

Portfolios	Name	Description
Client Engagement and Planning, Enterprise Data, Systems and Interfaces, Equity, Inclusion, and Anti-Racism, FY22: Must Do, Prioritized, FY23, FY23 Must Do, Prioritized, Teaching, Learning and Research	LITS Knowledge Base Implementation	The current LITS Knowledge Base (Tech Docs) is heavily used, and usage has grown exponentially in the past year. An improved platform and sustainable service model will speed up triage, make how-to information more findable and user-friendly, and increase our ability to keep information up-to-date and in front of clients when they need it.
Client Engagement and Planning, Enterprise Data, Systems and Interfaces, FY21: Must Do, Prioritized, FY23, Teaching, Learning and Research	Contribute to Institutional Assessment	As a follow-up to the Middle States reaccreditation process, Kim and Tim are forming a Committee for Institutional Assessment to provide oversight and ensure accountability for the College's assessment of institutional effectiveness and student learning, and to support the campus in continuing to develop a culture of assessment. The committee will include Dave C. and institutional research and assessment experts, as well as key faculty representatives, and will be chaired initially by Mary Osirim and then by the Associate Provost once that person is appointed. Richard Berry will have the lead on developing academic assessment plans and leading that process, and Lindsey Palumbo will have the lead on developing institutional effectiveness assessment plans and leading that process. Middle States will schedule a return visit (I believe in two years) to review our progress in building a "culture of assessment" and moving the overall assessments forward.
Client Engagement and Planning, Enterprise Data, Systems and Interfaces, FY22, FY23, FY23 Must Do, Prioritized	Campus Digital Signage System Upgrade	The College currently employs Visix/AxisTV as its digital signage software/server tool. It is a complicated system with many flaws as identified by the departmental administrators. A pre-pandemic exploratory process determined that the departmental administrators are eager to explore other options. This project proposals to assemble a team of departmental administrators who will be charged with identifying possible solutions, evaluating their fit with the College, and selecting a new digital signage tool. The implementation of the tool will be proposed as a separate project once a tool is selected.

Client Engagement and Planning, Enterprise Data, Systems and Interfaces, FY22: Must Do, Prioritized	Gaming WiFi -- develop new service to BMC student community	<p>Building on the Gaming WiFi Discovery project and intersecting with the Wireless upgrade project already underway, current expectations are that LITS will be able to respond to the December '20 request from the BMC SGA for students to connect their gaming devices to the campus wireless network.</p> <p>A prerequisite to this project is completion of the campus wireless upgrade, where our wireless network will be upgraded to a new version of the software that manages our wireless network traffic. The purpose of this project is to stay attuned to that project's work and to develop appropriate business practices in support of offering a new service to the campus community. One known need is how to manage the registration of gaming devices. Input from peer institutions has indicated that many have not invested in a separate infrastructure to allow for self-registration of gaming devices and instead require students to contact their Help Desks to register. This is likely to be a core part of this project that is distinct from the Wireless Upgrade project -- how best to manage that self-registration process. Additionally, this project will include necessary communication plans to the BMC student community.</p>
Client Engagement and Planning, Enterprise Data, Systems and Interfaces, FY22: Must Do, Prioritized, FY23, Teaching, Learning and Research	MISO Survey 2021-22	This is the biennial MISO Survey administration at Bryn Mawr. MISO Survey data has been collected every other year since 2004. The data is used a great range of purposes ranging from service evaluation, LITS projects, to College initiatives.
Client Engagement and Planning, Enterprise Data, Systems and Interfaces, FY23, FY23 Must Do, Prioritized	Fax Service Discovery	Assess current need for fax service on campus to determine next steps for change, replacement, or sunset. Analog technology will be unstable and potentially unavailable beginning September 6, 2022.
Client Engagement and Planning, Enterprise Data, Systems and Interfaces, FY23, FY23 Must Do, Prioritized	Next-Gen Enterprise Strategic Planning & Institutional Readiness	This is the FY23 project focused on strategic planning with a third-party partner, including understanding institutional readiness, testing our hypotheses about best approach for implementation for BMC (including when to assess our BiCo SIS dependency and its implications), and RFP process for implementation partner and selection of platform.

