INFORMATION TECHNOLOGY

Mission

Information Technology serves as the information gateway for the Tulsa campuses of OSU, providing the highest quality hardware and software services to internal and external customers.

Vision

Information Technology will:

- Be recognized as a premier provider of information technology services with a positive attitude, unparalleled speed and uncommon efficiency;
- Facilitate the achievement of goals by the units we serve by providing the highest level of information technology services possible; and
- Capitalize on new hardware technologies and software applications to meet the evolving information and needs of our customers.

Core Values

Excellence - We seek excellence in all our endeavors and we are committed to continuous improvement.

Intellectual Freedom - We believe in ethical and scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.

Integrity - We are committed to the principles of truth and honesty and we will be equitable, ethical, and professional.

Service - We believe that serving others is a noble and worthy endeavor.

Diversity - We respect others and value diversity of opinions, freedom of expression, and other ethnic and cultural backgrounds.

Stewardship of Resources - We are dedicated to the efficient and effective use of our resources. We accept the responsibility of the public's trust and are accountable for our actions.

Strategic Goals, Critical Success Factors, Objectives, and Strategies

Goal One. Local technology services will be provided to support the academic, research, and outreach functions of the university for campuses located in the Tulsa area.

Critical Success Factors:

- We will reach 95% customer satisfaction.
- We will collaborate with IT Division employees on 100% of system projects.
- Response time requirements will be met.
- Efforts and expenditures will be reduced where appropriate.

Objectives:

Objective 1.1: We will provide expedient response to issues and requests.

Strategies:

- Evaluate the support needs of the campuses will be evaluated and workforce positioned accordingly.
- Acceptable response time will be appropriate to the nature of the request and communicated as such.

Objective 1.2: We will serve as a liaison for technology issues for faculty, staff, students and external partners.

Strategies:

- We will communicate with administrators, faculty, staff and students on technology needs.
- We will collaborate with IT Division employees on project implementation.

Objective 1.3: Existing technology resources in other locations will be leveraged to support the growing demands for research activities.

Strategies:

- We will communicate with researchers to ascertain their needs and collaborate with other IT Division employees on availability of resources.
- We will collaborate with other comparable institutions.

Goal Two. Secure state-of-the-art information technology will be utilized in the instruction, research and business functions of the university.

Critical Success Factors:

- 100% of required student computing needs will be met.
- 100% of approved faculty and staff computing needs will be met.
- Marketing efforts of computer lab facilities will extend to 500 constituents.
- Revenue generated by computer lab facilities will be increased by 50%.

Objectives:

Objective 2.1: Through a partnership between the Tulsa campuses, we will design and implement wireless technology in student, faculty and staff access areas, including study exam lounge and lab facilities on the OSU-Tulsa and CHS campuses.

Strategies:

- Specific locations on both campuses will be identified for wireless network.
- Security parameters will be created.
- Specific equipment for network will be selected.
- Equipment will be purchased and installed.
- Training opportunities will be designed and implemented for faculty and staff.

Objective 2.2: In an effort to increase access, we will implement secure remote access to support increase in student enrollment, distance education and faculty and staff requirements.

Strategies:

- We will identify specific constituencies who require secure remote access.
- Security criteria and thresholds for access will be established.
- Specific hardware and software will be identified to provide remote gateway.
- Hardware and software will be purchased and installed.
- We will provide training to remote users.

Objective 2.3: We will develop and implement a network infrastructure that allows for combining voice, data and video transmission.

Strategies:

- Future expansion needs of the network infrastructure will be identified on both the OSU-Tulsa and OSU-CHS campuses.
- We will design a network expansion that leverages the capabilities of the OneNet system with potential private networks to determine cost feasibility.

- We will identify the need and level for redundancy on network traffic between all OSU agencies in Tulsa and Stillwater.
- Equipment and other infrastructure needs will be identified.
- A timeline and funding mechanism will be established for the expansion.
- We will implement the network enhancements in phases according to funding and timelines.

Objective 2.4: We will collaborate with others in developing security policies and best practice procedures for the OSU system consistent with the requirements of each campus.

Strategies:

- The varying needs for levels of security among the OSU interests in Tulsa and Stillwater will be determined.
- Best practice models from private and public sector sources will be identified.
- Security policies for institutional review will be drafted.
- Policy adoption process will be implemented.

Objective 2.5: Intrusion detection prevention methods will be implemented for core applications and high-risk network areas.

Strategies:

- We will identify high-risk areas within the information system where intrusion is either likely or most damaging.
- We will identify the vulnerability of core applications to intrusion.
- We will identify specific processes and products to prevent and detect intrusion.

Goal Three. We will increase the availability of information technology students, faculty and staff on the Tulsa campuses of OSU.

