

Liberal Arts Information Technology Operational Plan
Goals - Objectives - Projects - Initiatives
June 2019 - July 2020

*Leveraging information technology to solve problems and provide strategic solutions
Focusing on our Customers, Communications, Processes, Shared Services and OneIT Approach*

Information Technology In Liberal Arts (ITLA) 2020 Vision

- To be a trusted partner (customer-centric)
- To focus on value-added services (service focused)
- To enable data-based decision making (data driven)

Goal 1.0 - Support Penn State's Missions - Academics - Research - Service

- Objective 1.1 - Learn about College directions in research and teaching to provide support for these initiatives.
- Objective 1.2 - Expand our support for Research
- Objective 1.3 - Develop custom applications and enhancements to support the missions

Goal 2.0 - Enhance the College's Experience with IT

- Objective 2.1 - Improve tracking, quality and timeliness of IT requests.
- Objective 2.2 - Expand ways the College can get IT Support.
- Objective 2.3 - Elevate and expand our communications.
- Objective 2.4 - Create strategic partnerships - continue to develop relationships throughout the College

Goal 3.0 - Ensure Technology Infrastructure Integrity

- Objective 3.1 - Leverage shared services
- Objective 3.2 - Leverage cloud services
- Objective 3.3 - Enhance Information Security
- Objective 3.4 - Establish secure, up-to-date environments

Goal 4.0 - Enhance College Operations - Advance business processes and operational efficiencies.

- Objective 4.1 - Advance business processes and operational efficiencies.
- Objective 4.2 - Evaluate and streamline the technology replacement process
- Objective 4.3 - Design and revise websites to meet the needs of the Department / Unit / Lab and the College

Goal 5 - Build an aligned OneIT team who works together to provide the best customer experience possible.

- Objective 5.1 - Promote continuous learning and professional development
- Objective 5.2 - Align workforce skills to achieve IT's strategic and operational goals and objectives.