Client Engagement and Planning, FY22: Must Do, Prioritized, FY23, FY23 Must Do, Prioritized	FY23 Computer Replacement	This project is established to track the FY23 computer replacement cycle.
Client Engagement and Planning, FY23	Reimagining our laptop loaning pools	We currently have a 4-day general loaner laptop pool with Windows laptops and a fac/staff pool with a flexible loan period and includes Windows laptops, Macbooks, and iPads. We would like reevaluate our pools and the loaning distinctions that come with each pool so that we can equitably distribute equipment and get full use out of our laptop loaning system. One of our main drivers is that we're currently finding that students have increased need for extended loans for campus jobs and/or school work.
Client Engagement and Planning, FY23, FY23 Must Do, Prioritized, Teaching, Learning and Research	Replace Read&Write with Helperbird	<p>Read&Write to Bryn Mawr College community members. Read&Write is an academic support software that is available as both a desktop app and a Google Chrome extension.</p> <p>Our Read&Write subscription is set to expire on June 30, 2022. The company that produces Read&Write is going through some restructuring and the subscription model and price of Read&Write is set to change. Additionally, users have reported that some of Read&Write's features are a bit "clunky" so we were looking for a more user-friendly product.</p> <p>After researching various competitors, Helperbird, emerged as a top replacement. Helperbird provides the features of Read&Write, plus features found in other popular academic software all in one easy-to-navigate menu. Additionally, the pricing and subscription model is more attractive.</p> <p>Helperbird is available as an extension on Google Chrome, Firefox, and Microsoft Edge. It is free for anyone to download, but to get all the features users must have a subscription. Our Helperbird representative has already set us up with a 30-day trial of full access, and I have conducted user testing with students. They have been able to download the extension on campus computers and utilize the paid features by logging in with a subscription key.</p>

Client Engagement and Planning, FY23, FY23 Must Do, Prioritized, Teaching, Learning and Research	Launch LITS Academic Department Visits	<p>Following through on the program we designed in coordination with CLIC and announced at the spring Department Chairs meeting, we will meet with a set of academic departments each semester going forward, and August/September will be the time for initial launch and preparation.</p> <p>The goals are to do systematic outreach to the faculty in each academic department in order to hear collective interests around IT and library support and collaboration. We will pose questions about trends in their field, what's working well, what's challenging to help us build strong working relationships, identify horizon needs, and address any current issues.</p>
Client Engagement and Planning, FY23, FY23 Must Do, Prioritized, Teaching, Learning and Research	Library harmony process and any associated organizational change	Continue to support coordinated BMC library circulation and student employment thinking and operations building on conversations and planning from FY22.
Enterprise Data, Systems and Interfaces	IPAM (IP Address Management) Replacement (DNS/DHCP/NetReg)	This project will replaced the current IPAM infrastructure (DNS/DHCP/Network Registration/Wireless Integration/IP Address Management) with a single solution from EfficientIP.

