td>3. Design and build the Canyons SD PoP and redundant circuits to all schools</td>
<td>K. Quire</td>
<td>✔ COMPLETE</td>
<td></td>
</tr>
<tr>
<td>4. Install 69 new Tellabs nodes</td>
<td>K. Quire</td>
<td>✔ COMPLETE</td>
<td>We continue to work with CenturyLink to complete these installations. UEN is prepared to install new circuits as they are made available by the provider.</td>
</tr>
<tr>
<td>5. Panguitch CO MPLS Conversion</td>
<td>K. Quire</td>
<td>Eliminated</td>
<td></td>
</tr>
<tr>
<td>6. Complete Virtual Route Forwarding project</td>
<td>K. Quire</td>
<td>✔ COMPLETE</td>
<td></td>
</tr>
<tr>
<td>7. Replace all 3750Gs as they are no longer supported by Cisco</td>
<td>T. Jessup</td>
<td>85%</td>
<td>Deferred to FY 2016. Pending staffing resources to complete these replacements.</td>
</tr>
<tr>
<td>8. Design and implement the Level-3 CoLo move.</td>
<td>B. Bryson</td>
<td>Eliminated</td>
<td></td>
</tr>
<tr>
<td>9. Complete Daggett County microwave Upgrade</td>
<td>J. Egly</td>
<td>✔ COMPLETE</td>
<td></td>
</tr>
<tr>
<td>11. Complete IVC Refresh engineering, design, project planning, and implementation based on UEN 2014/15 replacement funding (TBD)</td>
<td>J. Egly</td>
<td>60%</td>
<td>Deferred to FY 2016. IVC Replacement - RUS and STEM - 90% of the equipment procurement is complete and classroom installation is well underway. All STEM IVC rooms in northern Utah are scheduled for completion by the start of school. RUS room installation will continue into the fall. UEN's new RUS collaborative video bridging solution is installed and provisioning is underway. Testing and training will be conducted during the summer with the intent of moving it into production this fall.</td>
</tr>
<tr>
<td>12. Complete Lake Powell School network upgrades.</td>
<td>J. Egly</td>
<td>✔ COMPLETE</td>
<td>We have included this circuit in the current RFP and believe that we will be able to upgrade the bandwidth to 100 mbps.</td>
</tr>
<tr>
<td>13. Support Four Corners Network Development Project.</td>
<td>J. Egly</td>
<td>Ongoing</td>
<td>Deferred to FY 2016. As part of E-rate Modernization UEN was invited to participate in an FCC panel discussion in May to discuss how this program can be leveraged to benefit the Four Corners project. UEN intends to leverage funding opportunities available through E-rate Modernization and bid fiber based services within the Utah portion of the Four Corners regions this year.</td>
</tr>
<tr>
<td>Stakeholder Requirements</td>
<td>Project/Initiative</td>
<td>Responsible Party</td>
<td>Status</td>
</tr>
<tr>
<td>--------------------------</td>
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</tr>
<tr>
<td>As part of its RUS project UEN will utilize a next generation collaborative video solution that can connect IVC classrooms and individual learners. UEN also intends to pilot and utilize Cisco Collaborative Meeting Rooms (CMR) a cloud based solution that can bridge traditional IVC classrooms and individuals via WebEx.</td>
<td>Redesign and Bid All Alpine Elementary Schools.</td>
<td>K.Dutt</td>
<td>90%</td>
</tr>
<tr>
<td></td>
<td>Complete USHE/Snow College/Sevier School District IVC Pilot</td>
<td>D.Litster D.Mahaffey</td>
<td>✔ Complete</td>
</tr>
<tr>
<td></td>
