Initiated by:
Christopher Burns, Chair, Information Technology Policy Committee

I. RESOLUTION:

Information technology is critical to the effective functioning of all aspects of the University, including teaching and learning, research, and administration. Use of the University's information technology services is growing rapidly. The PantherLink email and calendaring service and the ProwlNet wireless networking service have periodically been overwhelmed during the Fall 2010 semester, and usage of the PantherFile file storage service and the shared CEAS/L&S/Freshwater Sciences high performance computing service have expanded dramatically. Demand for these and other information technology services will continue to increase. The expansion of the University beyond its current geographical footprint, the ever-increasing technological savvy of students, staff, and faculty, and innovations in teaching and learning, research, and administration all challenge the University's ability to provide reliable information technology services.

Interruptions in these services, however brief, have immediate impacts on the work of students, faculty and staff and their ability to fulfill the University’s mission. Furthermore, time and resources devoted to reactive maintenance and support of legacy and inadequate technology could be devoted to the proactive identification and adoption of technologies with the potential to transform higher education.

An Information Technology Policy Committee resolution dated November 9, 2007 recommended that UWM's faculty and administration 1) elevate the priority of information technology in campus planning activities and 2) work to ensure that information technology infrastructure is better coordinated and adequately supported. While progress has been made in these areas, there is still a significant gap between the requirements of University faculty, students, and staff for the availability and reliability of information technology, and the personnel, technological, and financial resources deployed to meet those requirements.

THEREFORE, BE IT RESOLVED that the UW-Milwaukee Faculty Senate endorses specific recommendations to address this situation:

1. establishing recurring replacement, maintenance and support budget lines for critical information technology infrastructure services, such as wired and wireless networking.
2. providing appropriate and sufficient information technology personnel resources to support the services required by the campus community.

3. planning for the total costs of expansions to programs and services that addresses both capital and operational costs.

4. periodic comprehensive external evaluation of the University's information technology infrastructure, including implementation, planning, and management processes.

The Provost's ongoing Digital Future exercise is an important effort to anticipate the future potentials, challenges and needs spurred by technological change, and to plan in a holistic way for the next fifteen years. As an outcome of this activity, we believe that planning for and support of information technology should reflect its mission-critical role in higher education today and in the future.

**Information Technology Policy Committee Members:**

Christopher Burns, Music, Chair  
Chris Guse, Theatre  
Prasenjit Guptasarma, Physics  
Chiu Law, Electrical Engineering & Computer Science  
Brad Houston, Libraries  
Michael Zimmer, School of Information Studies  
Tracy Buss, International Education Center  
Woonsup Choi, Geography  
Kristene Surerus, Chemistry  
Bo Zhang, Educational Psychology  
Cary Costello, Sociology  
Aneesh Aneesh, Sociology  
Liam Callanan, English  
Daniel Himes, Curriculum & Instruction  
Steve Pevnick, Art & Design  
Daniel Laughland, Student  

Bruce Maas, Director, University Information Technology Services, *ex-officio*  
Laura Pedrick, Provost Designee, *ex-officio*

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**Approved:** _______  **Not Approved:** _______  **Deferred:** _______  **Other:** ______________