<p>Enterprise Data, Systems and Interfaces, FY19, FY20: Must Do, Prioritized, FY21, FY21: Must Do, Prioritized, FY22: Must Do, Prioritized</p>	<p>Next-Gen Enterprise Data/Systems Planning for BMC</p>	<p>Enterprise Ecosystem project is to articulate a holistic strategic plan for implementing contemporary enterprise data platforms, relevant business process changes, and education/recruitment to ensure that Bryn Mawr College and its constituents have the tools, data, and expertise they need to operate effectively and to inform institutional decision-making.</p> <p>A core element of this project involves planning for the replacement of PeopleSoft, which serves both as enterprise resource planning and management platform for most functions and constituents on campus and de facto as the campus data repository, bringing together data from across functional areas of the College to enable reporting. Any next-generation enterprise roadmap will need to account for both the functional/operational requirements that PeopleSoft fulfills across academic and administrative areas of the College and for our forward-looking needs around data management, data synthesis, data reporting and analysis, and data privacy. We have adopted a College philosophy of maximizing our use of a core ERP to meet as many functions as possible across campus because we benefit in this way from a shared data store and shared expertise to support the platform and its use. As part of this project, we will aim to meet as many articulated requirements and wishlist items as possible via a next-generation core ERP platform, and we will assess on a case-</p>
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Enterprise Data, Systems and Interfaces, FY20: Must Do, Prioritized	Electronic Records Discovery Project	<p>The goal of this discovery project is to transform our ability to provide good stewardship of the College's electronic records, including the President's email, electronic student records, and other records that we must keep for legal or financial purposes and/or that are of enduring value to the College. Currently we employ a range of "work-arounds" that are insufficient in providing consistent and secure access to electronic records.</p> <ul style="list-style-type: none"> * Build expertise around national trends and best practices around electronic records management * Identify professional development opportunities for relevant project team members * Confer with campus stakeholders about their needs * Learn from peers at other institutions about their practices <p>Deliverable: A report that recommends how we can collect and provide access to the College's electronic records, including how to work and communicate with campus stakeholders (e.g. the President's Office, Registrar, SGA, etc.)</p>
Enterprise Data, Systems and Interfaces, FY20: Must Do, Prioritized	TriCollege storage and systems infrastructure	<p>The TriCollege servers located at Bryn Mawr College, which host many of the TriCollege systems as well as store preservation data (on triembark.brynmawr.edu), are end-of-life and need to be replaced with new equipment. It has been determined that Islandora will require more storage capacity and flexibility in growing preservation storage from year to year than was initially envisioned. This requires policy development around storage allocation and expansion. Written policies and procedures are needed to define the quantity of available storage from year to year; to define and track storage allocation and expansion practices; and to define procedures for requesting additional storage. Note: This project expands on and replaces project no. 202033 (Complete TriCo storage evaluation and purchase).</p>

Enterprise Data, Systems and Interfaces, FY20: Must Do, Prioritized, FY21, Teaching, Learning and Research	Digital Life Cycle and Preservation Planning	<p>the College's digital collections by creating a policy and plan for long-term digital preservation. The first year of this project will be dedicated to laying the groundwork for a preservation policy, including a plan for how to implement digital preservation and communicate our intentions and practices to the College community. The second year will focus on full implementation of the communications and digital preservation plans. Some digital preservation activities may be accomplished in the first year, but year two will allow for a full implementation of the plan.</p> <p>Y1</p> <p>Policy for what we keep, why we keep it, and for how long</p> <p>Plan for how we keep it (LTDP plan), how and when we weed/re-assess</p> <p>Sunsetting template (criteria for sunseting, communications plan, work plan template?)</p> <p>Plan for socializing and educating community members about the policy</p> <p>Y2</p> <p>Implementing LTDP plan</p> <p>Implementing communication plan and educational programming</p> <p>Personal Digital Archiving Initiative (what folks should keep and how they can keep it)</p>
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Enterprise Data, Systems and Interfaces, FY21: Must Do, Prioritized	Bascom Retirement Project	<p>Drupal, is slated for retirement on June 30th, 2022. While most of the content has already been migrated to Drupal, the server is still in use by a small number of faculty and staff for various reasons, such as:</p> <ul style="list-style-type: none"> •Course content and faculty/course archives •Microsites such as cities and iconog •Secure document server (e.g. – HR documents locked down by campus IP) <p>In addition to the above, Web Services continues to use Bascom for various utility needs such as housing files and images for third party theming. Prior to retiring Bascom, decommission/migration strategies will need to be identified for the remaining content and a communication plan will need to be developed so faculty and staff have ample notice of the server's retirement.</p> <p>Web Services will need to consult with the Communications Working Group (CWG) to flesh out the communication plan as well as consult with EAST as Bascom's retirement could likely mean an influx of new DOOO users and/or new Moodle courses.</p> <p>The benefits of retiring Bascom include reduced overhead of having to manage themes and files in multiple locations and moving away from aging and frail hardware. It is also beneficial to migrate content into an appropriate/dedicated application such as Drupal, Moodle, or Domain of One' Own</p>
Enterprise Data, Systems and Interfaces, FY22: Must Do, Prioritized	Fischer GIG Server Replacement - AIS Testing	Replace aging GIG server virtual machines supporting the Fischer application
Enterprise Data, Systems and Interfaces, FY22: Must Do, Prioritized, FY23, FY23 Must Do, Prioritized	PeopleSoft - PeopleTools 8.59 Upgrade	This project will be undertaken to upgrade our PeopleSoft PeopleTools software as required by Oracle. We will upgrade from version 8.57 to version 8.59
Enterprise Data, Systems and Interfaces, FY22: Must Do, Prioritized, FY23, FY23 Must Do, Prioritized	Telephone Service Carrier Migration	The purpose of this project is to migrate from Windstream to Telesystems as a new telephone service provider. If possible, all POTS analog service will be removed.
Enterprise Data, Systems and Interfaces, FY22: Must Do, Prioritized, FY23, FY23 Must Do, Prioritized	Account Management - Identity Automation Implementation - Phase I	This project will be undertaken to replace all functionality now provided by Fischer Identity with the exception of initial account creation and password management. The project will also replace the Sim-Fischer functionality for 365 account management.

