2014 Information Technology Services Strategic Goals

University of Wisconsin – Platteville Strategic Priorities

Provide an Outstanding Education
Foster a Community of Achievement and Respect
Control Our Own Destiny
Enrich the Tri-State Region

Office of Information Technology Strategic Priorities

Service, Standardize, Simplify, and Secure

Strategic Planning
- Develop Campus-wide IT Strategic Plan
- Roll out new Project Management Office and IT Project Prioritization Process
- Develop a Systems Review Policy
- Investigate Emerging Technologies
- Strengthen Leadership

Strengthen Infrastructure
- Implement MS EndPoint Management Toolset
- Improved Network Storage and Access from Off Campus
- Improve Account Provisioning
- Develop Multi Year Systems and Networking Plan

Customer Support & Training
- ITS Reorganization to Improve Support Services
- Training Coordination Between Departments
- Customer Communications, Transparency and Feedback
- Core Competencies for IT Staff
- Focus on Responsiveness

Strengthen Current Resources
- Virtual Desktop Initiative
- Fully Leverage Existing Technology
- Reduce Duplication of Effort
- ITS Staff Professional Development
- Centralization of IT Support
- Assess Systems to Eliminate Duplication

Data Driven
- Self Service for Information
- Data Informed Decisions
- Enhance Delivered Features in PASS
- Business Intelligence Phase 2
- Work Towards Mobile Environments
- Parent & Guest Access
- Document Imaging and Workflow

Information Security
- PCI Compliance
- Schedule Disaster Recovery Drills
- Develop Security Minded Campus with Additional Employee Training (Phishing)
- Improved System Logging
- Improve Disaster Preparedness

Academic Technologies
- Lecture Capture Evaluation
- Collaborative Learning Spaces
- Partner with ICET & TLC on Improved Educational Technologies Support