

## Information Technology Services' Strategic Priorities

### **Current Initiatives:**

- 1) Create an institutional IT planning and governance framework.
- 2) Establish a formal organization of campus IT professional staff and include participation of this organization in both the IT planning and governance and IT operational frameworks.
- 3) Create an institutional IT operational framework, integrating the separate OTI, UCS, US, IS and OTC organizations into an aligned, strategically-focused service organization.
- 4) Conduct a process to assess alternatives for a new student system and include both Quali and PeopleSoft in this assessment.
- 5) Migrate management of local area networks to ITS. After this migration is complete, rethink the campus approach to firewall deployment and management.
- 6) Align the following services to meet the needs of the University:
  - i. email and calendaring
  - ii. file services
  - iii. web services
  - iv. anti-virus software
- 7) Establish a pool of funds managed at the Vice Presidential level to support IT critical training needs for both ERP/OTI/OTC staff and other campus IT staff.
- 8) Continue the practice of targeting a new security issue each year.
- 9) Conduct a telecommunications and network cost study and peer comparison.
- 10) Determine the full scope of technology management requirements and select a system that meets these requirements.
- 11) Create uniform processes and designated storage sites for department backups.
- 12) Encourage more departments to maintain backups at the Disaster Recovery Site.
- 13) Continue to reduce vulnerabilities associated with ERP-OMNI extracts.

### **Future Initiatives:**

- 14) Develop a strategic Data Center Plan for the campus.
- 15) Establish a Help/Service Desk for all service requests and trouble reports with full-tier, integrated support.
- 16) Establish formal requirements for participation of the security coordinators.
- 17) Seek volume discounts and enforce centralized procurement of commonly used hardware and software.