Enterprise Data, Systems and Interfaces, FY23, FY23 Must Do, Prioritized	VMWare Infrastructure	(expected life = 6 years) The VMWare infrastructure will need to be evaluated next year. The primary concern is the end of support on the hardware. These costs have historically come out of either the reserve fund or "other" funds. I anticipate using the reserve.
		<p>LITS currently provides two web technologies that have strong overlap in supporting end-user needs: WordPress Multisite (Blogs) and Domain of One's Own (DOOO). Both platforms allow users to setup a WordPress blog for a variety of reasons.</p> <p>This project endeavors to update the Blogs service definition and provide helpful guidelines to guide users to the appropriate platform based on their needs and intended use. The new service definition will also include criteria to identify inactive blogs. Marking blogs as inactive will help Web Services decommission old, stale, and unused blogs in an attempt to limit blog bloat in the future.</p>
Enterprise Data, Systems and Interfaces, FY23, FY23 Must Do, Prioritized	WordPress Service Definition Update and Cleanup Project	The project will also include a cleanup component and weeding of inactive blogs and low to no use themes and plugins.
Enterprise Data, Systems and Interfaces, FY23, FY23 Must Do, Prioritized	Residential Life - Housing Software Evaluation	This project will involve assisting the Residential Life group with evaluating third-party hosted housing management systems.
Enterprise Data, Systems and Interfaces, FY23, FY23 Must Do, Prioritized	Upgrade all (35) Windows 2012 Servers	Microsoft is halting regular security updates Jan '23 for Windows Server 2012, with an option to purchase extended support. There are ~35 servers affected. It is unknown if all 35 servers can be upgraded in this time frame.
Enterprise Data, Systems and Interfaces, FY23, FY23 Must Do, Prioritized	Recruitment and onboarding for Information Security Analyst	<p>Vince is working on recruitment for this new position. Gina and Vince will support orientation for new position, along with I&S team, broader Enterprise and CEP teams, and ISC, et al.</p> <p>Introduce colleague to internal and consortial/third-party resources that support our information security program</p>

