Central Information Technology Services

FY15 – FY16
Strategic Plan
Goal 1: Improve Technology Awareness, Adoption, and Utilization

• Provide a suite of academic technology programs, resources, and services
  • Support instruction and administrative processes using technology as the vehicle
  • Work with Campuses, Divisions, Faculty and Staff
  • Assist with adoption and utilization of technology
  • Investigate and communicate higher education technology trends

• Increase interactions/partnerships with Campuses, Divisions, Provosts, Central Admin, Faculty, and Instructional Technologists

• Improve/Expand technology awareness
Goal 2: Prepare for Mobility

• What is “Mobility”?
  • Ability to “be” mobile
    • Location independent
    • Use mobile technology when I need to and how I want to
    • Use my personal mobile device(s) if I choose
  • Today’s technology is only the beginning
    • Wearable technology

• Challenges traditional support models, paradigms, policies, ....
  • Supporting cultures with differing technological skillsets & acceptance levels
  • Security
  • Work locations
  • Technology as an enabler, not an obstacle
Goal 2: Prepare for Mobility

• Plan ahead
  • A user-friendly experience ¹ is critical
    • Put the right pieces together
  • Prepare the infrastructure
    • Review/Update the network design and equipment
    • Partner with UW-Madison - network needs to support UW-Extension
    • Review our approach to security
      • What does “Securing the Network” ² mean for UW Colleges and UW-Extension
      • Are support concerns limiting productivity/innovation for faculty and staff?
  • Create/Update policies and processes to support mobility

¹ Source: CDW-G Campus Mobility and BYOD Report, CDW-G Technology Insights, (July 2014)
Goal 3: Transition to a Service Management Delivery Model

• Move away from traditional technology silo organization models
  • Silos of skillsets/technology vs. end-to-end service delivery

• Service Management
  • Two Components
    • Service Delivery
    • Service Success & Project Management
  • Aligns IT services with the needs of the institution
  • Emphasizes benefits to Campuses and Divisions and associated processes (not technology for technologies sake)
  • Technology itself is not the solution/focus
    • Focus on how technology is used to address institution & academic challenges
Goal 4: Improve Service Delivery

• How Will This Be Accomplished?
  • Deliver consistent, quality service
    • Define Core Services
      • Perform them very well
  • Focus on Continuous Improvement
    • Consistency
    • Stability & Reliability
    • Communication
Goal 4: Improve Service Delivery

• Standardize Services
  • Evaluate/Implement Recommendations from others
  • Internal Process Improvement & Standardization
  • Simplify Infrastructure & Service Complexity
  • Reduce the amount of staff time required to support/perform service delivery
• Replace legacy systems
• Increase faculty and staff technology fluency & self-reliance
• Evaluate Cloud services for delivery of commodity type services/function/support
  • Not about the underlying technology, it’s about the service being delivered

“Cloud services and other options can greatly reduce the duplication of effort in various schools/departments and free those resources for more valuable, mission-critical use.”

- Sue Workman, Associate Vice President, Indiana University, Educause Review (March/April 2014)
Goal 5: Improve Hiring Practices and Staff Retention

- Hiring Practices
  - Focus on “soft skills”, not technical skills
  - Personality traits
    - Adaptable, flexible, unflappable, positive attitude, short memory

- Staff Retention
  - Cultivate a welcoming and fun work culture
  - Flexible work environment to support staff needs
Strategic Goal Summary

• Improve Technology Awareness, Adoption, and Utilization
• Prepare for Mobility
• Transition to a Service Management Delivery Model
• Improve Service Delivery
• Improve Hiring Practices and Staff Retention