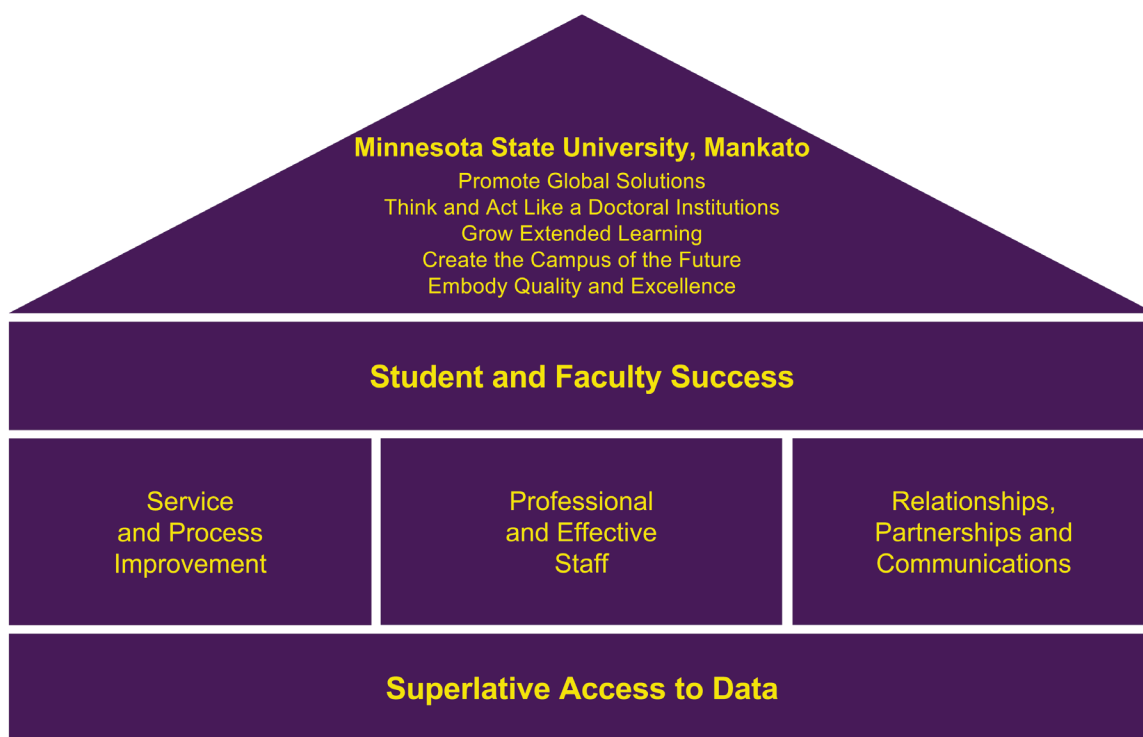


# Information & Technology Services Work Plan Draft

Academic Year 2015 - 2016



Information Technology Services

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An Affirmative Action/Equal Opportunity University.

## Technology Roundtable Focus Groups

The response from the three Technology Roundtable (TR) groups focused on the topics of:

- Coordination and communication
- Technology framework, infrastructure, products and services
- Technology best practices

The TR has provided high-level and specific recommendations from a well-informed and highly invested stakeholder group. Without this collaboration, ITS would have a much harder time collecting this data; without these reference points, ITS would be moving forward without adequate input of an engaged constituency. Now, with these categories and deliverables outlined in detail in that preceding document, ITS has developed a **draft** of our strategic plan for the next year.

Below are our major projects and goals, each one tracking back to one or more of our strategic elements and University Priorities as indicated.

University Priorities		ITS Strategic Elements	
1	Grow Extended Learning	A	Student and Faculty Success
2	Promote Global Solutions	B	Service and Process Improvement
3	Embody Quality and Excellence	C	Professional and Effective Staff
4	Create the Campus of the Future	D	Relationships, Partnerships and Communication
5	Think and Act Like a Doctoral Institution	E	Superlative Access to Data

Priority/Strategy	Major Goal
<div>1 3 4</div> <div>A B C D</div>	Develop a coordinated communications strategy that will effectively reach audiences with information they can use, find and use effective channels so that all of our audiences are being addressed.
<div>3 4 5</div> <div>A B C D</div>	Develop and implement an overall strategy for the organization's planned services and service management practices, to ensure that the right mix of services are meeting the required business outcomes at an appropriate level of investment.
<div>1 2 3 4</div> <div>A B C D E</div>	Provide technical expertise and support for the management of the IT infrastructure. ITS will play a major role in the technical aspects of designing, testing, operating and improving IT services (such as D2L, Office 365), as well as provide training opportunities to develop the skills required to utilize the IT infrastructure.
<div>1 2 3 4</div> <div>A B C D E</div>	Prioritize the effective and efficient delivery of IT services . This includes fulfilling user requests, resolving service failures, fixing problems, as well as carrying out routine operational tasks.
<div>2 3 4</div> <div>A B C D</div>	Develop Technology Best Practices that will open pathways for two-way conversations between ITS and our users.
<div>1 2 3 4</div> <div>A B D E</div>	Provide new opportunities to our users to engage in technology in ways that can benefit them in their studies and/or work.