Enterprise Data, Systems and Interfaces, FY23, FY23 Must Do, Prioritized, Teaching, Learning and Research	RStudio Server Pilot Replacement: Design and Implementation	This project will determine the appropriate replacement for a local, pilot installation of RStudio Server and implement a transition to that replacement. LITS set this RStudio Server pilot up in summer 2019 in support of the College's new interdisciplinary data science program to make it easier for faculty to adopt and teach R (considered a key component of that program). That pilot was scheduled to have ended two years ago, but the follow-on project to convert it to a permanent, locally installed RStudio Server service stalled due to the lack of a clear institutional framework for funding and staffing it. In the meantime, an RStudio Cloud product has matured to the extent where we think it could be the basis of a LITS-managed, college-wide RStudio service within existing institutional constraints.
Enterprise Data, Systems and Interfaces, FY23, FY23 Must Do, Prioritized, Teaching, Learning and Research	Moodle Service Design, Phase 2	In fall 2020 EAST, Web, and INS completed a successful Moodle Service Model Redesign project to develop more sustainable back-end service processes for our locally hosted and maintained Moodle installation. This project tackles a few final roadblocks needed to move Moodle closer to persistent-application service model: 1) Moving Moodle from Centos 8 to fresh server installations with an OS distribution that has a longer-term support plan; 2) developing content and data-retention policies and practices that are sustainable and secure over the expected lifespan of the server giving the post-pandemic usage norms. The goal of all of these changes is increase the time between complete overhauls from 3 years to 8-10 years, significantly reducing the maintenance burden on support staff and disruption to the college community.
Equity, Inclusion, and Anti-Racism, FY21: Must Do, Prioritized	LITS Departmental DEI/Anti-Racism Goal-Setting	As a next step building on the Foundations sessions in January, each department is charged with using an anti-racism, equity, and inclusion lens to identify meaningful goals toward enhancing service and program offerings, departmental policies and practices, and cross-departmental or LITS-wide policies and practices. These goals will be articulated through departmental conversations and through using the tools provided in the January sessions, as well as others that department members find useful, and will be submitted by end of March to inform our LITS 5-Year Strategic Roadmap, including shorter-term goals for this year and longer-range goals.

Equity, Inclusion, and Anti-Racism, FY22: Must Do, Prioritized, Teaching, Learning and Research	Legacies of Colonialism & Racism document discussion	The Special Collections Department will organize a series of events during the 2021-22 academic year to engage the community in discussions around the “Legacies” document and the issues around managing collections in an ethical way. The events – probably the first Friday of each month – will also include guest speakers and faculty. The objectives will be 1) to engage the community in a discussion of the complexities of managing cultural and historical collections 2) to use the discussions as a means to improve our practices in support of Equity, Inclusion and Anti-Racism, and to encourage great engagement with the collections by students of color; 3) to elicit recommendations for revisions to the Legacies document.
FY20: Must Do, Prioritized, Teaching, Learning and Research	Islandora migration	TriCo will be migrating CONTENTdm and DSpace into Islandora.
FY21, FY21: Must Do, Prioritized, Teaching, Learning and Research	Information Literacy Program Development: Phase II	<p>long been a service offered by RIS librarians and is generally valued by both faculty and students at Bryn Mawr. This method of instruction has many benefits, including familiarizing students with research methods and tools relevant to a course research assignment or senior thesis project, and allowing students to get to know a subject librarian whom they may contact for further assistance if needed. However, this librarian-led, relationship-driven model is flawed in that it often exposes students to inconsistent, redundant, non-sequential, and largely skills-based instruction. Furthermore, this model does not scale. Therefore, the objective of this project is to transform our current IL program into one that encourages greater faculty-librarian collaboration and is grounded in theory and data, reaches more students, and is better aligned with the undergraduate curriculum.</p> <p>This project will directly align our IL program with the Strategic Direction for the Undergraduate College by ensuring that Bryn Mawr graduates are flexible, life-long learners who can access and use information creatively, reflectively, and ethically to create new knowledge in communities of learning, solve complex problems in varied contexts, and participate as informed and active citizens in a global information society and economy.</p> <p>We cannot assume that students who are accustomed to</p>

