

2003 - 2013

DLSU-Manila Strategic Decisions
IT Center Strategic Direction

Information Technology Center

Yesterday, Today, and Tomorrow

Yesterday, Today, and Tomorrow

- Defined mission, vision, quality policy, and work plans. Poor execution of work plans. Little performance measurement in place.
- Re-defined and clearer mission, vision, objectives. Better strategies/work plans. Define general 10-year plan.
- Improve execution of strategies/work plans. Improve performance measurement. Work towards BSC. Further detail 10-year plan.

Yesterday, Today, and Tomorrow

- No external IT audit.
- IT audit c/o KPMG Laya Mananghaya. Performing limited self-audits.
- Review audit report and implement improvements accordingly. Integrate audit controls and alerts wherever appropriate. Use ACL (Audit Control Language).

Yesterday, Today, and Tomorrow

- Support to DLSU System and other La Salle "units".
- Same. Able to improve synergy and take advantage of economies of scale.
- Reduced scope to only Manila and PSI effective SY 2004-2005 with SY 2003-2004 as phase-out period.

Yesterday, Today, and Tomorrow

- Late projects -- less critical, less financial impact -- due to intervening tasks and poor project management. Weak project sponsorship.
- Implemented projects and improved project management. Intervening tasks are not measured. Improved project sponsorship.
- Further improve project management and documentation. Measure performance and financial impact. Reduce intervening tasks by, e.g., problem prevention, system evaluation, better needs anticipation and analysis. Ensure project sponsorship.

Yesterday, Today, and Tomorrow

- ITC personnel are happy to service internal customers. Many internal customers depend too much on ITC.
- ITC personnel are still happy to service internal customers. Internal customers are becoming more empowered. Better awareness of financial impact.
- Continue to satisfy internal customers. Improve awareness of customer empowerment. Continue empowering internal customers. Improve awareness of financial impact.

Yesterday, Today, and Tomorrow

- Unavailable info -- CEM.
- Generated CEM and student ("IPO") reports. Documented CEM report preparation process.
- Provide on-line info including archives. Provide on-line HR/ faculty reports/ archives. Provide analysis tools.

Yesterday, Today, and Tomorrow

- Data problems.
- "Resolved" data problems.
Cleaned reference files.
Integrating reference files.
- Improve timeliness of data -- e.g., submission of final grades, submission of plantilla/ courses.
Empower end users to improve data control.

Yesterday, Today, and Tomorrow

- Long queues in enrollment and payment.
- No more queues for enrollment. Implemented on-line payment for GSB. More organized queue for payment.
- Continue exploring better payment options. Continue promoting on-line payment. Educate students on secured transactions.

Yesterday, Today, and Tomorrow

- ASCII-based portal (now unused). None or few web-based systems. Many processes remain unautomated.
- Supported legacy systems. Developed capability to develop web-based systems. Increasing number of web-based systems. Many processes automated. Studying UML.
- Use commercial portal and focus on developing more web-based systems. Implement UML. Study/ implement BS 15000 / CMMI.

Yesterday, Today, and Tomorrow

- PRIO not recognized enough. Process owners have little TQM orientation and focus.
- Better recognition. Conducted several TQM-related training sessions. Started TQM quotes. Launched eQuality web site.
- Implement QMS in ITC. Improve quality efforts -- e.g., collaborate with colleges. Empower process owners to do process streamlining and document control.

Yesterday, Today, and Tomorrow

- Tedious web maintenance. Obsolete discussion board.
- Customizing/ implementng commercial portal package.
- Implement web-based discussion board. Improve to further enhance knowledge management via portal/ intranet.

Yesterday, Today, and Tomorrow

- Few technology application in education/learning.
- Supporting IVLE and WebCT.
- Improve technical and user support. Improve collaboration with CREM and colleges. Integrate with portal.

Yesterday, Today, and Tomorrow

- In SY 2002-2003, expiry/thefts worth about P800K
- Secured printer consumables. From 2000-2003, saved about P5m on use of satellite dish including investment payback.
- Install better security system in labs and ITC.

Yesterday, Today, and Tomorrow

- Network congestion/problems during installation firewall and new network equipment.
- Solved problems and have better security with firewall and VLAN. Implemented wireless access.
- Purchase more switches and a redundant core switch. "Complete" cabling and wireless infrastructure. Improve security on wireless access.

Yesterday, Today, and Tomorrow

- Defacement of CREM web site and <5 student web sites. Removed defacement in <24 hours.
- Installation of firewall and VLAN. Better patch management. Purchase of ISO 17799 toolkit. Upgraded firewall.
- Complete 2nd version of security policy. Implement IPS and IDS.

Yesterday, Today, and Tomorrow

- Netware6 server failure. Less reliable clone servers.
- Migration to new server. No more mail problems. Migration to branded servers. Implementing better back-up software.
- Purchase additional servers, storage, et al when needed. Work towards redundant/self-healing servers.

