

INFORMATION TECHNOLOGY DIVISION

Mission

The Information Technology Division provides innovative, reliable, and integrated technology solutions, quality services, and information resources.

Vision

The Information Technology Division will:

- Be a recognized and effective force in using technology to support the ongoing mission and goals of Oklahoma State University;
- Be a national exemplar in providing advanced, innovative technology solutions in higher education, and in using technology to streamline and simplify the business and lessen the process loads of people within the OSU community;
- Be a leader in the seamless integration of the OSU system and an enabling force for the delivery of its services to the citizens of Oklahoma and beyond;
- Work with partners across Oklahoma for a more effective use of technology by all throughout the state;
- Provide services to enable effective communication, collaboration, and coordination among the components of the OSU system to enhance teaching, learning, research, and public service; and
- Be recognized for excellence in achieving customer satisfaction and providing high quality customer service and information delivery.

Core Values

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

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.

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

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. Academic excellence. Create a technology-rich environment for teaching and learning that is both effective in supporting the activities of teaching and learning and in itself instructive by immersing students in the technologies they will work in after leaving OSU.

Critical Success Factors:

- Triple the enrollment in technology supported courses
- Increase by 75% the client contacts with Technology Teaching Learning Services
- Increase by 25% the number of technology supported classroom learning environments
- Increase student computing areas by 50% and provide group and off-campus areas
- Expand site license offerings to students
- Deliver a complete, integrated portal solution for students, employees, faculty, applicants, and others
- Create a secure wireless network serving our campuses
- Use technology as an impetus to reengineer business practices to make better use of the time of our students and faculty
- Increase software and services available to students by 75%
- Increase internet services to students by 75%

Objectives:

Objective 1.1: Enable technology-enhanced teaching and learning.

Strategies:

- Create a facility for technology in teaching and learning to support faculty in using technology and in production of courses and other materials.
- Create more technology-aided classrooms.
- Provide courseware solutions.
- Support faculty in their innovations in teaching and our staff in their innovations in supporting our faculty.
- Provide technology-based tools for collaboration and communication in teaching and learning.

Objective 1.2: Provide students and others with access to high-quality, contemporary information technology.

Strategies:

- Deliver more and better internet-based services and information to students.
- Deliver effective access to the internet, both wired and wireless, to students.
- Support the integration of technology into teaching.

- Deliver software to students via site licensing.
- Make student labs and access areas reflective of students' needs and of the way students actually work.
- Be innovative and aggressive.

Objective 1.3. Use technology to foster lifelong learning and support distance education.

Strategies:

- Make more courses available over the internet and through other technology-assisted means.
- Provide better communication with alumni about opportunities for lifelong learning.
- Deliver an effective infrastructure for distance education.

Goal Two: Infrastructure. Supply a reliable, contemporary, and effective technology infrastructure.

Critical Success Factors:

- Create a secure wireless network to service 100% of the system
- Expand on-campus bandwidth by a factor of 3
- Expand off-campus bandwidth by a factor of 3
- Provide 4 nines (99.99%) uptime on critical applications within five years
- Implement an effective, comprehensive, system-wide set of security policies, practices, and procedures
- Implement consolidations of operations on or among campuses as appropriate
- Provide 25% of internet services through portable devices
- Provide server support or management for 30 departments outside the Information Technology Division
- Expand help desk support hours to 24 hours a day by 7 days a week for the OSU-system
- Create a Technology Assessment department

Objectives:

Objective 2.1. Operate state-of-the-art telecommunications networks.

Strategies:

- Integrate network operations across the OSU system.
- Install appropriate security and intrusion prevention software or hardware at OSU.
- Utilize OneNet to provide cost-effective access to bandwidth for OSU.
- Convert OSU's core network to contemporary and industry standard technology and design.

Objective 2.2. Deliver basic services reliably and effectively.

Strategies:

- Maintain the SCT systems to process transactions while offering more contemporary and effective solutions for delivering information and interacting with those systems.
- Deliver more services over the internet.
- Use the reorganization of information technology across OSU as an occasion to review business practices and information technology structures for effectiveness.

Objective 2.3. Deliver a secure information technology environment.

Strategies:

- Provide system-wide, centrally-administered security policies and practices for information technology resources at OSU.
- Create, test and keep current a business continuity plan.
- Reengineer the way networks, servers, and information assets are managed at OSU to create a functional, more safe environment.

Goal Three. Integrated information technology environment. Deliver information and services in an integrated environment that provides services deftly and offers ubiquitous access to needed information.

Critical Success Factors:

- Make the internet the basic vehicle for service delivery and deliver more of our services to students through an integrated internet delivery vehicle
- Provide single place on-line for course participation, email, registration, etc.
- Implement unified messaging where feasible
- Conduct 80% of administrative core business system activity online.
- Achieve significant efficiencies through eCommerce
- Implement and manage a consistent web presence for OSU
- Use technologically-delivered information strategically and as a tool for institutional management
- Have a successful data management and warehousing capability in operation

Objectives:

Objective 3.1. Supply training, consulting, and customer support.

Strategies:

- Expand desktop support and coordinate the delivery of such support with other providers across the OSU system.
- Expand the scope and hours of operation of help desk services and integrate the help desk services across the OSU system.
- Offer more training and more training specific to customers' needs.
- Provide consulting and best practices to information technology staff outside the Information Technology Division.
- Increase formal and informal communication and quality assessment with our customers.

Objective 3.2. Use integrated service delivery, eCommerce, and the Internet to deliver services better, faster, and easier, and to support core business applications.

Strategies:

- Create a base infrastructure e-business.
- Deliver more services over the internet.
- Coordinate and integrate service delivery with vehicles such as portal technologies.
- Automate business practices to leverage OSU people's time.
- Reengineer processes to make them better.
- Find innovative solutions and new opportunities to use technology effectively.

