Information Technology Strategic Plan Overview

Fiscal Year 2016-2018

**Information Technology Mission**

Information Technology provides comprehensive services, support and infrastructure to the benefit of the students, faculty and staff in support of the College of Charleston mission, values and planning efforts.

**Strategic Plan Statement**

IT recognizes the need to proactively address planning and operational efforts in order to properly align available IT resources to best meet the College’s known, anticipated, and future technology needs and goals.

- Provide Support to All
- Support Institutional Operations
- Efficiently & Effectively Utilize IT Resources
- Mitigate Organizational Risk & Ensure Data Security & Privacy
- Provide Community-centric Services to the College

**Themes**

- IT Engagement (Communication & Collaboration)
- Tools & Training
- Efficiency & Sustainability
- Security & Privacy

**Requirements**

Plan must:

- Identify attainable, measurable IT Strategic Areas of Focus & Tactics that align with College institutional strategic goals, priorities and tactics.
- Provide a strategic basis for formulation of the FY16 IT budget request.
- Provide reporting that must be produced, specify tactics employed & adaptable to annual review and realignment efforts.

**Attributes**

- Specific
- Measurable
- Attainable
- Relevant
- Time-bound

**Elements**

<table>
<thead>
<tr>
<th>Strategic Areas of Focus (SAFs):</th>
<th>Tactics:</th>
<th>Goals:</th>
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<tbody>
<tr>
<td>Targeted areas that provide specific direction for efforts and resources over the next 3 years.</td>
<td>Starting points or directional statements for the work that is needed to align IT efforts to the Strategic Areas of Focus.</td>
<td>Measurable action plans/projects that aligned to and fulfill Tactics. Goals are reviewed against IT progress annually through the Committee and plan reassessment process.</td>
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**SAF 1**

Lead and Innovate in Providing Technology Solutions that Enable and Support Learning, Teaching and Research

**Tactic 1.1:** Create & manage process for IT support (focus on faculty)

*1.1.1 Year 1 Goal:* Develop a central resource repository

*1.1.2 Year 1 Goal:* Create an academic cloud

**Tactic 1.2:** Investigate the campus needs

*1.2.1 Year 1 Goal:* Create & manage a process for IT support

*1.2.2 Year 2 Goal:* Identify and widely apply applications

**Tactic 1.3:** Evaluate classroom technology needs

*1.3.1 Year 1 Goal:* Develop methodology to allow instructors to demo new classroom technology

*1.3.2 Year 1 Goal:* Survey faculty teaching methods & IT tools

**Tactic 1.4:** Support & improve functionality of academically focused.

*1.4.1 Year 1-3 Goal:* Analyze usage and compare emerging technologies.

*1.4.2 Year 1 Goal:* Develop campus online communications plan

**SAF 2**

Maintain and Enhance Technology Systems, Infrastructure and Services

**Tactic 2.1:** Develop & devote IT resources to training.

*2.1.1 Year 1 Goal:* Develop schedule of available IT training resources

*2.1.2 Year 1 Goal:* Develop a central resource repository

**Tactic 2.2:** Create & manage a process for IT support

*2.2.1 Year 1 Goal:* Develop a central resource repository

*2.2.2 Year 1 Goal:* Develop a central resource repository

**Tactic 2.3:** Ensure emerging technologies collaborate with other state institutions

*2.3.1 Year 1 Goal:* Explore and implement cloud/hosted solutions.

**Tactic 2.4:** Support & improve functionality of academically focused.

*2.4.1 Year 1-3 Goal:* Analyze usage and compare emerging technologies.

*2.4.2 Year 1 Goal:* Develop campus online communications plan

**SAF 3**

Demonstrate Good Stewardship of IT Resources for the Institution

**Tactic 3.1:** Formal project portfolio management

*3.1.1 Year 1 Goal:* Implementation and adoption of the portfolio management strategy.

*3.1.2 Year 1 Goal:* Develop IT-related costs methodology

**Tactic 3.2:** Focus on workflow efficiency

*3.2.1 Year 1 Goal:* Internalize evaluate current IT risks and procedures

*3.2.2 Year 1 Goal:* Continue to develop IT resources and procedures

**Tactic 3.3:** Inform, implement, and train IT resources and policies and procedures

*3.3.1 Year 1 Goal:* Convert manual processes to create sustainable and efficient solutions.

**SAF 4**

Apply Thoughtful, Pragmatic Approaches to Institutional Data Security and Privacy; Identify and Help Mitigate IT-related Risks

**Tactic 4.1:** Annual 3rd party InfoSec risk assessment

*4.1.1 Year 1-3 Goal:* Develop annual risk assessment plan.

*4.2.1 Year 1 Goal:* Establish an IT support liaison system for each department/office

*4.2.2 Year 1 Goal:* Develop a business continuity plan for the campus to give feedback.

**Tactic 4.2:** Create clear two-way communication for campus

*4.2.3 Year 1 Goal:* Inform, implement, and train IT resources and policies and procedures

**Tactic 4.3:** Develop IT business continuity plan with College-wide efforts

*4.3.1 Year 1 Goal:* Establish IT support of offices’ business continuity plans

*4.3.2 Year 2-3 Goal:* Implement, annually assess, and test IT business continuity plans

**Tactic 4.4:** Define and implement an IT disaster recovery plan with College-wide efforts

*4.4.1 Year 1 Goal:* Establish IT support plan of action for institutional disaster recovery.

*4.4.2 Year 2-3 Goal:* Implement and test College disaster recovery plan

**Tactic 5.1:** Annual State of IT Report

*5.1.1 Year 1 Goal:* Update and compare Annual State of IT Report.

*5.2.1 Year 1 Goal:* Establish IT support liaison system for each department/office

**Tactic 5.2:** Create clear two-way communication for campus

*5.2.2 Year 1 Goal:* Develop IT communications plan for the campus to give feedback.

**Tactic 5.3:** IT communications to have a customer service tone

*5.3.1 Year 1 Goal:* Develop customer service philosophy in IT culture.

*5.3.2 Year 1 Goal:* Establish IT support of offices’ business continuity plans

**Tactic 5.4:** Transparent & clear communications with service requests

*5.4.1 Year 1 Goal:* Improve ticketing system automatic notifications & feedback

*5.4.2 Year 1 Goal:* Improve on-site IT assistance

*5.4.3 Year 1 Goal:* Develop two-way user communication with open tickets

**Tactic 5.5:** IT communications to have a customer service tone

*5.5.1 Year 1 Goal:* Establish IT support of offices’ business continuity plans

*5.5.2 Year 1 Goal:* Improve ticketing system automatic notifications & feedback

*5.5.3 Year 1 Goal:* Improve on-site IT assistance

FA16-18 IT Strategic Plan: it.cofc.edu/strategic-plan

2015.02.16-Adison Jobe