Yesterday, Today, and Tomorrow

- Data center not secured enough (e.g., theft, water, fire).
- Requested AVPAdS to replace windows with concrete and water-seal walls/ceiling.
- Renovate to physically secure data center. Plan for better fire control and prevention.

Yesterday, Today, and Tomorrow

- Problems with outsourced PC maintenance company.
- Hiring people to do maintenance work. Will save money if equipment/parts cost less than P1m per year.
- Improve tech support & customer services. Study extended warranty programs. Measure performance. Study/ implement BS 15000 (ITSM / ITIL).

Yesterday, Today, and Tomorrow

- Long repair time
– i.e., mean time to recover (MTTR).
Unknown service time.
- Buying only branded PCs.
Recovered service backlog.
Implemented Clientele.
- Continue buying branded PCs.
Finalize SLA with vendors.
Improve space usage.
Measure and improve performance.

Yesterday, Today, and Tomorrow

- Insufficient help desk support. Difficult to search for information in web site.
- Improved Help Desk support, software, and web site.
- Improve inventory control and technical skills of Help Desk. Improve Help Desk web site and services. Study/ implement BS 15000 (Help Desk).

Yesterday, Today, and Tomorrow

- Software installation/config and software/hardware inventory still partially automated.
- Evaluated a number of products for software deployment automation. Testing MS SMS. Installed HP Insight Manager and Dell Open Manage.
- Waiting for MS SMS to work. Implement ZENworks or Altiris. Implement HP Insight Manager and Dell Open Manage.

DLSU-Manila

Strategic Directions and Decisions for
2003-2013

A. LASALLIAN CULTURE AND SOCIAL MISSION

- Strengthen the integration of Lasallian values to form a stronger Lasallian community
- Develop social and political consciousness among Lasallian community members
- Improve access to Lasallian education among students coming from the lower socio-economic groups
- Articulate an integrated framework for community service consistent with the DLSU-Manila vision and mission

A. LASALLIAN CULTURE AND SOCIAL MISSION -- Targets

- 20% of total population will be recipient of scholarships and shall come from the underserved sectors of Philippine society
- The University community service framework shall be developed, operationalized and implemented
- Institutional research focusing on the impact of Lasallian education on students and alumni will be conducted
- Research focusing on the impact of Lasallian education on Philippine society will be undertaken

B. ACADEMICS

- Develop and utilize processes that will enhance instructional effectiveness in developing the critical/analytical thinking, learning skills, and integration of values in the present and future roles of students
- Expand and enhance opportunities for students to apply theories learned in the classroom to real life situations
- Integrate the development of critical thinking, effective communication, relationship skills, research and IT competencies, into the curriculum

B. ACADEMICS

- Develop and provide support mechanisms for innovative modes of delivery (curricular flexibility, multidisciplinary, online learning, seminar, drama, lectures, etc.)
- Review and rationalize undergraduate and graduate program offerings for relevance and sustainability

B. ACADEMICS -- Targets

- All academic programs shall have an experiential component to enhance learning
- All course paper requirements shall be expressions of critical and creative thinking, and preferably research-based
- Interventions shall be developed to address the problem of low student achievement and to enhance completion rate

B. ACADEMICS -- Targets

- Graduate program enrolment in the university shall be increased to reach 5000; of this figure, at least 500 shall be full-time students
- All colleges shall become national centers of excellence

C. RESEARCH AND PUBLICATIONS

- Reconfigure existing research centers towards becoming research institutes with defined rationale and viable research development programs
- Develop stronger research capabilities at all levels of the faculty ranks
- Implement measures to increase faculty publications in refereed and abstracted local and international journals

C. RESEARCH AND PUBLICATIONS

- Achieve international status for college and university journals
- Strengthen and expand collaborative research efforts with government, industry, NGOs, research agencies, educational institutions, and development assistance agencies

C. RESEARCH AND PUBLICATIONS -- Targets

- All research centers shall have become research institutes with defined rationale and viable research programs and research teams
- 50% of all colleges and university journals shall be refereed and abstracted
- 20% of university budget shall be allocated for research

C. RESEARCH AND PUBLICATIONS -- Targets

- 100% of senior faculty members (Associate and Full Professors) shall publish at least one article in a refereed and abstracted journal every year
- 100% of senior faculty members shall have at least one on-going funded research project every year

D. STUDENTS AND ALUMNI

- Strengthen student support services for integral Lasallian formation
 - * Strengthen coordination between academic units and Student Personnel Services
- Identify strategies to encourage optimal achievement among students in various endeavors and minimize academic failures.
 - * Enhance the social, personal, and holistic development of scholars

