GRIZ CARD CENTER
STRATEGIC PLAN 2008-13
JANUARY 2008

Mission Statement

The Griz Card Center offers a user friendly integrated one card system to University of Montana faculty, staff, students, alumni, affiliates, retirees and participants in campus conferences and events. It provides a wide array of functions that includes access control and monitoring of buildings and/or specialized or secured areas within buildings. The center also authorizes specific services for conferences and events attendees and manages the UMoney debit card program. The Griz Card functions as a personal University photo identification card and provides management and statistical data for users. The Griz Card Center maintains the availability of appropriate Griz Card functions, particularly UMoney debit card usage, in off campus non-University venues.

Goals:

1. Establish the Griz Card as a University enterprise and stabilize funding of the Griz Card Center
2. Maintain a dedicated and professional staff and provide for professional development of staff
3. Provide excellent customer services
4. Integrate Griz Card functions into the campus emergency and disaster preparedness plans
5. Assist in maintaining a safe campus environment through facility access control and monitoring.
6. Provide the campus community with an official picture University identification card
7. Assist the campus in achieving cost savings and efficiencies through the use of the Griz Card Program
8. Deploy and maintain the most current and reliable hardware and software technology to assure continuous and uninterrupted Griz Card functionality
9. Expand the deployment of the Griz Card Program on and off campus through current, new and creative marketing strategies
10. Provide appropriate and accurate statistical and management data to card users
11. Achieve final approval of the proposed policy recommendation regarding "Campus Construction Standards for the Griz Card Electronic System".
12. Achieve approval of the "Funding Proposal to Retrofit Campus Facilities" with the Griz Card System.

Strategies:

Establish the Griz Card Program as a University enterprise and stabilize Griz Card Center funding
Achieving final approval of the "Campus Construction Standards for the Griz Card Electronic System" and "Funding Proposal to Retrofit Campus Facilities" will further the recognition of the Griz Card Program as a University enterprise. A budget request for general fund support of the Griz Card Center will be made in the 2012-13 biennium. Stabilizing the funding for the Griz Card Center is crucial for its continued success and expansion. Initially the Dining Services' and Griz Card Center STIP income were one funding anchor however the volatility of the investment market creates uncertain revenues from this source. As an example-the STIP income is approximately 37 percent of the total Center's funding and in the fiscal years 2006 and 2007 the earnings varied by $36,557.

Continue to develop and enhance partnerships on all of the University of Montana campuses and in surrounding communities.

Excellent customer services and marketing programs will also further the recognition of the Griz Card Center. Expanded usage of this program by both on and off campus users is critical to user cost containment and stabilization of the Center's funding.

Maintain a dedicated professional staff and provide professional development opportunities
Currently the Griz Card Center has two professional staff that performs outstanding work. The staff is supervised by an operational manager who also has responsibilities in the Residence Life Office as the Associate Director of Residence Life. Encouraging and permitting the current professional staff to assume greater responsibilities for the operation of the Griz Card Center will continue. Professional development opportunities and programs must be made available to staff and funded annually in the operational budget. Staff must be rewarded with increased recognition of their responsibilities, a positive work environment and appropriately compensated for their responsibilities.

Provide excellent customer services
 The management and professional staffs must continue to advocate the expectation of excellent customer services. A comprehensive orientation and in-service training program for professional and student staff must be provided. In addition it is necessary to assure the required resources and technologies are available to staff in order to facilitate appropriate customer services.

Integrate the Griz Card system with the campus emergency and disaster preparedness plan
The Griz Card system has great potential to assist in the mitigation and management of campus emergencies and critical incidents. The Griz Card Center staff will work with the Director of Public Safety to integrate and update as necessary the campus emergency and disaster preparedness plan. The potential to control access to facilities, remotely lock down facilities, and provide access to the only repository of photo identification of campus community members are but of few of the potential integrations of the Griz Card system. Integration of these plans should be complete on or before January 1, 2009.

Assist in the maintenance of a secure campus environment through facility access and monitoring
Currently the Residence Life Office, Campus Recreation, Dining Services, HIV Laboratory, Law and Journalism Schools and other campus entities have successfully implemented the Griz Card system to control access and monitor facilities and equipment. Expansion of the access control function campus wide will be continued. If the "Funding Proposal to Retrofit Campus Facilities" and "Campus Construction Standards for the Griz Card Electronic System" are approved and funded by the Executive Officers, this process will move forward more quickly. The Griz Card Center will continue to advocate for resources and provide consultation and expertise to assist campus departments and offices with the planning and installation of the Griz Card access system. A priority plan to achieve access control and/or monitoring of exterior doors of all campus buildings will be developed.

Provide the campus community with an official University picture identification card
Currently this service is provided. The Griz Card Center is the repository of records for approximately 90,000 individual Griz Card files. This is the only record of photo identification for members of the campus community. The software program currently used to produce Griz Card photo identification cards was originally purchased with the inception of the Griz Card Program in 1993. This software is no longer supported or updated by the vendor nor does it interface with other software applications used at the Griz Card Center. The search for replacement software is in process and it is anticipated a new software package for producing Griz Cards will be in place for the fall semester 2008.

<u>Assist the campus community in achieving cost savings and efficiencies through the use of Griz Card</u>
 The potential cost saving and efficiencies available for campus through the Griz Card Center include:

- Remote programming for door access control and eliminating the need to send a Campus Safety Officer or other campus personnel to lock or unlock doors.
- Reduction theft and/or vandalism by controlling access to buildings and monitoring of doors that are left unsecured.
- Facility access doors would no longer require issuance of keys. No need to re-key buildings for lost or missing keys.
- The Griz Card System has a time management module that can be used and save time and expense for users to process payroll records.
- Facility functions can be monitored by the Griz Card System and allow for less human resource to supervise or manage this functions.

