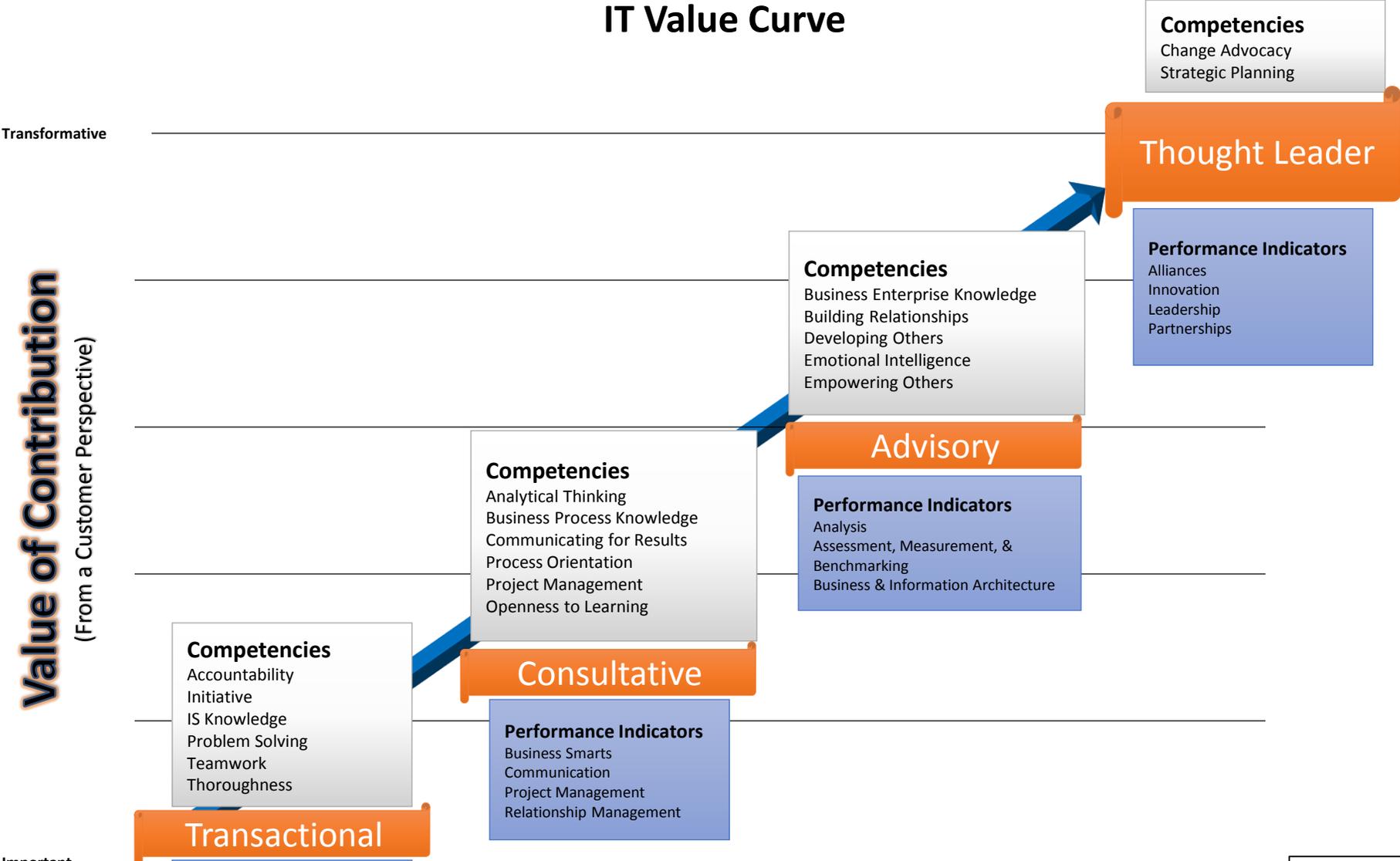


Central Information Technology Services

FY15 – FY16
Strategic Plan

IT Value Curve



Value of Contribution
(From a Customer Perspective)

Versatility of Performance

Dr. Timothy Chester, Vice President for Information Technology
University of Georgia
IT Campus Technology Magazine, October 4, 2011
Article by David Nagel

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)

² Source: Eden Dahlstrom and Stephen diFilipo, The Consumerization of Technology and the Bring-Your-Own-Everything (BYOE) Era of Higher Education, ECAR Research Report (March 2013)

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