D. STUDENTS AND ALUMNI

- Design programs to encourage active leadership and participation of students and alumni in socially relevant projects and university endeavors
- Strengthen current provisions and mechanisms aimed at attracting the best and the brightest undergraduate and graduate students in the country

D. STUDENTS AND ALUMNI --

Targets

- At least 50% of the top upper quartile admitted freshmen applicants shall enroll at DLSU-Manila
- The number of socially relevant university projects will be increased so that every student can be actively involved in at least one
- DLSU-Manila graduates shall achieve at least a 90% passing rate in professional board examinations

E. HUMAN RESOURCES

- Introduce programs to enhance the pedagogical, research and technical competencies and skills of the faculty
- Increase the ratio of faculty members with PhD comparable to that of leading Asian universities
- Institute provisions to support further studies of faculty as well as participation in international conferences

E. HUMAN RESOURCES

- Create and develop a pool of qualified and competent Lasallian administrators to service university needs
- Adopt strategies to ensure optimal distribution and productivity of staff

E. HUMAN RESOURCES -- Targets

- The proportion of full-time faculty members with a doctorate degree will be:
CED, CLA and COS - 100%
COE - 75%, CBE - 50%
- Each administrator shall identify a qualified and competent understudy
- Performance of staff shall be characterized by:
accuracy, quality, and timeliness of output;
professional and dedicated service orientation in dealing with students and stakeholders, resulting in a marked decline of major complaints from clients

F. INTERNATIONAL ADVANCEMENT

- Regularly review and develop academic programs and services to attain standards comparable with leading Asian universities
- Confirm instructional standards of university programs and services through accreditation by international agencies

F. INTERNATIONAL ADVANCEMENT

- Expand and strengthen exchange programs for faculty and students with foreign universities and research institutions
 - * Establish a strong student, faculty, and publications exchange program with foreign universities
 - * Reinforce library linkages with AUN libraries and international learning centers in the Asia-Pacific region
- Study possibilities of offering joint degree programs with universities abroad

F. INTERNATIONAL ADVANCEMENT -- Targets

- DLSU-Manila shall be accredited by an international academic accrediting agency

G. FINANCIAL RESOURCES

- Tap additional sources for the tuition fee endowment fund to be able to increase faculty salaries independent of tuition revenue
- Endeavor to grant a meritocracy-based salary and benefit package for faculty and personnel, that will be the best among private universities in the Philippines
- Generate resources for the establishment of the Asia-Pacific Center for Teacher Education and Development

G. FINANCIAL RESOURCES --

Targets

- The endowment fund for research and student financial aid shall have grown to P1 billion by 2013
- The Asia-Pacific Center for Teacher Education and Development shall be established by 2011

H. UNIVERSITY FACILITIES AND SERVICES

- Coordinate with local government authorities and institute measures to improve and ensure security and quality of life on campus and its immediate vicinity/ neighborhood to create an academic zone
- Regularly upgrade facilities and equipment to be in a par with leading Asian universities
- Enhance and rationalize Library collections and acquisition of state-of-the-art materials and equipment to support instruction and research

H. UNIVERSITY FACILITIES AND SERVICES

- Systematize the storage of and access to University information and statistics required by management for planning and decision-making processes
- Enhance the effectiveness, efficiency and security of university services and records through processes streamlining and automation of process
- Strive to provide adequate space to support academic endeavors and other university services

H. UNIVERSITY FACILITIES AND SERVICES -- Targets

- A ten-year acquisition and replacement plan for equipment shall be implemented
- A ten-year improvement plan for facilities shall be implemented
- All major operational systems and processes (i.e., communication, enrolment, library, finance) of the University shall be computerized
- The DLSU-Manila campus shall be peaceful, secure and free of crime

Information Technology Center

Strategic Directions and Decisions for
2003-2013

IT Center – Our Core Purpose

- Enable the University to achieve its mission-vision through its pervasive use of quality IT resources and services.

IT Center – Our Core Values

- We express Gospel values and Lasallian values and tradition in our actions.
- We strive for excellence in all aspects.
- We encourage and nurture individual initiative and teamwork with dynamic leadership.

IT Center – Our Vision

- Make IT an integral element of University processes.

IT Center – Our Objectives

- To implement a total quality management system on/before 2011.
- To ensure that IT-related human resource development requirements are satisfied on/before 2005.
- To meet all IT infrastructure requirements on/before 2003.

IT Center – Our Team Efforts

- Help each other voluntarily without neglecting one's duties and responsibilities.
- Approach each person with trust and respect.
- Be aware of and contribute to the mission, vision, and objectives of ITC and the roles of each team member.
- Improve continuously.

IT Center – Our Quality Policy

- In our pursuit of University mission-vision, we are committed to actively contribute and participate in ensuring and improving the quality of our services to the delight of our customers.

