

COMPUTER & INFORMATION SERVICES - OKMULGEE

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.

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: 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 information technology 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 Information Technology 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
- 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.
- 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 information technology environment.

Strategies:

- Install campus firewall.
- Review security plan and purchase necessary equipment and software.
- Install demilitarized zone for all network equipment.
- Implement Systems Management Server 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.

- Voice over internet provider connection to Stillwater.
- Implement Virtual Private Network 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 Information Technology Management and Resource Utilization-- Cultivate, develop, and promote a highly-skilled, diverse workforce; create a stimulating, challenging, and professional work environment; and strategically manage Information Technology 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 participation 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.