

# IT Strategic Plan



**UNIVERSITY STRATEGIC PRIORITIES:**

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

ITS is a trusted partner with the University of Wisconsin - Platteville community, providing strategies, solutions, and services that anticipate and address student needs.

**Working to simplify and secure the university IT experience, with solutions based on high standards and service.**

STRATEGIC INITIATIVE	CONTEXT	ACTION
<b>DELIVER STUDENT CENTERED IT EXPERIENCES</b>	Growth in student recruitment and retention is directly connected to the value that students gain from their university experience and affiliation. In a competitive labor market, students expect they will be prepared with knowledge and skills that elevate their ability to secure and advance in the workplace. As the leading student focused institution, the University of Wisconsin - Platteville prioritizes the delivery of a student centered IT experience where students have access to industry leading tools and technology-supported physical and virtual spaces that enable them to learn, collaborate, and succeed.	<ul style="list-style-type: none"> <li>• Wireless expansion &amp; BYOD/mobile device support</li> <li>• Identity and authorization consistency: network/cloud</li> <li>• Streamlined and integrated student systems, PASS upgrades, D2L/pass integration</li> <li>• Unified technical support self-service (Footprints)</li> </ul>
<b>NURTURE AN INNOVATIVE LEARNING COMMUNITY</b>	The application of technology and new learning approaches is key to developing a vibrant and creative learning community. Awareness of emerging approaches and support for pilot projects to test and refine solution applications at the University of Wisconsin-Platteville requires a structure to support and sustain innovation. Resources and energies will be aligned with an eye to controlling our own destiny and enriching the Tri-States area.	<ul style="list-style-type: none"> <li>• Design and build collaborative learning spaces</li> <li>• Expand usability and accessibility, common access</li> <li>• Application of virtual/online learning solution guidance</li> <li>• Media channels, lab and PD to build/share skills, expertise and credentials</li> </ul>
<b>ELICIT AND APPLY DATA INSIGHTS</b>	The University of Wisconsin - Platteville will apply information, analytics, and business intelligence tools to drive the application of insights that enable the institution to advance effective decision making. Data will be easily available, in consistent and understandable formats to users across all academic and administrative channels. Tools for exploring information, visualizing results, and supporting a culture of evidence will be actively improved.	<ul style="list-style-type: none"> <li>• Standardized data definitions, master data management</li> <li>• Disseminate BI report tools and templates (new tools)</li> <li>• Consolidate and deliver institutional metrics, online dashboards</li> <li>• Position BI as "go to" resource for decision making</li> <li>• Coordinated BI training and support</li> </ul>
<b>PROVIDE A RESILIENT AND SECURE INFRASTRUCTURE</b>	The university infrastructure is the foundation for ongoing support and expansion of teaching, learning, outreach, research, and operations. Investments and improvements will be made to infrastructure to deliver a secure, robust, reliable, and easy to use utility. Capital planning will highlight a road map and necessary investments to assure the development of ongoing upgrades and investments to support growth.	<ul style="list-style-type: none"> <li>• Capital investment master plan</li> <li>• Utility provider for core systems and solutions</li> <li>• Security and identity architecture, IAM, InCommon, Eduroam</li> <li>• Enhance network speed and storage access efficiency</li> <li>• Virtual desktop, software licensing</li> </ul>
<b>PURSUE PRAGMATIC SOLUTIONS</b>	Increasing budgetary pressures require an agile response to deliver IT support and services while enhancing student learning experiences. We seek to align our core competencies with strategic priorities. Difficult decisions must be made, some decisions will significantly alter the way we have historically accomplished core IT tasks. While we seek to control our own destiny, we conclude that doing so may not always require that we accomplish all things on our own.	<ul style="list-style-type: none"> <li>• Service catalog reference resource</li> <li>• Change management discipline</li> <li>• Establish consistent standards for hardware, software and interoperability; declare core competencies</li> <li>• Culture of service excellence, performance feedback and assessment</li> </ul>

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