

# 2021 ITS Strategic Goals

## Advance FSU Strategic Initiatives

### Expand and improve data & analytics capabilities & services to support FSU's strategic initiatives.

- Support sources that receive real-time data.
- Support cloud-based applications.



### Expand & improve community engagement capabilities & services to support FSU's strategic initiatives.

- Transition change management solution to Salesforce.
- Facilitate increase of messages sent to campus audiences.
- Meet the users' expectations on the COVID-19 Contact Tracing application.



- Increase resolution rate of CRM support tickets.



### Improve university cybersecurity posture to ensure continuity of services & reduced reputational risk.

- Increase network of campus cybersecurity professionals.
- Increase units who complete Disaster Recovery assessments.
- Review data and compliance policies and standards.
- Increase cybersecurity awareness training among employees.
- Decrease email tenants and servers.



### Expand & improve ITS research technologies, capabilities, & services to support FSU's aspirations as a Top 20 university.

- Benchmark IT Research strategies, & develop an IT Research strategy.
- Support pilot projects in conjunction with the Health Data research team.
- Complete pilot study with the College of Social Sciences on the interactive clusters and GPU node.



## Develop Models for Continuous Improvement

### Co-Create the next generation Enterprise Application landscape, infrastructure, & supporting architecture.

- Provide roadmap & strategy for next generation ERP.
- Establish strategy & plan to deploy serverless technology.
- Finalize TAC architecture principles & advise on projects.



### Establish or improve functions & processes that support IT operations.

- Provide model & roadmap to support organizational change.
- Publish process & strategy for project management.




### Advocate for an effective governance model.

- Published approach for engagement in the technology investment process.



 Change Leadership & Planning

 Fiscal Operations

 Shared Services

 Community Technology Services

 Information Security & Privacy Office

 Shared Infrastructure Organization

 Enterprise Applications Services

 Research Computing Center

## **Improve ITS Service Delivery**

**Advance ITS' presence and reputation through revision of communications platforms based on user-centered practices.**

- Increase user sessions on the Service Catalog website.
- Increase user sessions on the ITS website.



**Improve ITS' major incident response and communication processes.**

- Create comprehensive communication plan that responds to incident response priority levels.



**Modernize operations and leverage automation opportunities to achieve operational excellence of new and existing services.**

- Provide published roadmap to implement 5G services.
- Integrate 2FA with O365, VPN, and CAS for employees.
- Support increase of remote learning, teaching, research and business.
- Automatically deprovision access to accounts through OIM.
- Decrease individual data centers.



## **Be a Strategic Partner to FSU Organizations and Departments**

**Expand outreach and visibility of ITS as a partner.**

- Increase ways that ITS promotes services to faculty members.



**Ensure ITS outreach supports the university's goals.**

- Increase communications, trainings, and work group activities.



**Provide model & roadmap to support Business Relationship Management.**

- Partner with campus units to improve user satisfaction and management of IT resources.



**Partner with campus units to improve user satisfaction and management of IT resources.**

- Assess IT positions and create a workgroup on technology professionals.



## **Establish and Adopt a Sustainable Financial Model**

**Establish a sustainable financial model to support costs of the agreed upon ITS services, projects, and strategic initiatives.**

- Meet ELT's expectations on the reconfigured budget reports.
- Implement per capita funding model.



**Modify financial reporting and administrative operations to support ITS unit-level leadership through evolving structures, priorities and requirements.**

- Publish hardware lifecycle strategy.
- Decrease overall software costs.



## **Enhance ITS Team Capabilities**

**Create & promote professional development opportunities for ITS Staff systematically and individual investment in personal development.**

- Meet the expectations of ITS staff on training content and experience.
- Create individualized development plans for high performing employees.