<td>Complete two new Snow College IVC classroom installations.</td>
<td>D.Litster D.Mahaffey</td>
<td>✔ Complete</td>
</tr>
<tr>
<td></td>
<td>Snow College PoP Redesign and upgrade</td>
<td>K.Dutt</td>
<td>✔ Complete</td>
</tr>
<tr>
<td></td>
<td>South Sanpete Network Redesign and Upgrade</td>
<td>K.Dutt</td>
<td>✔ Complete</td>
</tr>
<tr>
<td></td>
<td>North Sanpete Network Redesign and Upgrade</td>
<td>K.Dutt</td>
<td>✔ Complete</td>
</tr>
<tr>
<td></td>
<td>Upgrade Washington District primary connection to DSC to 100Gig</td>
<td>K.Dutt</td>
<td>✔ Complete</td>
</tr>
<tr>
<td></td>
<td>Alpine District 10 Gig upgrade to DDC</td>
<td>K.Dutt</td>
<td>✔ Complete</td>
</tr>
<tr>
<td></td>
<td>San Juan District Fiber improvements to LaSal Elementary, Monticello HS, and Monticello Elementary</td>
<td>K.Dutt</td>
<td>✔ Complete</td>
</tr>
<tr>
<td></td>
<td>UVU Capitol Reef Field Station Microwave</td>
<td>K.Dutt</td>
<td>✔ Complete</td>
</tr>
<tr>
<td></td>
<td>Continue IT Asset Management Project</td>
<td>J.Stewart B.Peterson</td>
<td>75%</td>
</tr>
<tr>
<td></td>
<td>Replace one Microwave TX/RX pair as part of an ongoing Statewide Distribution Microwave Backbone infrastructure replacement plan.</td>
<td>P.Titus</td>
<td>✔ Complete</td>
</tr>
<tr>
<td></td>
<td>10 Gb Washington District (Hurricane to Washington DDC)</td>
<td>K.Dutt</td>
<td>80%</td>
</tr>
<tr>
<td></td>
<td>Washington District additional capacity</td>
<td>K.Dutt</td>
<td>65%</td>
</tr>
<tr>
<td></td>
<td>10 Gb backbone Price to San Juan.</td>
<td>K.Dutt</td>
<td>85%</td>
</tr>
<tr>
<td></td>
<td>CiB Grant: New Ethernet Radio Install San Juan, Monument Valley, Montezuma Creek, Navajo Mtn.</td>
<td>K.Dutt</td>
<td>90%</td>
</tr>
<tr>
<td></td>
<td>RUS Grant: 48 IVC Rooms</td>
<td>K.Dutt</td>
<td>40%</td>
</tr>
<tr>
<td></td>
<td>STEM: IVC rooms Cache District</td>
<td>K.Dutt</td>
<td>80%</td>
</tr>
<tr>
<td></td>
<td>San Juan Hub Move/Fiber and Network</td>
<td>K.Dutt</td>
<td>65%</td>
</tr>
<tr>
<td></td>
<td>10Gb UVU to UVW</td>
<td>K.Dutt</td>
<td>60%</td>
</tr>
<tr>
<td></td>
<td>10 Gb Nebo District</td>
<td>K.Dutt</td>
<td>80%</td>
</tr>
<tr>
<td></td>
<td>10Gb Provo District</td>
<td>K.Dutt</td>
<td>80%</td>
</tr>
</tbody>
</table>

Commissioned and completed a techical analysis of the FileMaker Database, received a report with recommendations, determined that this database is technically sound. Continued to refine data and processes around asset management. Weekly meetings to review goals and progress continue. Next step to accommodate TSSC’s asset management needs.
<table>
<thead>
<tr>
<th></th>
<th>Task Description</th>
<th>Responsible Party</th>
<th>Status</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>38</td>
<td>Add 3 Utah Radiology locations (Provo, Orem, St. George) to UTN network</td>
<td>M.Cesarini</td>
<td>Complete</td>
<td>Expand bandwidth in FY 2016</td>
</tr>
<tr>
<td>39</td>
<td>Add 4 community health centers (3 in Cache Valley; 1 in Evanston WY) to UTN network</td>
<td>M.Cesarini</td>
<td>Complete</td>
<td></td>
</tr>
</tbody>
</table>
This initiatives list represents projects that will be addressed during fiscal year 2015 (Q1: July - Sept, Q2: Oct - Dec, Q3: Jan - March, Q4: April - June). This does not include ongoing operations or maintenance items.