Objective 3.3. Make needed information easily available to students, faculty, and staff at OSU.

Strategies:

- Create a functional, easy-to-use data warehouse of institutional information.
- Deliver institutional information, on demand over the internet.
- Work with customers to quickly deliver information as it is requested.

Objective 3.4. Support a consistent and current web presence.

Strategies:

- Implement content management software for OSU.
- Maintain and support the system's web pages in an appropriate technical and business environment.

Objective 3.5. Provide data for assessment, analysis, measurement, and accountability.

Strategies:

- Deliver more information to support public accountability.
- Deliver more information for assessment and decision support.
- Develop the capability to deliver such information on short order.

Objective 3.6. Deliver information and services with a system-wide approach

Strategies:

- Integrate information management services across OSU.
- Build appropriate data and operational structures to provide system-wide views and analysis.

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

Critical Success Factors:

- Have a high volume of usage at the high performance center by OSU's researchers
- Automate, as much as possible, the grant application and management processes for OSU
- Obtain external funding for research and public projects
- Use the technology assessment department to provide a resource for OSU researchers in meeting the information technology needs
- Use OSU's many points of presence across the state to deliver services to high school students and other citizens of Oklahoma and to support initiatives such as the EDGE project

Objectives:

Objective 4.1. Support high performance computing.

Strategies:

- Create a high performance computing center for OSU.
- Connect the on-campus center to the research park and to any others who will need access.
- Implement grid computing on and beyond our campuses.
- Collaborate on the next generation academic networks.
- Collaborate with peer institutions in high performance computing.

Objective 4.2. Be a factor in economic development and community service.

Strategies:

- Work with partners within OSU to support economic development.
- Provide training and best practices for others in Oklahoma in using information technology.
- Establish partnerships with private organizations.

Objective 4.3. Provide effective and innovative support for researchers.

Strategies:

- Provide adequate bandwidth, security, and communications for collaboration.
- Provide adequate computing resources.

Objective 4.4. Support technology access for rural and underserved areas in areas of education, economic development, and patient care.

Strategies:

- Help provide infrastructure for telemedicine and other activities in rural medicine.
- Help deliver information and education at a distance.
- Promote rural economic development.
- Use technology to leverage OSU's presence across the state.

Goal Five. Partnerships, collaborations, and quality service. Work effectively with others inside and outside OSU to foster collaborations, find synergies, and improve services.

Critical Success Factors:

- Double the number of the division's external partners or service relationships
- Deliver information technology services to support OSU's community college initiative, the tribal college initiative, and other educational collaboration
- Significantly increase the division's quality of service ratings from customers
- Increase contact with and feedback from internal and external customers

Objectives:

Objective 5.1. Deliver quality service.

Strategies:

- Make high-quality service a priority.
- Reward employees for delivering good service to customers.

Objective 5.2. Provide support and collaborate with external partners.

Strategies:

- Seek out opportunities for collaborations.
- Leverage external resources by targeted and selective outsourcing.

Objective 5.3. Provide useful, effective services to external customers or stakeholders.

Strategies:

- Offer more information to the public over the internet.
- Support integrated marketing with technology.
- Deliver more services remotely.

Goal Six. People and recognition. Create a stimulating, challenging, and professional workplace and earn recognition for OSU.

Critical Success Factors

- Provide each Information Technology Division employee the opportunity for 100 hours of training/professional development annually
- Increase employee retention and morale
- Develop and fund one or more Information Technology Division employee awards.
- Increase the diversity of the workforce within the division
- Increase external recognition from industry and academic peers
- Increase employee satisfaction

Objectives:

Objective 6.1. Provide training to staff that enriches their knowledge and expertise, thereby enhancing their effectiveness and career development.

Strategies:

- Offer relevant, effective training to our employees.
- Leverage the educational resources of the OSU system to train our employees.

Objective 6.2. Create an open, positive workplace that is conducive to success, supportive of appropriate risk taking, and open to good ideas from all parts of the organization.

Strategies:

- Foster communications and creative dissent.
- Reward innovation and initiative.
- Build confidence based on records of success.
- Be thoughtfully bold in seeking innovative solutions and new products and services.

Objective 6.3. Earn external recognition for OSU.

Strategies:

- Participate in professional organizations and present at their meetings.
- Seek publicity through partnerships.

Objective 6.4. Support access and diversity in employment.

Strategies:

- Market our interest and opportunities aggressively to a diverse population.
- Recruit from OSU's campuses.
- Cultivate student employees as possible future full time employees.
- Provide a workplace that is friendly to a diverse workforce.

Goal Seven. Management. Manage information technology across the OSU system as a strategic resource.

Critical Success Factors

- Working with OSU colleagues, achieve \$1,000,000 in cost savings through collaboration, integration, and reengineering over five years
- Increase OSU's spending on information technology both in total amount and as a percentage of overall spending to an amount nearer to appropriate norms
- Manage vendor relationships to achieve savings
- Plan, deliver, and provide information technology services with a system-wide approach
- Have information technology participate in planning for all major construction/renovation projects
- Have operational technical, student, and strategic committees

Objectives:

Objective 7.1. Provide strategic investment.

Strategies:

- Increase information technology funding to appropriate peer norms.
- Include information technology issues in fund raising efforts and in special funding opportunities such as bond programs.

Objective 7.2. Provide strategic governance, planning, integration, and direction.

Strategies:

- Complete an information technology reorganization at OSU.
- Integrate services and operations at OSU as appropriate.
- Provide review of information technology plans and procurements across OSU.
- Integrate information technology planning with overall institutional planning at OSU.