IT Center -- Structure



EVP, DLSU-PSI

EVP, DLSU-Manila

Office of the Director

CFO

DAO

Docu

PRIO

SMO

IT Center – General Directions

- University portal
 - Develop, integrate, and improve web-based information systems.
 - Conduct trainings on the use of its facilities for knowledge management.
 - Automate "all" University processes.

IT Center – General Directions

- Business intelligence systems
 - Institutionalize Cost Estimation Model (CEM).
 - Make information needed for decision making available.
 - Make report generation tools available.
 - Develop activity-based costing systems (e.g., CEM).
 - Implement balanced scorecard, wherever effective.
 - Provide real-time performance monitoring systems - finance, HR, students, facilities, strategic targets

IT Center – General Directions

- Enterprise resource planning
 - Implement Oracle Financials (GL, AP, CM, FA, Inv, Pur), AR, Payroll, e-procurement portal, and related systems.

IT Center – General Directions

- Human resources (employees)
 - Integrate and enhance existing HR systems.
 - Implement web-based HR system.

IT Center – General Directions

- Customer relations (students)
 - Implement and enhance systems on admission, registration, student curricular and co-curricular development, counseling, library, alumni, industry & academic linkages, PR/marketing materials, help desk, collaboration, and research.

IT Center – General Directions

- Campus and utilities management
 - Implement systems for telecommunications, security and safety, electricity, electrical devices, water, gas, environmental tanks, elevators, noise control, and others.

IT Center – General Directions

- IT management
 - Implement systems for network, servers, storage, software, security, inventory, data, databases, & business continuity.
 - Implement world-class best practices in IT service management and IS project management and deployment.

IT Center –Business Targets

- Human Resources (HR) – 2000 – 2006
- IT management – 2000 – 2009
- Student Records Management (from admissions to alumni) – web-enable and enhance – 2000 – 2008
- Technology-enabled learning (with CREM and academic units) – 2000 – 2010
- Student Extra-curricular – 2001 – 2004
- University Portal – replace – 2003 – 2004
- Library system – replace – 2003 – 2004
- Existing automated information systems – enhance/replace – 2003 – 2008
- Student Co-curricular – 2005 – 2007

IT Center –Business Targets

- Business intelligence – EVP, VPAR, Deans (“Dean’s Reports”) – enhance – 2002 – 2007
- Business intelligence – EVP, VPAR, Deans (Cost Estimation Model) – enhance – 2002 – 2005
- Business intelligence – Office of President – 2003 – 2007
- Business intelligence – Others – 2006 – 2009

IT Center –Business Targets

- e-payment (e-purse, on-line payment, et al)
– 2003 – 2006
- Enterprise Resource Planning (ERP) – PSI
– 2004 – 2007
- Guidance and counseling – <when needed>
- Campus and utilities management (in
coordination with Admin Services)
– 2005 – 2010
- Automation of “all” processes – 2008 - 2010

IT Center –Technology Targets

- Information systems integration
 - 2000 – 2008
- Surge protection in all buildings (in coordination with Admin Services)
 - 2000 – 2008
- Wired access (where needed)
 - 2000 – 2003, 2006 – 2007, 2010 – 2012
- Wireless access (where needed)
 - 2002 – 2007, 2009 – 2010, 2012 – 2013
- 100% branded computers – 2002 – 2012

IT Center –Technology Targets

- Fax automation – 2002 – 2004
- Proactive electrical power monitoring for servers – 2003 – 2004
- IDS and IPS – 2003 – 2004
- Better secured access (e.g., via digital IDs) of servers, network equipment, and Data Center – 2003 – 2004
- Sufficient network switches
– 2003 – 2005, 2007 – 2009, 2011 – 2013

IT Center –Technology Targets

- Uninterruptible Power Supply (UPS) for all PCs used by Administrators, Accounting, Registrar's Office, Library – 2003 – 2005
- Uninterruptible Power Supply (UPS) for all PCs (where needed) – 2003 – 2012
- Automated software deployment – 2003 – 2005

IT Center –Technology Targets

- Redundant Core Switch – 2003 – 2005
- Redundant Firewall Server – 2003 – 2005
- Sufficient service units – 2003 – 2005
- Double storage capacity – 2003, 2007, 2012
- Data Center Fire Control System Review & Improvement – 2004, 2008, 2012

IT Center –Technology Targets

- Business continuity plan – 2004, 2008, 2012
- Clustered and self-healing servers
– 2005 – 2009
- Remote “hot” back-up site – 2005 – 2010
- 10-, 20-, 40-Gigabit Ethernet – 2008 – 2014
- Fractional DS3 (45 Mbps) Internet link
– 2003 – 2007
- DS3 (45 Mbps) Internet link – 2008 – 2012
- Compliance to ISO 17799, BS 15000, and CMMI standards – 2010 – 2014