### Application Services

<table>
<thead>
<tr>
<th>Description</th>
<th>Lead</th>
<th>% Complete</th>
<th>Status Report as of 7/8/2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Complete Database Migration to (MS SQL and PostgreSQL)</td>
<td>B.Peterson</td>
<td>60%</td>
<td>Deferred to FY 2016 Sybase migration to be completed in August 2015.</td>
</tr>
<tr>
<td>2 Move to Downtown Data Center (DDC)</td>
<td>B.Peterson</td>
<td>95%</td>
<td>Deferred to FY 2016 Equipment installed. Services are being migrated.</td>
</tr>
<tr>
<td>3 Virtualize Web and Database server environments.</td>
<td>B.Peterson</td>
<td>70%</td>
<td>Deferred to FY 2016 85% of the web servers have moved to the VM environment. 60% of the application servers are running as VM Servers. UEN.org still needs to be migrated, but many CGI applications need a complete rewrite to be moved. 70% of the database servers have been virtualized. All that remains is Sybase to PostgreSQL migration. (See Application Services Initiative #1.)</td>
</tr>
<tr>
<td>4 Retool Web Hosting Toward Automation</td>
<td>B.Peterson</td>
<td>Ongoing</td>
<td>Deferred to FY 2016 Very few web and application servers remain in the old architecture. my.uen will need to be upgraded and migrated to VMs.</td>
</tr>
<tr>
<td>5 Deploy DNS IPv6 anycast addresses for native IPv6 name resolution throughout the network.</td>
<td>B.Peterson</td>
<td>30%</td>
<td>Deferred to FY 2016 Downtown Data Center, the first of four nodes, is complete. Three nodes still need network design and implementation.</td>
</tr>
<tr>
<td>6 Update the lesson plan tool</td>
<td>K.Branson</td>
<td>35%</td>
<td>Deferred to FY 2016 Delays due to the Sybase retirement project.</td>
</tr>
<tr>
<td>7 Conduct Identity management pilot (InCommon/Shibboleth)</td>
<td>J.Stewart K.Branson</td>
<td>55%</td>
<td>Deferred to FY 2016 Running a my.uen portal instance as an SP that is integrated with SEDC's IdP.</td>
</tr>
<tr>
<td>8 Complete UEN Web-Service Framework</td>
<td>K.Branson</td>
<td>35%</td>
<td>Deferred to FY 2016 Educators API moved to new infrastructure. Lessons API and Materials API (IMA) well underway.</td>
</tr>
<tr>
<td>9 Upgrade my.uen portal</td>
<td>K.Branson</td>
<td>5%</td>
<td>Deferred to FY 2016 Will start in September 2015.</td>
</tr>
<tr>
<td>10 Move off Sybase ASE</td>
<td>K.Branson</td>
<td>50%</td>
<td>Deferred to FY 2016 Due for completion on August 29, 2015.</td>
</tr>
<tr>
<td>11 Rewrite all Perl/CGI applications</td>
<td>K.Branson</td>
<td>55%</td>
<td>Deferred to FY 2016 PMT released; Districts/Sites, Lesson Plan, and Rubric underway.</td>
</tr>
<tr>
<td>12 Migrate applications to Java 7, Tomcat 7, Ubuntu VMs, and</td>
<td>K.Branson</td>
<td>70%</td>
<td>Deferred to FY 2016</td>
</tr>
<tr>
<td>PostresQL</td>
<td>Making slow, steady progress.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>13</strong> Better build management with Maven and SVN</td>
<td>K.Branson 75%</td>
<td>Deferred to FY 2016</td>
<td></td>
</tr>
<tr>
<td>Making slow, steady progress.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>14</strong> Product maintenance and functional enhancements</td>
<td>K.Branson Ongoing</td>
<td>Deferred to FY 2016</td>
<td></td>
</tr>
<tr>
<td>my.uen (Adobe Connect), Contact, IMA, Cactus, and others underway.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>15</strong> Develop new Districts tool</td>
<td>K. Branson 15%</td>
<td>Deferred to FY 2016</td>
<td></td>
</tr>
<tr>
<td>Will resume work in July 2015.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>16</strong> Update Rubric Tool</td>
<td>K.Branson 70%</td>
<td>Deferred to FY 2016</td>
<td></td>
</tr>
<tr>
<td>Will finish in Q1.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>17</strong> Framework security upgrades</td>
<td>K.Branson 65%</td>
<td>Deferred to FY 2016</td>
<td></td>
</tr>
<tr>
<td>Struts 2 security updates; 4 complete, 2 underway</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>18</strong> Unit Plan tool</td>
