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 Kuali 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.