TRINITY UNIVERSITY OF ASIA

___Information and Communications Technology Unit___
Name of Office

Action Plan 2018-2021

FINANCIAL PERSPECTIVE	OBJECTIVES	STRATEGIES/ACTIVITIES			BUDGET	PERSON RESPONSIBLE	PROOF OF SUCCESS
		2018-2019	2019-2020	2020-2021			
1	a) To build a fully functional, highly available, high performing, and secure online enrollment system (TAIMS version 2)	Design, build, and test the system	Full implementation		Php 500,000.00	Randy Lagdaan	High rate of student satisfaction in enrolling online
	b) To solidify the digital presence of TUA in social media for customer engagement	Design, build, and test the system	Full implementation		Php 500,000.00	Randy Lagdaan	High rate of customer hits and high rate of conversion percentage

2	a) To conduct short courses on advance IT topics	Design and develop course content Build network with established industry organizations for content, equipment, software, and certifications Establish traditional and digital marketing strategies to promote the courses Full implementation on June 2018			Php 100,000.00 for course and promotional materials	Dennis Isleta	At least 20 participants per courses and three courses a month
	b) To provide IT consultancy to other organizations. This includes system development and IT solutions	Design and develop IT solutions for other organizations			Php 200,000.00 for solutions and	Randy Lagdaan	At least five IT solutions provided each year

			Establish traditional and digital marketing strategies to promote the solutions Build and establish customer network Full implementation by June 2019		promotional materials		
3	a) To build the version 2 of TUAPORTAL which digitize and integrates TUAs processes	Design and develop web-based BAM and ICT requisition system Design and develop version 2 of electronic grading system	Design and develop integrated HRIS system payroll components Design and develop integrated inventory system		Php 2,000,000.00	Randy Lagdaan	Fully functional integrated system used by TUAs stakeholders. Reduction of operational cost Satisfied users due to convenience, efficiency and speed of transactions

		Design and develop version 2 of TAIMS					
		Design and develop integrated HRIS system					
		Design and develop budgeting and purchase orders system					
	b) To proactively promote the usage of G Suite applications	Conduct trainings to faculty, staff, and students			Php 100,000.00 for certifications and trainings	Dennis Isleta	Major reduction of paper usage
		Establish a production support team and system for G Suite					

CUSTOMER PERSPECTIVE	OBJECTIVES	STRATEGIES/ACTIVITIES			BUDGET	PERSON RESPONSIBLE	PROOF OF SUCCESS
1	To design and build an integrated alumni jobs and tracking system			Design, build, test, and fully implement the integrated alumni jobs and tracking system	Php 200,000.00	Randy Lagdaan	Highly accessible and available alumni information
2, 3, 6	To make Internet access highly available and fast	Acquire bandwidth controller Achieve 100mbps bandwidth Provide three internet lines for offices, laboratories, and wifi Improve network infrastructure especially for basic education campus			Php 1,000,000.00 annual budget	Randy Lagdaan	Very minimal downtime Accessibility in strategic areas Very minimal access complaints

		Sustained preventive maintenance	Sustained preventive maintenance Upgrade wifi equipment	Sustained preventive maintenance	Php 1,000,000.00	Dennis Isleta	
	To make the telephone system highly available	Sustained preventive maintenance	Sustained preventive maintenance	Sustained preventive maintenance	Php 200,000.00 annual budget	Dennis Isleta	Almost zero downtime
	To digitize and integrate majority of the processes	(financial 3)	(financial 3)	(financial 3)	(financial 3)	(financial 3)	(financial 3)
15	To build mobile app equivalents for student-related processes		Design, build an implement		Php 1,000,000.00	Randy Lagdaan	Highly satisfied users

INTERNAL PROCESS PERSPECTIVE	OBJECTIVES	STRATEGIES/ACTIVITIES			BUDGET	PERSON RESPONSIBLE	PROOF OF SUCCESS
1,2	(financial 3)	(financial 3)	(financial 3)	(financial 3)	(financial 3)	(financial 3)	(financial 3)
3	To implement technological security measures	Acquire equipment and software for cybersecurity and network security Knowledge upgrade for staff who handles security			Php 1,000,000.00	Dennis Isleta	Almost zero breached
4	(G-suite)	(G-suite)	(G-suite)	(G-suite)	(G-suite)	(G-suite)	(G-suite)

LEARNING AND GROWTH PERSPECTIVE	OBJECTIVES	STRATEGIES/ACTIVITIES			BUDGET	PERSON RESPONSIBLE	PROOF OF SUCCESS
1	To provide knowledge upgrade for ICT staff	Training and certification on network and cybersecurity Training on systems development related technology Training and certification for G Suite Training on Computer and	Training and certification for ITIL		Php 1,000,000.00	Randy Lagdaan	Certifications

		application operations related technology						
2	To design and develop research-oriented computer technologies	Research on web applications	Research on mobile applications	Research on mobile and web applications	Php 300,000.00	Randy Lagdaan	One successful research annually
3	To support online learning management systems	Implement G Suite based learning management system		Design, build and implement TUAs learning management system	Php 500,000.00	Randy Lagdaan	Highly satisfied faculty and students relating to the use of LMS

Prepared by   Reviewed and Endorsed by: Approved by:

Randy D. Lagdaan   Ms. Leonora N. Yngente   Dr. Wilfred U. Tiu
Director, ICTU   Vice President for Administration and Finance   University President