*See below for detailed information regarding each goal.*

<div> <div>1</div> <div>3</div> <div>4</div> </div> <div> <div>A</div> <div>B</div> <div>C</div> <div>D</div> </div>	<b>Goal: Develop a coordinated communications strategy that will effectively reach audiences with information they can use, find and use effective channels so that all of our audiences are being addressed.</b>
<b>Guidance from Technology Roundtable</b>	General Information/handout: Tailor the general handout to the audience? Faculty vs. Students. Drive to web/services catalog, which will tailor to audiences more specifically. <i>(Group 1)</i>
	Avenues/paths/channels: Consider these audiences when rolling out and communicating about new products: International students, faculty, staff, online students, current students. <i>(Group 1)</i>
	Don't necessarily create separate communication pieces for each audience, but make sure the needs of each audience are being met. <i>(Group 1)</i>
	Avenues/paths/channels: Ask TR to help come up with questions your audience will ask, so that you can anticipate user needs and communicate proactively instead of reactively. <i>(Group 1)</i>

<div> <div>3</div> <div>4</div> <div>5</div> </div> <div> <div>A</div> <div>B</div> <div>C</div> <div>D</div> </div>	<b>Goal: Develop and implement an overall strategy for the organization's planned services and service management practices, to ensure that the right mix of services are meeting the required business outcomes at an appropriate level of investment.</b>
<b>Guidance from Technology Roundtable</b>	Need a Rubric to evaluate all technology proposals that is integrated into all budgetary and financial processes, including consideration for trailing expenses so ongoing needs don't rely on one-time funding. <i>(Group 2)</i>

<div> <div>1</div> <div>2</div> <div>3</div> <div>4</div> </div> <div> <div>A</div> <div>B</div> <div>C</div> <div>D</div> <div>E</div> </div>	<b>Goal: Provide technical expertise and support for the management of the IT infrastructure. ITS will play a major role in the technical aspects of designing, testing, operating and improving IT services (such as D2L, Office 365), as well as provide training opportunities to develop the skills required to utilize the IT infrastructure.</b>
<b>Guidance from Technology Roundtable</b>	Support: Services catalog on the web. Searchable, tailored to audiences. <i>(Group 1)</i>
	Training: ITS should be more invitational in general. <i>(Group 1)</i>
	Marni Dunning: included invitation to contact her to learn to use technology better on classroom posters. Now she has more empowered users. <i>(Group 1)</i>
	Student training and support, including: responsive to technology needs of Graduate Student, D2L training for students during orientation, Office 365 usage training and support. <i>(Group 2)</i>
	Need for tech support personnel that are well rounded in their knowledge. <i>(Group 2)</i>
	Faculty training and support, including: office 365 usage training and support, online support (esp. having concerns with lockdown browser and remote faculty support), useful and available on-campus technological support for NVivo, convenient trainings for adjuncts NOT just in Mankato as many are in the cities. <i>(Group 2)</i>

<div> <div>1234</div> <div>A B C D E</div> </div>	<b>Goal: Prioritize the effective and efficient delivery of IT services . This includes fulfilling user requests, resolving service failures, fixing problems, as well as carrying out routine operational tasks.</b>
<b>Guidance from Technology Roundtable</b>	Protection of private data through responsible usage, including email and video. <i>(Group 2)</i>
	Need for network infrastructure improvements, including wireless in classrooms, increased bandwidth and cellular coverage. <i>(Group 2)</i>
<div> <div>234</div> <div>A B C D</div> </div>	<b>Goal: Develop Technology Best Practices that will open pathways for two-way conversations between ITS and our users.</b>
<b>Guidance from Technology Roundtable</b>	Create a shared vocabulary when it comes to innovation and engagement. It doesn't just need to be technology. This is a broader conversation with which to engage administration, faculty, and students. This may involve a conference/summit to develop and discuss an agreed shared vocabulary. Include appropriate processes for social media. Potential for badging and certificate programs to confirm or expand knowledge base of staff/faculty (tie-in with #7 for students). Develop a needs assessment (informational literacy), possible partnership with CETL. <i>(Group 3)</i>
<div> <div>1234</div> <div>A B D E</div> </div>	<b>Goal: Provide new opportunities to our users to engage in technology in ways that can benefit them in their studies and/or work.</b>
<b>Guidance from Technology Roundtable</b>	Develop a "safe space" for faculty, staff, and students to learn new technologies and information literacy, with standard language answers to questions, including sharing and documenting business processes across departments. Work with Faculty Resource Center to expand offerings to other populations, including staff and students. Likely tying into the redesigned ACC for student resources. Create an "Innovation Lab" and have a designated area with appropriate, knowledgeable staffing to interact with new technologies. <i>(Group 3)</i>

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