<td>K.Branson 0%</td>
<td>Deferred to FY 2016</td>
<td></td>
</tr>
<tr>
<td><strong>19</strong> Rewrite BIRT Reports</td>
<td>K.Branson 0%</td>
<td>Deferred to FY 2016</td>
<td></td>
</tr>
<tr>
<td>We will begin rewrite after Sybase migration unless another solution has been adopted.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>20</strong> Revise CACTUS Interface to accomodate USOE's changes</td>
<td>K.Branson ✓ Complete</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>21</strong> Develop Spanish versions of Preschool Pioneer and Utah Kids Ready to Read.</td>
<td>J.Anderson ✓ Complete Q2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Completed 10/2/14 preschool.uen.org/es/</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>22</strong> Create SciTech Now web site.</td>
<td>M.Dumas ✓ Complete Q2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Completed 10/3/14 uen.org/scitechnow</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>23</strong> Develop American Graduate web page.</td>
<td>M.Dumas K.Krier ✓ Complete Launched Dec. 8, 2014</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>24</strong> Develop mobile versions of hosted web sites.</td>
<td>M.Dumas J.Anderson ✓ Complete Q3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Launched updated Heritage Gateways site: <a href="http://heritage.uen.org">http://heritage.uen.org</a> and made Eccles Broadcast Center website mobile friendly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>25</strong> Support UTN web site needs.</td>
<td>M.Dumas K.Krier ✓ Complete Q3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Launched redesigned web site.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>26</strong> Update UEN-TV “What’s On” to include First Nations Experience (FNX).</td>
<td>R. Keele M. Dumas ✓ Complete Q2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Completed 10/3/14 uen.org/tv/whatson and uen.org/tv/fnx</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>27</strong> Rewrite internal Newsletter Tool.</td>
<td>R. Keele ✓ Complete Q1</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>28</strong> Create iUTAH participants' Directory Database.</td>
<td>R.Keele ✓ Complete Q4</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>29</strong> Update eMedia user interface.</td>
<td>K.Garrett R.Keele 90% Deferred to 2016</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project development completed. Will apply changes after Equella 6.3 upgrade.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>30</strong> Update PHP code for database connections.</td>
<td>R.Keele ✓ Complete Launched 2/19/2015</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>31</strong> Enhance student interactives to make them searchable.</td>
<td>R.Keele Deferred to FY 2016</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>32</strong> Continue coordinating with UEN Public Information on metrics analytics.</td>
<td>M.Dumas ✓ Complete Q4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nov. 7, 2014 Completed dashboards for Network, Financial, Distance Education, Professional Development, Web Services and Community Relations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>33</strong> Help UEN Managers develop data dashboards.</td>
<td>K.Krier ✓ Complete</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>34</strong> Use Canvas API to automatically update TICE courses in Equella.</td>
<td>R.Keele Eliminated Even though this is 95% complete (waiting for Equella 6.3 upgrade) the need no longer exists.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>35</strong> Post Utah Core Standards into eMedia</td>
<td>K.Garrett Deferred to FY 2016</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>36</strong> Support the American Graduate initiative by producing video vignettes.</td>
