

# Computer & Information Services

## Mission

Computer and Information Services provides quality technological services, information, and support that enables a world-class education.

## Vision

Computer and Information Services will:

- Be recognized for excellence in customer satisfaction and service;
- Provide technology that enables OSU-Okmulgee to attract a global audience;
- Empower and inform students, faculty, and staff in the most effective use of technology;
- Be recognized as leaders in providing cutting-edge technology solutions;
- Provide the most reliable, efficient technology resources that inspire and enhance education, teaching, research, and outreach.

## 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 opinion, freedom of expression, and other ethnic and cultural backgrounds.

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

## Goals, Critical Success Factors, Objectives, and Strategies

**Goal One. Essential Customer Service and Support-Provide innovative, reliable, and integrated Information Technology service and support for core business applications and student services.**

### **Critical Success Factors:**

- Implement single sign-on
- Implement campus report card
- Implement data warehouse
- Implement portal system
- Implement a monthly IT end-user training program
- 90% of core business applications available online
- Internet as the main source of service delivery
- Consistent web presence that supports the OSU system
- 95% of data available online and real-time
- Seamless online services
- 80% more communication with students via Internet services
- 95% of administrative information available online

### **Objectives:**

**Objective 1.1:** Make information easily accessible and available, and decrease user frustration with multiple log-in procedures.

#### Strategies:

- Develop training program for single sign on procedures.
- Create web site for single sign on login.
- Develop database to store employee login information.
- Incorporate Blackboard, Web for Students, Web for Faculty, and other online system into single sign on.

**Objective 1.2:** Provide training and customer support.

#### Strategies:

- Develop an Outlook training program.
- Develop training program for in-demand applications.
- Develop training program for conversion to Microsoft networking.
- Develop training program for using the data warehouse.
- Develop training program for the Early Alert system.
- Develop materials related to all audiences for portals.

**Objective 1.3:** Use the Internet to deliver efficient services seamlessly with a system-wide approach.

Strategies:

- Use the Internet to support core business applications.
- Support a consistent and current system web presence.
- Develop and implement system web site template.
- Develop programs and data extraction procedures to populate the data warehouse.
- Provide data for assessment, analysis, measurement, and accountability.

**Goal Two. Academic Excellence-Provide innovative technology services and solutions to support academic excellence, teaching, learning, research, and creative activities.**

**Critical Success Factors:**

- Recommend 75% increase in technology supported classrooms
- Centurion in all labs
- Implement portal system
- Implement system-wide campus calendar and announcement system
- Implement print management solution
- Implement wireless services
- Participate in system-wide site licensing for students, faculty, and staff
- Increase technology related services to students and faculty by 50%
- Collaborate with Distance Learning Center to increase and enhance distance course offerings
- Implement lab management or remote management software

***Objectives:***

**Objective 2.1:** Provide technology to support lifelong learning and the pursuit of creative activities.

Strategies:

- Provide technology and services to support distance learning, especially in underserved areas and populations.

**Objective 2.2:** Deliver technology services and support to students, faculty, and staff with a system-wide approach.

Strategies:

- Introduce new, innovative technologies to students, faculty and staff.
- Inform students, faculty, and staff about site licensing programs.
- Provide support for obtaining, installing, and using site-licensed products.
- Enable technology-enhanced teaching and learning.
- Recommend that projectors and laptops be set up in as many classrooms as possible.
- Provide reliable access to technology.

**Goal Three. External Relations - Outreach, Service, Partnerships, Collaborations, and Economic Development-Provide technology to support and improve outreach, service, partnerships, collaborations, and economic development initiatives, and provide excellent service to enhance the quality of life.**

**Critical Success Factors:**

- Improve and increase support for initiatives of the Economic Development and Training Center
- Improve and increase support for Mid America/Pryor campus
- Improve and increase support for outreach activities
- Improve external customer service ratings
- Improve and increase services to underserved populations and rural areas, especially in the area of distance education
- Implement alumni system
- Support tribal college initiatives
- Support and enhance relationships with industry partners

***Objectives:***

**Objective 3.1:** Deliver support and services for campus outreach activities.

Strategies:

- Develop alumni database.
- Enhance alumni web site.
- Provide email addresses for alumni.
- Incorporate alumni portal information.

**Objective 3.2:** Deliver improved services and support for external constituents

Strategies:

- Provide technology to support, enhance, and increase partnerships.
- Provide technology to support, enhance, and increase collaborations.
- Provide technology to support economic development initiatives.
- Provide support and services to underserved populations and rural areas.