FY21, FY23	Update LITS Emergency Preparedness Plans	<p>We last updated our emergency preparedness plan ~2 years ago and should review and update annually. Of course, all of 2020 was an emergency response situation with ever-updated plans, so we carried forward the spirit of this preparedness layer appropriately for our context. This spring is a time to return to the baseline plans, to update for the new year, and then to exercise the plan later in 2021, ideally in the fall if we're able to be mostly back on campus.</p>
FY21, Teaching, Learning and Research	Join GitHub Campus Program	<p>This is a service design and implementation project for developing the centralized GitHub outreach, onboarding, and support service elements required to participate in the GitHub Campus Program. Joining the GitHub Campus Program will give the College access to a free educational GitHub Enterprise license and give system administrators access to training and resources needed to develop and provide centralized GitHub support. EAST staff will take primary responsible for developing and providing the new GitHub support service and will serve as the service owner.</p>
FY22: Must Do, Prioritized, Teaching, Learning and Research	Islandora ingest and metadata cross-training	<p>In January 2021, the TriCollege completed migration from CONTENTdm to Islandora 7. Thus far, all ingest and metadata creation for this system has been managed by one staff member at Bryn Mawr College. Given 1) the impending migration from Islandora 7 to 8; 2) the likelihood that more systems (i.e. TriArte) will be consolidated into Islandora; and 3) the backlog of systemless digital content that has accumulated over many years, cross-training select staff members on metadata creation and ingest tasks would provide needed support, both in tackling backlogs and in upcoming migration tasks. While student workers can assist with some of this work, the majority of tasks need to be completed by professional or paraprofessional librarians with an appropriate level of training and background in descriptive practices. Ingest and metadata workflows in Islandora are advanced and complex, requiring familiarity with MODS, specifically the TriCo MODS application profile and associated controlled vocabularies, familiarity with Drupal, and advanced use of spreadsheets.</p> <p>The objectives of this project are:</p> <p>1) Identify LITS staff members who are appropriate candidates for this work and carve out adequate time for them to devote to discrete metadata and ingest projects either on a limited or ongoing basis.</p>

FY23, FY23 Must Do, Prioritized, Teaching, Learning and Research	Onboarding for Director of Special Collections	Ensure robust orientation and foundation for success for incoming Director of Special Collections.
FY23, Teaching, Learning and Research	Dye and Butterfly Garden	Plant a combination dye and butterfly garden in the 2 beds adjacent to Carpenter Library that will provide a resource for teaching as well as visual appeal in 3-4 seasons.

Manager	Start	End
Melissa Cresswell	Jul 2021	Oct 2022
Gina Siesing	Feb 2021	Mar 2022
David Consiglio	Jul 2022	Dec 2022

Vince Patone	Jun 2021	Dec 2021
Maria Ocando Finol	Aug 2021	Mar 2022
Melissa Cresswell	Aug 2022	Sep 2022
Gina Siesing	Jul 2022	Jul 2023

Bill Kenny	Feb 2022	Nov 2022
Bonnie Wei	Jun 2022	May 2023
Jennifer Spohrer	Jun 2022	Sep 2022

Gina Siesing	Aug 2022	Jan 2023
Gina Siesing	Jul 2022	Apr 2023
Randal Gustitis	May 2021	Jan 2022

Gina Siesing	Mar 2019	Mar 2021

Allison Mills	Aug 2019	May 2020
Howard Ding	Oct 2019	Jun 2020

Natalie Shilstut	Aug 2019	May 2022

Chelsea Lobdell	Feb 2021	Jun 2022
David Sturgis	May 2021	Aug 2022
David Sturgis	Jul 2021	Aug 2023
David Bertagni	May 2021	Dec 2021
David Sturgis	Jun 2021	Jun 2023

Matthew Rice	Jun 2019	May 2020
Chelsea Lobdell	Sep 2022	Feb 2023
David Sturgis	Jul 2022	Dec 2022
Vince Patone	Jul 2022	Dec 2022
Vince Patone	Jul 2022	Feb 2023

Jennifer Spohrer	Mar 2022	Dec 2022
Jennifer Spohrer	Sep 2022	Jan 2024
Gina Siesing	Feb 2021	Mar 2021

Eric Pumroy	Jun 2021	May 2022
Natalie Shilstut	Sep 2019	Dec 2020
Alex Pfundt	Oct 2019	Sep 2020

Gina Siesing	Feb 2021	Mar 2021
Jennifer Spohrer	May 2022	May 2023
Eric Pumroy	Jul 2021	Jan 2023

Gina Siesing	Oct 2022	Feb 2023
Marianne Weldon	Mar 2022	Nov 2023