<td>K.Garrett ✓ Complete One minute highlight video complete as well as one certificate highlight video. Three minute comprehensive video is in final stages of production. Videos available at uen.org/americangraduate</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>37</strong> Produce videos to help explain iUTAH water research to</td>
<td>K.Garrett Ongoing Deferred to FY 2016</td>
<td></td>
<td></td>
</tr>
<tr>
<td>#</td>
<td>Task Description</td>
<td>Responsible</td>
<td>Progress</td>
</tr>
<tr>
<td>----</td>
<td>---------------------------------------------------------------------------------</td>
<td>-------------</td>
<td>--------------</td>
</tr>
<tr>
<td>38</td>
<td>Launch new UEN-TV program “SciTech Now” and produce promotional material.</td>
<td>K.Garrett</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>39</td>
<td>Support the Utah Teaching Technology Council (UTTC) and explore a centralized content repository.</td>
<td>K.Garrett</td>
<td>75% Deferred to FY 2016</td>
</tr>
<tr>
<td>40</td>
<td>Develop a plan to caption all of UEN's digital media offerings.</td>
<td>K.Garrett</td>
<td>75% Deferred to FY 2016</td>
</tr>
<tr>
<td>41</td>
<td>Explore access to eMedia to give all Utah educators the ability to upload and store content within eMedia.</td>
<td>K.Garrett</td>
<td>✓ COMPLETE Q3</td>
</tr>
<tr>
<td>42</td>
<td>Research requirements to obtain and air American Indian Channel for UEN-TV</td>
<td>L. Hunter</td>
<td>✓ COMPLETE Q2</td>
</tr>
<tr>
<td>43</td>
<td>Launch new STEM broadcast program</td>
<td>K.Garrett</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>44</td>
<td>Manage Application Procurement &amp; Licensing</td>
<td>L.Hunter</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>45</td>
<td>Support Legislature EDTech Initiative</td>
<td>R.Timothy</td>
<td>Ongoing</td>
</tr>
<tr>
<td>46</td>
<td>Manage American Graduate Grant Program</td>
<td>J.Gibbs</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>47</td>
<td>Update Tech Summit Web site for 2015 Conference</td>
<td>R.Keele, M.Dumas</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>48</td>
<td>Externalize application configurations</td>
<td>K.Branson</td>
<td>40% Deferred to FY 2016</td>
</tr>
<tr>
<td>49</td>
<td>JIRA custom plugins for QuickTicket functionality</td>
<td>K.Branson</td>
<td>10% Deferred to FY 2016</td>
</tr>
<tr>
<td>50</td>
<td>Create online Outage Notification Interface for UEN’s NOC</td>
<td>R.Keele</td>
<td>✓ COMPLETE Q4</td>
</tr>
<tr>
<td>51</td>
<td>Expand the automated posting of daily schedule of IVC Events to UEN.org</td>
<td>R.Keele</td>
<td>✓ COMPLETE Q4</td>
</tr>
<tr>
<td>52</td>
<td>Develop Young Authors’ web page</td>
<td>K.Krier, M.Dumas</td>
<td>✓ COMPLETE Q4</td>
</tr>
<tr>
<td>53</td>
<td>Develop a Teacher Toolbox to highlight what UEN.org has to offer Utah educators</td>
<td>K.Krier, M.Dumas</td>
<td>✓ COMPLETE Q4</td>
</tr>
<tr>
<td>54</td>
<td>Gather and post classroom activities that utilize the various Pioneer Online Library databases</td>
<td>K.Krier, M.Dumas</td>
<td>✓ COMPLETE Q4</td>
</tr>
<tr>
<td>55</td>
<td>Transfer Utah Middle School Math website to UEN’s web server.</td>
<td>K.Krier, M.Dumas</td>
<td>99% Deferred to FY 2016</td>
</tr>
<tr>
<td>56</td>
<td>Install and implement IVC for the Utah Addiction Center</td>
<td>M.Cesarini</td>
<td>✓ COMPLETE</td>
</tr>
<tr>
<td>57</td>
<td>Acquire and implement new UTN web-based videoconferencing platform for desktop and mobile devices that is secure and interoperable with standards-based videoconferencing</td>
<td>M.Cesarini</td>
<td>15% Deferred to FY2016</td>
</tr>
<tr>
<td>58</td>
<td>Implement new domain, website and brand for UTN</td>
<td>P.Carroll, D.LaMarche</td>
<td>✓ COMPLETE</td>
</tr>
</tbody>
</table>
This initiatives list represents projects that will be addressed during fiscal year 2015 (Q1: July - Sept, Q2: Oct - Dec, Q3: Jan - March, Q4: April - June). This does not include ongoing operations or maintenance items.

