

Liberal Arts Information Technology Operational Plan
Goals and Objectives
January 2017 - May 2018

Leveraging information technology to solve problems and provide strategic solutions
Focusing on our Customers, Communication, 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 - Enhance the Customer Experience

- Objective 1.1 - Ensure excellent services to enable the effective use of technology, resources and systems by the College community.
- Objective 1.2 - Meet ADA standards and campus policies for technology accessibility.
- Objective 1.3 - Improve tracking, quality and timeliness of IT requests and customer service needs.

Goal 2.0 - Establish a sustainable, secure, compliant, robust and reliable IT infrastructure that enables a consistent technology experience for all users.

- Objective 2.1 - Leverage shared services to enhance our IT infrastructure.
- Objective 2.2 - Explore, evaluate and implement new and emerging technologies and strategies.
- Objective 2.3 - Support, upgrade, and enhance current business tools, administrative systems and IT environment.
- Objective 2.4 - Support, upgrade and enhance current infrastructure for research, academic, scholarship and innovation.
- Objective 2.5 - Establish an acceptable level of security, risk management, identity management, and compliance that protects IT assets.

Goal 3.0 - Advance business processes and operational efficiencies.

- Objective 3.1 - Analyze, streamline and document business processes throughout Liberal Arts.
- Objective 3.2 - Analyze, streamline and document academic and research processes throughout Liberal Arts.
- Objective 3.3 - Analyze, streamline and document internal ITLA processes.

Goal 4.0 - Build an aligned OneIT team who works together to provide the best customer experience possible.

- Objective 4.1 - Align workforce skills to achieve IT's strategic and operational goals and objectives.
- Objective 4.2 - Promote continuous learning and professional development
- Objective 4.3 - Develop an aligned management approach

Goal 5.0 - Enhance our communications both internally and throughout the College of the Liberal Arts

- Objective 5.1 - Optimize the portfolio of IT resources (assets, projects, investments) through effective governance processes.
- Objective 5.2 - Create, support and enhance electronic communications and information sharing.
- Objective 5.3 - Support effective means of internal and external communications for the Liberal Arts community.