



IT Division 2011-2016 Strategic Plan Links to Core Themes

Our strategic objectives are the goals we expect to accomplish by 2016. Our objectives express the dual themes of building a strong infrastructure for basic services and providing support for instructional technology. We will continue to conduct technology systems and infrastructure planning involving the Information Technology Advisory Council and resulting in a Technology Update and Replacement Plan.

Objective 1 – Support, train and communicate with our users in a distributed environment to enrich learning, teaching and research

Action Item	To Support the University Core Theme Objective
1.1 By July, 2012 we will establish a body responsible for regular review and revision of service level agreements.	Action item supports the University Mission Core Theme LEARNING and the objective SUPPORT
1.2 By July, 2013 we will establish and publish service level agreements for all Division services. We will implement procedures for maintenance and support of systems to established service levels, including training and support for secondary personnel.	Action item supports the University Mission Core Theme LEARNING and the objective SUPPORT
1.3 By July, 2014 we will establish a single contact number for campus users to obtain support with information technology issues and questions.	Action item supports the University Mission Core Theme LEARNING and the objective SUPPORT
1.4 By July, 2014 we will establish a real-time interactive communication channel allowing users to contact the division about information technology services, offer suggestions, receive notices and provide feedback.	Action item supports the University Mission Core Theme LEARNING and the objective SUPPORT

Objective 2 – Build a highly-available, up-to-date and planned infrastructure of cabling, wireless access points, servers and classroom technology

Action Item	To Support the University Core Theme Objectives
2.1 By July, 2012 we will create a technology systems and infrastructure planning model to involve the Information Technology Advisory Council and result in a Technology Update and Replacement Plan.	Action item supports the University Mission Core Theme COMMUNITY and the objective EDUCATION

2.2 By July, 2013 we will create a support model, and implement support for, technology-enhanced classrooms.	Action item supports the University Mission Core Theme LEARNING and the objective ENGAGEMENT
2.3 By July, 2013 we will build systems and processes for deploying resources to a WSU private cloud on demand.	Action item supports the University Mission Core Theme COMMUNITY and the objective EDUCATION
2.4 By July, 2014 we will implement a full Customer Relationship Management system, including incident, problem, configuration, change and knowledge management solutions.	Action item supports the University Mission Core Theme LEARNING and the objective SUPPORT
2.5 By July, 2015 we will build a wireless network infrastructure capable of supporting the current and future wireless needs of campus users.	Action item supports the University Mission Core Theme ACCESS and the objective OPPORTUNITY

Objective 3 – Establish a funding model that adequately supports the IT needs of the university and will grow in capacity with the university

Action Item	To Support the University Core Theme Objectives
3.1 By July, 2013 we will establish a partnership program for collaborating with academics on grants.	Action item supports the University Mission Core Theme LEARNING and the objective ENGAGEMENT
3.2 By July, 2013 we will establish and publish employment ladders within the division and outline actions employees can take to add additional value to our organization. By July, 2014, we will establish a funding source for raises outside of the state-determined Division budget.	Action item supports the University Mission Core Theme LEARNING and the objective SUPPORT
3.3 By July, 2014 we will evaluate the current student fee allocation model for IT support. We will develop and analyze proposals for how to use student fees to students' best benefit.	Action item supports the University Mission Core Theme ACCESS and the objective DEGREES
3.4 By July, 2014 we will evaluate the current faculty/department fees model for IT support. We will develop and analyze proposals for how to use faculty/department fees to faculty/departments' best benefit.	Action item supports the University Mission Core Theme ACCESS and the objective OPPORTUNITY

Objective 4 – Identify and implement new technologies that provide collaborative teaching and learning in a mobile environment

Action Item	To Support the University Core Theme Objectives
4.1 By July, 2012 we will establish a group to analyze mobile learning trends and make recommendations on technologies to be adopted. We will endow the group by July, 2014 with funds for supporting mobile learning and training.	Action item supports the University Mission Core Theme ACCESS and the objective ACHIEVEMENT
4.2 By July, 2013 we will establish a group within the division to analyze technical trends and make recommendations on technologies to be adopted. We will endow the group by July, 2014 with funds for supporting technology acquisition and training.	Action item supports the University Mission Core Theme ACCESS and the objective OPPORTUNITY
4.3 By July, 2013 we will establish a group to analyze trends and technology for delivering course content through social/new media, and make recommendations on technologies to be adopted. We will endow the group by July, 2014 with funds for supporting social/new media course content delivery.	Action item supports the University Mission Core Theme LEARNING and the objective ENGAGEMENT
4.4 By July, 2014 we will establish a group to analyze trends and technology for delivering campus software via mobile devices and make recommendations on technologies to be adopted. We will endow the group by July, 2015 with funds for supporting the delivery of campus software via mobile devices.	Action item supports the University Mission Core Theme LEARNING and the objective SUPPORT

Objective 5 – Build self-service solutions that allow our customers to easily understand and use our technology offerings

Action Item	To Support the University Core Theme Objectives
5.1 By July, 2013 we will build supported lecture capture rooms and technology-enhanced editing rooms in selected locations on campus.	Action item supports the University Mission Core Theme ACCESS and the objective DEGREES
5.2 By July, 2014 we will establish a training funding model emphasizing obtaining expertise in self-service processes.	Action item supports the University Mission Core Theme LEARNING and the objective SUPPORT
5.3 By July, 2015 have a true single sign-on evidenced by a single password throughout university and federated systems.	Action item supports the University Mission Core Theme LEARNING and the objective SUPPORT

5.4 By July, 2015 we will deploy online training and help resources, including interactive multimedia tutorials, for the most commonly reported issues. We will publish solutions for the most commonly reported issues through searchable knowledgebase articles. We will develop and implement processes for continual review and update of published material.

Action item supports the University Mission Core Theme ACCESS and the objective OPPORTUNITY

<http://www.weber.edu/itdivision/plan.html>