### Support Services

<table>
<thead>
<tr>
<th>Description</th>
<th>Lead</th>
<th>% Complete</th>
<th>Status Report as of 7/8/2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Increase number of Professional Development courses offered in local districts</td>
<td>Professional Development Staff</td>
<td>30%</td>
<td>Deferred to FY 2016</td>
</tr>
<tr>
<td>2 Increase awareness and use of UEN resources</td>
<td>Professional Development Staff</td>
<td>✓ Complete</td>
<td>Q4</td>
</tr>
<tr>
<td>3 Create a 100% online EdTech endorsement</td>
<td>J. Brooksby</td>
<td>✓ Complete</td>
<td>Q3</td>
</tr>
<tr>
<td>4 Create train-the-trainer resources for LEA's.</td>
<td>J. Brooksby</td>
<td>0%</td>
<td>Deferred to FY 2016</td>
</tr>
<tr>
<td>5 Create hybrid learning models for all in-person courses.</td>
<td>Professional Development Staff</td>
<td>✓ Complete</td>
<td>Q4</td>
</tr>
<tr>
<td>6 Increase efficiency and booking effectiveness with new professional development management system.</td>
<td>J. Brooksby</td>
<td>✓ Complete</td>
<td>Q3</td>
</tr>
<tr>
<td>7 Develop two new online Intel Teach courses.</td>
<td>T. Stack R. Bentley</td>
<td>✓ Complete</td>
<td>Q3</td>
</tr>
<tr>
<td>8 Develop two new in-person courses.</td>
<td>J. Covili R. Bentley</td>
<td>✓ Complete</td>
<td>Q4</td>
</tr>
<tr>
<td>9 Redesign Pioneer Library courses to include new products.</td>
<td>D. Sloan</td>
<td>✓ Complete</td>
<td>Q2</td>
</tr>
<tr>
<td>10 Redesign Netsafe Utah online course.</td>
<td>R. Bentley</td>
<td>✓ Complete</td>
<td>Q3</td>
</tr>
</tbody>
</table>
| 11 Launch First Nations Experience (FNX) on 9.3                             | L. Cohne K. Anderson        | ✓ Complete | Q2
|                                                                 |                             |            | Launched 10/2/14                              |
| 13 Expand American Indian Film Festival                                      | L. Cohne                   | ✓ Complete | Films held at USU Eastern, SUU and SLCC were expansions to AIFF previously only held at UofU and UVU. |
| 14 Deliver TV program highlights to designated Higher Ed. Depts.             | L. Cohne                   | Ongoing    | Deferred to FY 2016 Education, Ethnic Studies, Veteran Groups, Arts & History Departments sent UEN-TV highlights via email. |
| 15 Expand community partners                                                 | L. Cohne                   | Ongoing    | Deferred to FY 2016
<p>|                                                                 |                             |            | Expanding Head Start partnership to include all staff training and monthly parent workshops. |
|                                                                 |                             |            | Developing USOE Library Media and Language Arts partnership with Utah Humanities Council, USOE, UEN and others. |
|                                                                 |                             |            | Additional Salt Lake School District Multicultural Dept. &amp; UEN partnership forging. |
|                                                                 |                             |            | Completed Salt Lake County Library/UEN partnership for Autism &amp; Technology Story Time &amp; Apps project |
|                                                                 |                             |            | Collaborated Utah State Libraries, SLC Libraries to present at Utah Youth Library Conference. |
