GSM Information Technology Priority List

Note: In August 2014, the IT staffing levels were reduced by 17%, back to the same level as 2006. It was understood this would significantly impact the ability to perform new application development and priority focus would need to shift to support activities for maintaining existing applications.

Top Priorities

- Maintenance/Support activities received through help desk incident tracking system

- Complete migration of legacy .NET/SQL systems to Java/Oracle. Eliminates requirement for supporting two legacy Windows servers (Web, SQL). Remaining applications requiring migration include:
  - Composite Photos - Migrate existing functionality and add cohort photos
  - Alumni Directory - Migrate existing functionality and add functionality incorporated in Student Directory.
  - Application Roles Management - Migrate existing functionality.
  - GSM Support website

- RaPS/EMS integration – Eliminate data entry redundancy associated with course session scheduling and classroom reservations. Create an automated system that will create/update reservations in EMS based upon course session schedule entered in RaPS.

- AWS Migration – move infrastructure servers to AWS. Simplifies/Reduces support requirements and dependency on campus central services.

- Banner Course API – Work with campus Registrar to develop the Banner interface that they promised in Fall 2012, which would automatically create course records in Banner, based upon information provided by RaPS or Campus.

- RaPS enhancements – Various requests received through help desk and meetings with Student affairs.

- Customer Relations Management (CRM) System– Commercial implementation of system for managing data associated with:
  - Contact information for all GSM Affiliates
    - Corporate Contacts, Partners, Alumni, Students, Faculty/Staff, & others
  - Communication Tracking
  - Event Management
  - Social Media
Salesforce is considered the more viable solution and is widely used by other business schools.
Symbol Legend:
- Unplanned/Emergency Development
  - Top Priority
  - Secondary Priority
    - Priority Not Established