

Information Technology Services

2017-2021 Strategic Plan

Executive Summary

Mission-

The mission of Information Technology Services is to provide highly reliable information technology infrastructure, resources, and service to enable William Jessup University (WJU) to achieve its academic, research and administrative objectives.

Goals-

1. Reliable and secure systems
2. Teaching and learning excellence
3. Technical innovation
4. Staff expertise and professionalism
5. Effective stewardship of resources
6. External and internal partnership cultivation

Summary of major goals in strategic plan-

1. *Reliable and secure systems:*
IT Services will ensure that the technology infrastructure of WJU is reliable, dependable and secure.
2. *Teaching and learning excellence:*
IT Services will provide the tools and expertise to create an environment that supports high quality educational programs.
3. *Technical innovation*
IT Services will actively encourage the investigation of new technologies to support the mission of WJU in a time of rapid and unremitting technological change.
4. *Staff expertise and professionalism*
IT Services will create a diverse, service oriented culture that values individual development and teamwork.
5. *Effective Stewardship of resources*
IT services will provide appropriate technology at the best price in a manner aligned with stated WJU priorities.
6. *External and internal partnership cultivation*
IT Services will be a trusted partner for technology use on campus and will support the service mission of WJU through active engagement in external partnerships.

2017-2021 Strategic Goals, Action Plans and Performance Outcomes

Department Goal #1: Reliable and Secure Systems

Information Technology Services will ensure that the technology infrastructure of William Jessup University is reliable, dependable, and secure.

<p>Action plans to achieve goal:</p>	<ol style="list-style-type: none"> 1. Create and implement a network modernization plan to improve reliability and enhance service delivery. 2. Fully implement high availability technologies for systems reliability and redundancy. 3. Create reliable disaster recovery and business continuity capabilities. 4. Identify technology lifecycle replacement funding mechanisms for critical enterprise systems. 5. Implement security awareness training program for staff, faculty and students. 6. Implement best practice standards for systems management to improve reliability and reduce unplanned outages.
<p>Effectiveness measures: (Methods to assess outcome and goal attainment)</p>	<ol style="list-style-type: none"> 1. The network provides satisfactory wireless coverage for students and improved reliability for faculty and staff. 2. The number of unplanned outages decrease annually. 3. Disaster recovery and business continuity plans are documented and tested. 4. Critical production enterprise systems are within their expected service life. 5. No unauthorized data releases from centrally managed systems 6. Changes to high risk systems are managed through the IT Services change control process.
<p>Assessment schedule to assess goal:</p>	<ol style="list-style-type: none"> 1. Annual assessment of planned and unplanned downtime. 2. Annual security assessment report. 3. Annual user satisfaction survey. 4. Network edge switch replacement project completed by 8/31/2018
<p>Person/group responsible:</p>	<p>Director of IT Services IT Services team</p>
<p>Performance outcomes for goal:</p>	<p>Campus IT systems provide reliable and secure systems to support the administrative, academic and research missions of WJU.</p>
<p>Resources required:</p>	<ul style="list-style-type: none"> ● Budget for disaster recovery offsite replication ● Budgets for appropriate life cycle replacements

Department Goal #2: Teaching and Learning Excellence

Information Technology Services will provide the tools and expertise to create an environment that supports high quality educational programs.

Action plans to achieve goal:	<ol style="list-style-type: none"> 1. Advance teaching and learning experiences by providing enterprise level instructional and administrative technologies. 2. Provide technology resources and systems to support a student learning environment that is aligned with the pedagogical goals of WJU. 3. Support programs to promote best practices of teaching excellence in both traditional and non-traditional pedagogies. 4. Collaborate with educational technology committee, educational technologist, faculty and students to identify and provided access to resources that support teaching and learning needs.
Effectiveness measures: (Methods to assess outcome and goal attainment)	<ol style="list-style-type: none"> 1. Faculty satisfaction surveys 2. Student satisfaction surveys 3. Helpdesk ticket survey results
Assessment schedule to assess goal:	Annual review of surveys
Person/group responsible:	Director of IT Services IT Services team
Performance outcomes for goal:	WJU is able to meet its goals for academic quality and retention.
Resources required:	Determined annually through budgeting process

Department Goal #3: Technical Innovation

Information Technology Services will actively encourage the investigation of new technologies to support the mission of William Jessup University in a time of rapid and unremitting technological change.

Action plans to achieve goal:	<ol style="list-style-type: none">1. Maintain an environment that supports collaborative discussions with all departments.2. Develop and maintain a first-rate computing, networking, and storage environment.3. Implement and sustain state-of-the-art instructional and administrative technology systems.
Effectiveness measures: (Methods to assess outcome and goal attainment)	<ol style="list-style-type: none">1. Faculty satisfaction surveys2. Student satisfaction surveys3. Helpdesk ticket survey results
Assessment schedule to assess goal:	Annual review
Person/group responsible:	Director of IT Services IT Services team
Performance outcomes for goal:	IT Services fosters an environment of innovation that supports our academic, research and administrative mission.
Resources required:	Determined annually through budgeting process

Department Goal #4: Staff Expertise and Professionalism

Information Technology Services will create a diverse, service oriented culture that values individual development and teamwork.

Action plans to achieve goal:	<ol style="list-style-type: none"> 1. Continued implementation of skill development plans necessary for IT Services staff to meet the changing IT environment. 2. Increase communication among team members and with faculty, staff, and students. 3. Measure IT effectiveness annually
Effectiveness measures: (Methods to assess outcome and goal attainment)	<ol style="list-style-type: none"> 1. Skill development schedules 2. Staff, faculty, and student surveys
Assessment schedule to assess goal:	<ol style="list-style-type: none"> 1. Annual review of survey results 2. Annual performance and goal setting discussions and meetings
Person/group responsible:	Director of IT Services IT Services team
Performance outcomes for goal:	IT Services is able to provide adequately trained and prepared staff to support the critical operational objectives of WJU.
Resources required:	Professional development budget for IT Services staff

Department Goal #5: Effective Stewardship of Resources

Information Technology Services will effectively steward the resources entrusted to us in a manner aligned with stated William Jessup University priorities.

Action plans to achieve goal:	<ol style="list-style-type: none">1. Standardize technology resources where appropriate for economy of scale, campus efficiency, transfer of skill and ease of support.
Effectiveness measures: (Methods to assess outcome and goal attainment)	<ol style="list-style-type: none">1. Performance evaluation of deployed technology resources based on support requests2. Support ticket surveys
Assessment schedule to assess goal:	Annual Review of survey results
Person/group responsible:	Director of IT Services IT Services team
Performance outcomes for goal:	IT Services provides increases level of service within a constrained financial environment.
Resources required:	Determined annually through budgeting process

Department Goal #6: External and Internal Partnership Cultivation

Information Technology Services will be a trusted partner for technology use on campus and will support the service mission of William Jessup University through active engagement in external partnerships.

Action plans to achieve goal:	<ol style="list-style-type: none">1. Engage internal partnerships for innovation2. Engage peer IT leaders
Effectiveness measures: (Methods to assess outcome and goal attainment)	<ol style="list-style-type: none">1. Faculty survey results2. Manage a collaborative communication environment for computing, campus-wise3. Participation with Ed Tech, President's Council and other collaborative meetings
Assessment schedule to assess goal:	Annual review of survey results
Person/group responsible:	Director of IT Services IT Services team
Performance outcomes for goal:	IT Services is seen as a valued and trusted partner on campus and WJU is a leader within the CCCU system.
Resources required:	None