|                                                                 |                             |            | Completed Utah Kids Ready to Read and UEN Preschool Pioneer Library Spanish web site |
| 16 Support American Graduate promotion                                        | R. Finlinson               | ✓ Complete | Developed graphics for &quot;Many Pathways to Success&quot; on UEN American Graduate website and videos. Directed production of College to Career materials. |</p>
<table>
<thead>
<tr>
<th></th>
<th>Task Description</th>
<th>Implementer(s)</th>
<th>Status</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>Broadcast American Graduate Day 2014 on UEN-TV</td>
<td>K.Anderson</td>
<td>Complete</td>
<td>Q1 Aired Sat. Sept. 27</td>
</tr>
<tr>
<td>18</td>
<td>Participate in and conduct research at educational conferences</td>
<td>R.Finlinson, S.Cohen</td>
<td>Complete</td>
<td>Surveyed educators and leaders at UEA, UCET, UELMA, Tech Summit, SAINToon, Utah PTA and UAPCS. (See Community Relations dashboards for results.) Participated and presented at Edcamp Utah and C-Forum.</td>
</tr>
<tr>
<td>19</td>
<td>Increase participation in social media sites</td>
<td>S.Cohen, R.Finlinson</td>
<td>Ongoing</td>
<td>Social media followers on Twitter have nearly doubled from under 1,000 to more than 1,900. Facebook likes have increased from 174 to more than 350.</td>
</tr>
<tr>
<td>20</td>
<td>Develop and Expand SciFi Friday</td>
<td>K.Anderson, J.Gibbs</td>
<td>Complete</td>
<td>Identified and acquired new programs; interviewed researchers.</td>
</tr>
<tr>
<td>21</td>
<td>Conduct and Support UIMC Media purchase</td>
<td>H.Wilkes</td>
<td>Complete</td>
<td>UIMC programs posted online and evaluations completed. 2015 UIMC buy is complete and on schedule.</td>
</tr>
<tr>
<td>22</td>
<td>Coordinate Annual reporting</td>
<td>R.Finlinson, J.Gibbs</td>
<td>Complete</td>
<td>UETN legislative, local content report and other materials were researched, planned and produced through a coordinated effort.</td>
</tr>
<tr>
<td>23</td>
<td>Develop coordinated strategic planning UETN-UTN-UEN</td>
<td>R.Finlinson, J.Gibbs</td>
<td>Complete</td>
<td>Developed plan, updated research, implemented projects and conducted rubric-based evaluation.</td>
</tr>
<tr>
<td>26</td>
<td>Support USDE online endorsement and Core training programs</td>
<td>T.Stack</td>
<td>Complete</td>
<td>Launched and updated courses, supported summer Core training.</td>
</tr>
<tr>
<td>28</td>
<td>Assist Utah Medicaid to develop capacity to utilize telehealth and telemedicine in the delivery of healthcare.</td>
<td>P.Carroll</td>
<td>Ongoing</td>
<td></td>
</tr>
<tr>
<td>29</td>
<td>Acquire and deploy telehealth equipment accessible to target Medicaid populations to facilitate the delivery of healthcare.</td>
<td>P.Carroll</td>
<td>30%</td>
<td>Deferred to FY2016</td>
</tr>
</tbody>
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### Operational Services

<table>
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<th>Lead</th>
<th>% Complete</th>
<th>Status Report as of 6/8/2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Create UEN branded Graphics Package</td>
<td>R. Finlinson</td>
<td></td>
<td>Deferred to FY 2016</td>
</tr>
<tr>
<td></td>
<td>K. Garrett</td>
<td></td>
<td>Priority was given to other communication initiatives.</td>
</tr>
<tr>
<td>2 Merge UTN and UTN operations.</td>
<td>L. Hunter</td>
<td></td>
<td>Office relocations, HR, and governance tasks complete. Ongoing progress with finances, strategic planning, projects and services.</td>
</tr>
<tr>
<td></td>
<td>D. LaMarche</td>
<td>Ongoing</td>
<td></td>
</tr>
</tbody>
</table>