The 2011 – 2016 Strategic Plan

- We initiated the Strategic Planning process in Spring 2011 using an “agile” approach
- We obtained input from Division staff and ITAC members
- Several documents guided our strategic direction, including publications by EDUCAUSE and Gartner and the strategic plans of the University and the Utah System of Higher Education

The resulting plan included an updated Mission Statement, Vision and Guiding Values, as well as five strategic objectives.

- 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 ITAC, and resulting in a Technology Update and Replacement Plan.

Strategic Objectives Overview

**Objective 1**

Support and Training

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

**Objective 2**

Highly-Available Infrastructure

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

**Objective 3**

Funding Model

**Objective 4**

Mobile Learning

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

**Objective 5**

Self-Service Solutions
Objective 5

Build self-service solutions that allow our partners to easily understand and use our technology offerings.

Division Strategic Reorganization

- Our strategic reorganization is built around the requirements of these objectives
- Reorganization allows us to increase efficiency by modeling our business-like operations after successful corporate enterprises
- Reorganization prepares us for a significant investment in campus academic technology offerings

Executive Overview

Modeled after standard business enterprise

Executive Overview

Available for academic technology initiatives
Functional Organization

IT positions outside of the two functional organizations include:

• Support for the Office of the VP
• The IT Business Office
• The Virtual Project and Portfolio Management Office
• The Information Security Office

Objective 1

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

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

Build a real-time interactive communication channel allowing users to contact the Division, receive notices, and provide feedback

Establish a single contact number for campus support

Publish service level agreements for all Division services and maintain support for established levels
Objective 2

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

Objective 3

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

Objective 4

Objective 4 – Identify and implement new technologies that provide collaborative teaching and learning in a mobile environment
Objective 5

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

- Deploy online training and help resources, including interactive multimedia tutorials, for the most commonly reported issues.
- Build a true single-sign-on throughout University and federated systems.
- Build supported lecture-capture and editing rooms on campus.
- Establish a training funding model emphasizing obtaining expertise in self-service processes.