<u>Deploy and maintain the most current and reliable hardware and software technologies to assure continuous and uninterrupted Griz Card functionality</u>
Currently the Griz Card operates in a Unix platform environment. This environment requires special training in Unix language, there is limited technology support, and Unix is not user friendly. A move to a SQL environment will allow users to generate and personalize management and financial reporting programs. It appears the industry is migrating to a SQL platform environment. Investigation and evaluation of current operating systems is underway by Griz Card Center and Student Affairs Information Technology staffs. A decision on the future operating platform will be made in the next 12 months. Once this decision is made a plan to fund and implement this decision will be developed.

<u>Expand the deployment of the Griz Card Program on and off campus through new marketing strategies</u>

- Develop and implement marketing strategies that will improve knowledge and increase the usage of the Griz Card and UMoney program with the campus community. This would include, but not be limited to the following.
- Develop social networking web pages for the Griz Card Center that would explore the development of Facebook and MySpace pages.
- Update and expand the Griz Card webpage to increase exposure for UMoney merchants, provide the most current and accurate information for the users, and to promote contests such as "Where did you take your Griz Card".
- Create a calendar of events for UMoney merchants to better promote special offers or programs.
- Develop an equipment loaner program for new merchants eliminating initial set-up costs.
- Expand the use of D.E.N and U.C. TV video bulletin boards.
- Update the current informational brochures used for the various orientations and mailings, including admissions and orientations packets for prospective and incoming students. In addition, this would include new employee hire packets for student, faculty, staff and affiliates.
- Develop a marketing intern program.

By implementing these marketing strategies the Griz Card Center intends to foster and develop business relationships between The University of Montana and the Missoula community, as well as between Griz Card Center and other University of Montana departments.

<u>Provide appropriate and accurate statistical and management data to users</u>
Currently the Griz Card Center will provide reports to users upon request. The current software programs have significant limitations for reporting statistical and management data. One significant criterion that

will help to determine the future operating platform and software packages will be the ability to provide timely and appropriate statistical and management reports for users.

<u>Achieve final approval of the proposed policy recommendation regarding "Campus Construction Standards for the Griz Card Electronic System"</u>
Proposal has been developed and forwarded to the Executive Officers for their consideration and approval. This proposal is attached in addendum A.

<u>Achieve final approval of the "Funding Proposal to Retrofit Campus Facilities with the Griz Card System"</u>
Proposal has been developed and forwarded to the Executive Officers for their consideration and approval. The proposal is attached in addendum B.

ADDENDUM A

UNIVERSITY OF MONTANA
CAMPUS CONSTRUCTION STANDARDS
GRIZ CARD ELECTRONIC SYSTEM
January 2008

Recently discussions with Facilities Services Office, the Office of Public Safety and the Griz Card Office determined Campus Construction Standards relative to the Griz Card Electronic System should be established for major facility remodeling or new facility construction.   It was agreed the following proposed campus construction standards be forwarded to the Executive Officers for their approval.

The recommended minimum campus standard should include wiring and electronic hardware for all exterior doors for card holder access or monitoring functions. The wiring must be terminated in the facility's main technology room and appropriate space must be reserved in this technology room for electronic equipment and the Internet Protocol Converter.

It is further recommended facility planners meet with Griz Card personnel to review the potential uses of the Griz Card Electronic System during the planning stages of facility construction or remodeling. This meeting will assist the facility planners to evaluate the potential functions of the Griz Card System in meeting the programmatic needs of the facility.

The benefits derived from having Griz Card functions as an integral component of facilities include:

- Computerized scheduling of locking and unlocking facilities and/or areas within facilities
- Personnel cost savings from not having to manually lock and unlock facilities
- Minimize risk exposure as exterior doors would be unlocked only when buildings and/or rooms are occupied
- Cost saving of maintaining and issuing of mechanical key systems
- The ability to lock down facilities from a central location during emergent situations
- Ability to monitor card holders access to facilities
- Ability to monitor individual door security
- Easy assignment or withdrawal of card holder privileges
- Ability to monitor facility functions (i.e. critical temperature ranges of equipment or areas of facilities, notification of breeches of security in restricted areas, etc.)
- Electronic cashiering and activity participation functions
- Ability to generate reports of card holder or facility usage

ADDENDUM B

GRIZ CARD ELECTRONIC SYSTEM
FUNDING PROPOSAL TO RETROFIT CAMPUS FACILITIES
January 2008

The Griz Card Office receives numerous requests each year to install Griz Card access readers and/or door monitors in various campus facilities. Some installations are completed but others cannot be accomplished due to the lack of funds. One significant impediment is the cost of retrofitting doors with the electronic hardware, running wire to the network portal, purchase of the access reader and the IP Converter.   Depending on the proximity of the network portal the cost ranges from $3,000 to $8,000 (Facility Services estimates). A very few department or offices can afford this type of expense. Departments and offices are willing to pay a share of the retrofitting costs and limited funds from the Griz Card Office can be made available ($15,000 annually). To continue the campus deployment of Griz Card within a reasonable time frame, funding from the general budget is necessary. An annual general fund contribution of $50,000 when pooled with the departmental/office and Griz Card funds would move this initiative forward. The general fund money would only be available to departments or offices that are general fund entities.

Please consider this request for an annual base allocation of $50,000 from general fund beginning with the 2010-2011 biennium budgets.