Critical Success Factors:

- Cross training will be conducted in 100% of the core support areas.
- 80% of users submitting requests will be polled for measuring customer satisfaction.
- We will meet response time requirements in supporting user technology needs as outlined in the priority checklist.
- We will guarantee 99.99% uptime for core applications excluding scheduled
- Maintenance.
- We will ensure 100% of secure application development.

Objectives:

Objective 3.1: A network infrastructure will be implemented that allows for remote management, security push technology and redundancy for business continuity in core areas.

Strategies:

- We will assess the expandability of the current network to determine needs for equipment upgrading or replacement.
- Business enterprises that require zero-fault tolerant systems or redundancy will be identified.
- We will survey marketplace for equipment and software to expand or upgrade network.
- Develop timeline and funding mechanisms will be developed for expansion projects.

Objective 3.2: A plan will be developed and implemented that allows student, faculty and staff and OSU partners access to state of the art computer and IT resources, including rotation of computers on a 3-year basis.

Strategies:

- Accurate inventory and depreciation schedules will be created for IT resources on the OSU-Tulsa and OSU-CHS campuses.
- We will develop detailed scheduled of equipment rotation based upon useful life.
- A funding schedule will be created for equipment rotation.
- A rotation process will be implemented.

Objective 3.3: Desktop units will be increased consistent with enrollment growth.

Strategies:

- We will identify projected headcount growth estimates for the next 5 fiscal years.
- We will identify specific locations for the creation of new computer laboratories.
- A timeline and funding needs plan will be created for the expansion of the computer laboratories.
- Expansion plan will be implemented in phases.
- We will add new stations to rotation plan.

Objective 3.4: We will build redundancy in the core applications.

Strategies:

- Specific core applications that require redundancy will be identified.
- Software and requisite hardware modifications will be outlined to provide fault tolerant environment.
- Feasibility of internal or contractual modifications will be determined.
- Modifications in phases based upon funding and critical needs priority will be implemented.

Objective 3.5: Computers labs will be marketed to ensure greater visibility to constituents.

Strategies:

- A marketing piece will be developed identifying the type of lab, hardware and software capabilities as well as a rate structure.
- A list of potential customers will be identified utilizing data from the conference center and the Tulsa Chamber of Commerce.
- A sales presentation will be created to be given to potential business customers.
- We will make personal sales calls on the identified market list.

Objective 3.6: Kiosks will be implemented where appropriate.

Strategies:

- We will identify specific applications where kiosks would be appropriate for customer and/or student interaction.
- We will identify core applications necessary as well as specific hardware necessary to initiate kiosk presence.
- Pilot kiosk will be placed for testing. Applications will be refined based upon test results. Implementation in other locations will be identified.

Goal Four. We will support OSU's increasing activities in excellence in research and in public service to raise the quality of life.

Critical Success Factors:

- Meet the needs of approved external support requests by 100%.
- Make 20 visits to deliver technology instruction to the Adopt-A-School program recipients.

Objectives:

Objective 4.1: Technical training and support will be delivered to various community, professional and business constituents.

Strategies:

- Software and hardware disciplines will be identified where a training void currently exists.
- Develop marketing materials will be developed to stimulate external and internal customer interests.
- We will create curriculum around the identified needs, focusing primarily on areas where the university could maintain an ongoing training and education presence.
- Training sessions will be implemented.
- Specific contributions will be identified that may be made by the department to the 2 schools included in the adopt-a-school program.

Goal Five. We will provide an environment that fosters loyalty and dedication, supports diversity, and promotes employee development and public service.

Critical Success Factors:

- Annually review 100% of the employees' work performance.
- Enroll 75% of the employees in OSU leadership growth programs.
- Provide each employee the opportunity for 100 hours of training/professional development annually.
- Increase participation in public service events by 40%.
- Maintain/increase the diversity in the workforce.

Objectives:

Objective 5.1: Professional development will be provided.

Strategies:

- We will ensure staff is prepared to provide quality service in an appropriate structure.
- Job descriptions will be reviewed and modified.
- Training needs will be assessed.
- We will make time available for training opportunities.

Objective 5.2: Communication within the department will be promoted.

Strategies:

- We will hold monthly departmental meetings.
- We will hold biweekly group meetings.
- We will participate in quarterly division meetings.

Objective 5.3: Opportunities will be provided for employees to participate in public service activities that promote the quality of life.

Strategies:

- Public service opportunities will be identified.
- We will make time available for employees to participate.
- Employees will be recognized for their efforts in monthly departmental meetings.

Objective 5.4: We will support diversity in the workforce.

Strategies:

- We will have diversity as a qualifier to employment.
- We will identify and support the diverse characteristics of employees.
- Biweekly group meetings will be held.
- We will participate in quarterly division meetings.