**Goal Four. Integrated IT Infrastructure-Improve, enhance, and support a secure, system-wide information technology infrastructure.**

**Critical Success Factors:**

- Implement redundant systems for the entire network
- Upgrade campus backbone
- Eliminate use of hubs on the network
- Implement wireless networks as requested
- Install Virtual Private Network (VPN)
- Decrease the number of security intrusions and other disruptive incidents by 80%
- Provide virus prevention methods for 100% of all hardware
- Upgrade network to meet security requirements
- Implement recommendations of the system security plan
- Reduce number of unsecured production servers to zero
- Network topology diagram

**Objectives**

**Objective 4.1:** Deliver reliable and effective network services.

Strategies:

- Install switches in place of hubs.
- Upgrade campus backbone to 1 gigabyte (GB).
- Rewire buildings so they come back to central wiring closet.
- Label all cables.
- Label all patch panels.
- Document network topology.
- Purchase servers (domain controllers).

**Objective 4.2:** Promote and ensure a secure IT environment.

Strategies:

- Install campus firewall.
- Review security plan and purchase necessary equipment and software.
- Install demilitarized zone (DMZ) for all network equipment.
- Implement Systems Management Server (SMS) software for automatic security patching.

**Objective 4.3:** Operate cutting edge, innovative telecommunications networks.

Strategies:

- Purchase and install wireless networking equipment.

- Increase desktop computing speed to 100 megabytes (MB).
- Voice over IP (TCP/IP phone calls) connection to Stillwater.
- Implement Virtual Private Network (VPN) connections for network access at home.

**Goal Five. Image Enhancement and Marketing-Utilize technology to enhance the presence and status of OSU, and positively impact the recruitment of students.**

**Critical Success Factors:**

- Implement online admissions application
- Implement recommendations of system-wide marketing plan
- Implement consistent system-web site
- Implement recruitment system
- Implement portal system
- Implement alumni system

**Objectives:**

**Objective 5.1:** Utilize technology to advance the university's reputation and presence in the state and beyond.

Strategies:

- Recognize and publicize the achievements of faculty, staff, students, and alumni.
- Develop and implement web site template.
- Create intuitive web site navigation.
- Create back-end databases to support web site components.
- Create portals for employees, students, prospective students, and alumni.
- Develop alumni database.
- Enhance alumni web site.
- Provide email addresses for alumni.
- Incorporate alumni portal information.
- Increase external recognition from industry and academic peers.

**Objective 5.2:** Utilize technology to augment recruitment effectiveness and diversify the student population.

Strategies:

- Train admissions staff on use of online admissions application.
- Install recruitment system.
- Train users on recruitment system.
- Link recruitment system to web site.

**Objective 5.3:** Utilize the system marketing plan to drive marketing projects.

Strategies:

- Ensure web site reflects the consistent OSU brand.



**Goal Six. Strategic IT management and Resource Utilization-Cultivate, develop, and promote a highly-skilled, diverse workforce; create a stimulating, challenging, and professional work environment; and strategically manage IT resources.**

**Critical Success Factors:**

- Increase employee morale and retention ratings
- Increase employee workplace satisfaction ratings
- Request improvement of ventilation in office areas
- Increase employee participation in professional development by 75%
- Ensure 100% of critical operations are supported through cross training
- Increase diversity of the departmental workforce
- Use strategic plan for all major decisions and purchases
- Increase participation in system-wide technology-related decisions to 100%
- Participation in all campus technology-related decisions
- Ensure that 100% of employees know and have a working relationship with their counterparts across the OSU system
- Reduce redundant purchases by 100%

**Objectives:**

**Objective 6.1:** Actively recruit and retain a highly-skilled, diverse workforce.

Strategies:

- Create a positive, stimulating workplace atmosphere.
- Have competitive wages and benefits.
- Employee recognition programs.
- Monthly off-campus lunches.
- Provide the latest technology (equipment and software).

**Objective 6.2:** Foster and support professional development opportunities.

Strategies:

- Ensure staff participates in at least 10 hours of training per year.
- Attend at least one conference per year, if fiscally viable.

**Objective 6.3:** Provide strategic governance, planning, integration, and direction.

Strategies:

- Foster relationships across the system.
- Ensure collaboration in technology management.
- Ensure integrated and consistent technology solutions with the OSU system.
- Include student, faculty, and staff input in technology-related decisions.

- Improve vendor relationships.