INFORMATION TECHNOLOGY – OKLAHOMA CITY

Mission

The Information Technology Department provides the technology, expertise, support, and customer service necessary to effectively communicate, collaborate, and conduct business electronically.

Vision

OSU-Oklahoma City will become an institution where systems of all types— on-campus and off-campus, intranet, and the Internet— will work together as one Network and securely connect students, faculty, and staff across organizational boundaries.

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. Proactively share information and ideas to effectively resolve issues thus yielding high customer satisfaction.

Critical Success Factors:

- 90% of local Help Desk requests are resolved satisfactorily within 48 hours
- Customer satisfaction surveys are conducted every semester
- Implement electronic suggestion box for students, faculty, and staff

Objectives:

Objective 1.1: Resolve Help Desk requests quickly and effectively.

Strategies:

- Maximize Help Desk usage to promote optimal problem resolution, response time, and tracking
- Resolve Help Desk tickets within 24 hours.
- Make customer service and satisfaction #1 priority.
- Create on-line training for all delivered services.
- Continue providing on-site phone, e-mail, and remote assistance support.

Objective 1.2: Seek out customer feedback in order to continually improve services.

Strategies:

- Create an on-line customer feedback application.
- Create formal follow up procedures.
- Adjust services according to feedback.

Goal Two. Develop a highly competent, cohesive, diverse, knowledgeable, and motivated team.

Critical Success Factors:

- Increase employee diversity, morale, and retention
- Employees attend 4 training programs per year
- Team meets once a week to discuss projects, priorities, and progress
- Cross-train employees on critical operations in order to ensure they have 100% support at all times.

Objectives:

Objective 2.1: Hire individuals who are highly motivated, ethical, and take pride in their work

Strategies:

- Develop hiring guidelines and standards.
- Keep job descriptions updated.

Objective 2.2: Provide technology training and reward application of knowledge.

Strategies:

- Provide training materials.
- Provide funds to acquire certifications.
- Ensure all required and/or needed certification training is completed successfully and timely.
- Supervisors and project leads will nominate employees for local awards.
- Develop small research and development network for internal research and training.
- Provide positive feedback and encouragement on jobs well done and document through annual evaluation.
- Provide constructive criticism on areas that need improvement via annual evaluation.
- Encourage a sense of ownership in projects to promote pride in results.
- Send Information Technology staff to technology and customer service training.
- Encourage and reward initiative and collaboration.

Objective 2.3: Maximize use of technology that enhances communication and collaboration.

Strategies:

- Implement new collaboration tools such as Microsoft's SharePoint Services and Info Path.
- Utilize shared network storage to improve collaboration.
- Continue expanding our training and testing lab.

Goal Three. Assure successful operations and business continuity by developing and implementing relevant policies and procedures.

Critical Success Factors:

- Policies and procedures are current and reviewed annually
- Policies and procedures are available on-line

Objectives:

Objective 3.1: Review and update policies and procedures.

Strategies:

- Review and improve upon existing network security policies and procedures.
- Implement system security Policies and Procedures.

Objective 3.2: Communicate policies and procedures electronically.

Strategies:

- Create website to post policies and procedures.
- Put link to policies in QuickLinks.
- Display policies and procedures URL during logon.

Goal Four. Anticipate campus growth by thorough planning and development of effective processes.

Critical Success Factors:

- Information regarding resource utilization is readily available to support planning and decision-making
- Audit logs are continually monitored to determine resource utilization
- Projects are tracked using Project Management software to ensure effectiveness and critical success

Objectives:

Objective 4.1: Establish a system for monitoring resource utilization.

Strategies:

- Continue development of Syslog to track and log abnormal network events.
- Use network monitoring tools to monitor and notify uptime and system availability.
- Implement identity management system to access digital and physical resources.

Objective 4.2: Pay close attention to emerging technologies and applications.

Strategies:

- Attend free events from vendor such as Microsoft, Avaya, and Cisco.
- Subscribe to free magazines and newsletters.

Goal Five. Develop innovative software solutions to support administrative endeavors, advocate academic excellence, and image enhancement.

Critical Success Factors:

- Support system applications and services for students as they become available
- Ensure network connectivity and Internet applications are available 99.99% of the time

Objectives:

Objective 5.1: Create personalized Internet applications.

   Strategies:

- Continue expansion of campus event calendar.
- Develop real-time Class schedules and status.
- Conceptualize and install electronic bulleting boards.
- Develop real-time Campus hours.
- Create interactive electronic maps and detailed floor plans.
- Continue innovating Phone directory.
- Continue support of Web enrollment.
- Provide real-time Faculty office hours.
- Provide the infrastructure for development of electronic surveys.
- Continue support of work-orders for Physical Plant, IT, and AT.
- Support SCT Web for Faculty.
- Continue support and development of Vehicle Requests.
- Continue support and development of CE implementation in SCT.
- Develop on-line SCT/FOCUS report request (e-Print).
- Develop Facility Management database.
- Aid the design of digital conference rooms.
- Continue supporting document imaging system.
- Manage the use of shared group drives (L: drive).
- Continue supporting redirection of My Documents to the network.
- Improve student retention and recruitment by showcasing innovative technology.
- Install Smartcard system.
- Reorganize priorities as other services are added during the fiscal year.

Objective 5.2: Automate repetitive manual processes by effectively using technology.

   Strategies:

- Continue supporting redirection of My Documents to secure network shares.
- Promote the use of web publishing from My Documents.
- Upgrade Phone and voice-mail services to include additional OSU system functionality.

- Assist in development and support implementation of unified messaging system.
- Support and expand document imaging system to encompass all local departments.

Goal Six. Acquire technological resources and maximize the existing infrastructure necessary to communicate, collaborate, and conduct business securely.

Critical Success Factors:

- Lower technology's total cost of ownership by 15%
- Hardware inventory process is 95% automated

Objectives:

Objective 6.1: Create a dependable, and secured information technology infrastructure.

Strategies:

- Subnet the network to isolate computer labs for servers and staff/faculty networks.
- Deploy Netscreen firewall and configure filters/policies.
- Utilize Snort for monitoring the network(s).
- Build redundancy into the network.
- Implement VPN tunnel, IPSEC, port filtering, and QoS.
- Continue the deployment of secured and personalized work environment.
- Continue automatic deployment and inventory of electronic and digital resources.
- Complete, organize, and document network wiring.
- Continue setup of wireless network.
- Further expand network storage.
- Protect our campus from Cyber Attacks.
- Further expand our backup system.
- Implement early warning, and intrusion detection system.

Objective 6.2: Converge data, voice, and video infrastructures

Strategies:

- Work closely with Stillwater to implement a system wide convergence solution of voice, video and data services.
- Collaborate with Academic Technology on the video solution.
- Upgrade Phone and voice-mail system.
- Install fax server.
- Upgrade e-mail server software.