

INFORMATION TECHNOLOGY OPERATIONS

Mission

Information Technology Operations supports the OSU System through highly available data center operations, reliable server support, and security best practices.

Vision

The OSU Information Technology Operations unit will:

- Be recognized as a premier resource for data center operations management;
- Be a leader in providing innovative, reliable server technology;
- Be recognized nationally for excellence in systems security practices; and
- Be recognized for excellence in customer satisfaction and service.

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: Information Technology Operations will promote and manage a reliable mainframe-computing environment that will support the strategic plans of the customer.

Critical Success Factors:

- 90% of all mainframe production jobs will complete within the standard batch processing window
- Maintain a 15-minute response time on notification once a problem has been identified
- Maintain 98% of online published uptime for mainframe applications
- Maintain a high satisfaction rating from 90% of the customer base

Objectives:

Objective 1.1: Maintain contemporary system software that is secure and reliable.

Strategies:

- Communicate with vendors on new releases.
- Research trade articles on new technology.
- Obtain project requirements from customers.
- Implement a change management process.

Objective 1.2: Effectively manage the physical environment of the data center to meet the needs of the OSU system.

Strategies:

- Identify the future needs of information technology services and customers.
- Plan the required expansion and/or reconfiguration of the data center.
- Review and update policies and procedures.
- Evaluate and modify current staffing patterns.

Objective 1.3: Manage data center operations to promote administrative functions, educational requirements, and research.

Strategies:

- Develop documentation on service priorities and communicate the information to the A&M and branch campuses.
- Reorganize job class structure to improve equitable use of system resources and improve the reporting and tracking capability.

- Interpret the users' request to create the appropriate batch job streams that will meet their needs.
- Review policies and procedures to ensure data integrity, security, and recovery.

Goal Two. Information Technology Operations will protect the reputation of OSU and ensure the continued operations of the OSU System through business continuity and security awareness.

Critical Success Factors:

- Decrease the number of security intrusions and other disruptive incidents by 80%
- Make security awareness training available to 100% of students, staff, and faculty
- Reduce to zero the number of unsecured production servers connected to the OSU network
- Ensure that security best practices are available for all operating systems utilized on the OSU network
- Provide required security measures to all research areas governed by federal and state regulations

Objectives:

Objective 2.1: Effectively manage information technology security for the OSU system.

Strategies:

- Identify and report security weaknesses. Submit methods and suggestions for correction.
- Provide a centrally-managed desktop anti-virus solution.
- Work with application developers across the OSU System to provide security testing as part of the development life cycle.
- Identify research areas regulated by federal and state law and develop security measures to meet the requirements.
- Enhance incident response of the system by having the ability to conduct forensic investigations over the network.
- Replace the current Lotus Notes security incident tracking software with an enterprise tracking system.
- Acquire a system that will aggregate and correlate systems logs for security management.

Objective 2.2: Raise awareness to the importance of business continuity and fully implement business continuity across the system.

Strategies:

- Identify areas that would benefit from business continuity and lead the process.
- Review and/or update security policies and procedures when required and at a minimum on an annual basis.

Objective 2.3: Increase student, faculty, and staff awareness to information technology security.

Strategies:

- Develop security training courses.
- Determine best methods for presenting security training.
- Actively solicit participation and track attendance.
- Develop and publish desktop, server, and firewall best practices.

Goal Three. Information Technology Operations will work collaboratively with other divisions in meeting state and federal statutory security requirements.

Critical Success Factors:

- Reduce the number of security audit findings by 75%
- Resolve the remaining 25% of security findings or give an acceptable justification

Objectives:

Objective 3.1: Review state and federal statutory security requirements on a semiannual basis and update the security measures accordingly.

Strategies:

- Investigate any new regulations that must be met.
- Review known regulations currently being met for changes.
- Collaborate with other divisions on updating policies and procedures to meet the requirements.

Objective 3.2: Mitigate risk annually by exercising and updating the business continuity plans.

Strategies:

- Create teams and conduct an exercise to validate the accuracy of the business continuity plan of each area.
- Make modifications as necessary.
- Train department on revised plan.

Objective 3.3: Train all Information Technology Operations staff in state and federal statutory requirements

Strategies:

- Develop training material for mandatory state and federal security requirements.
- Deliver in depth training to those directly associated with the security requirements.
- Deliver awareness training to those in the department not directly associated with the security requirements.

Goal Four. Information Technology Operations will develop, promote, and operate a centrally-managed server farm that will support the diverse educational and research efforts of the OSU System.

Critical Success Factors:

- Market server support to 100% of the colleges and branch campuses
- Deliver server support to 25 departments
- Maintain a high satisfaction rating from 90% of the customer base

Objectives:

Objective 4.1: Develop and market an informational program detailing the scope of services and outline of the standard service level agreement.

Strategies:

- Review server administration best practices.
- Interview other divisions on their server administration needs.
- Determine appropriate venue for marketing material.

Objective 4.2: Manage a server-support unit that will support the educational and research requirements of the customer.

Strategies:

- Develop a service level contract that will assure the internal business alignment necessary to satisfy customer needs and serve as a baseline understanding for customer expectations.
- Annually review service level agreements with the user and make recommendations on procedure changes and advancements in technology that will improve productivity.
- Ensure the security of each server.
- Participate in the development, exercise, and maintenance of a business continuity plan for each server.

Goal Five. Information Technology Operations will provide an environment that fosters loyalty, dedication, and diversity and promotes employee development and opportunities to devote time to public service.

Critical Success Factors:

- Annually review 100% of the employees' work performance
- 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: Increase group and individual communication opportunities.

Strategies:

- Reserve office time on each campus for one-on-one meetings.
- Make telephone and email contact with each employee.
- Hold biweekly group meetings.
- Participate in quarterly Information Technology meetings.

Objective 5.2: Ensure each employee has appropriate feedback on their performance.

Strategies:

- Annually evaluate and update position questionnaires.
- Compare position questionnaires against employee abilities.
- Develop a training plan to ensure the employee has the technical knowledge to excel in their jobs.

Objective 5.3: Ensure each employee has the opportunity to enrich the quality of their lives and others by participating in public service opportunities.

Strategies:

- Identify public service opportunities supported by OSU.
- Identify the public service interest of the employee.
- Review employee work schedule and allocate time to be devoted to the public service activity.
- Recognize the employee for their effort and participation.

Objective 5.4: Support diversity in the workforce.

Strategies:

- Have diversity as a qualifier to employment.
- Identify and support the diverse characteristics of employees.