

TECHNOLOGY SUPPORT

Mission

Through teamwork and professionalism, Technology Support provides high-quality, customer-focused services, solutions, and resources.

Vision

Technology Support will:

- Provide innovative opportunities for customers to gain increased understanding of their technology-rich environment through support, services, and resources;
- Empower customers to become more productive by leveraging solutions that foster a technologically-advanced OSU community;
- Be a leader in the anticipation, facilitation and integration of technologies for teaching, research, and outreach; and
- Be recognized for empowering customers by providing relevant, consistent information and excellent support driven by customer needs.

Core Values

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

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. Technology Access: Develop, implement, and provide access to technology to support, facilitate, and enable teaching, learning, research, and academic excellence.

Critical Success Factors:

- Provide a 95% wait-free environment for technology access
- Provide faculty, staff and students more than 200 hours of training opportunities each year
- Ensure that all members of the OSU community have full access to current technology
- Provide orientation to information technology services and support to all incoming students, faculty, and staff
- Increase the participation in and number of available site-licensed software by one third
- Provide support for research and creative activities

Objectives:

Objective 1.1: Provide access to state-of-the-art technology through computing facilities, hardware, software, multimedia systems, equipment, and other available resources.

Strategies:

- Maintain, improve, and expand student computer-access areas configured for workgroup environments.
- Increase formal and informal contacts with students, staff, and faculty to assess their information technology needs.
- Increase the number of computer instructional facilities, integrated multimedia classrooms, and available audiovisual equipment for use campus wide.
- Create a Teaching, Technology, Learning Services organization to provide exceptional faculty development opportunities and innovative technology services for faculty members.
- Provide streamlined, consistent, and reliable access to multimedia and technology enhanced classroom environments.
- Build a reputation for providing outstanding, innovative technology solutions by providing outstanding customer service to all components of the OSU system.
- Provide design and specification services for new integrated multimedia systems.

Objective 1.2: Provide a quality-assured system for scheduling facilities, equipment reservations, and computing facilities.

Strategies:

- Provide a facility scheduling system that is highly functional, easy to use, and customer friendly.
- Provide for scheduling of rental equipment, facility reservations, and other needs via an internet interface.

Objective 1.3: Provide easy-to-use, multipurpose web-based tools that further enhance customer service.

Strategies:

- Seek browser-based solutions for technology projects and initiatives.
- Provide a dynamic, easy-to-use web publishing environment for the OSU community faculty members.
- Provide dynamic, database driven tools and interfaces.
- Provide quality assurance for all applications and systems released by the Information Technology Division.

Objective 1.4: Increase number of software site licenses and availability of current software titles.

Strategies:

- Use site licensing to leverage buying power to provide state-of-the-art software.
- Assess University site license software needs.
- Provide high-end software for use by the campus community in open computing environments.

Goal Two. Internet Presence: Promote the evolution of a consistent, highly accessible World-Wide Web presence for Oklahoma State University.

Critical Success Factors:

- Provide consistency in the overall web presence, current content, and user self sufficiency in online content publishing
- Attain 80% positive user feedback in evaluating the effectiveness of web content and the online publishing methodology
- Insure 95% of all web content has intuitive navigation and is accessible to all users
- Provide 80% of services via on-line delivery to enhance teaching, learning, and research

Objectives:

Objective 2.1: Provide a consistent web presence for the OSU System by delivering highly accessible current and informative content.

Strategies:

- Promote the use of a consistent stylesheet, graphics set, and color palette for web content.
- Review and make recommendations for pages that do not comply with accessibility guidelines, the OSU Web Publishing Guidelines, and/or have outdated/obsolete content.
- Explore and utilize new web technologies based on user needs, emerging trends, and security requirements.

Objective 2.2: Evaluate and implement a content management system.

Strategies:

- Define requirements and objectives for a content management system.
- Solicit evaluations of proposed content management system from stakeholder groups.
- Identify appropriate product that best fits meets the university's needs.
- Implement, market, and offer services available via the content management system to the appropriate users.

Goal Three. Academic Excellence: Provide comprehensive support for integration of technology into instruction, improving the learning process, the research process, and the enhancement of knowledge and skills.

Critical Success Factors:

- Implement web-based technology training system
- Reach 1000 faculty members in support of their technology projects
- Increase number of course offerings and attendance in training sessions by 50%
- Achieve a customer satisfaction rating of 95% as measured by customer survey data
- Enable 10% of relevant course offerings via asynchronous delivery
- Provide high quality computer training and courseware in an effective and well-executed training program
- Research and analyze client usage, technology trends, participation in services, and use this information to implement additional services

Objectives:

Objective 3.1: Provide technology-enhanced teaching and learning opportunities.

Strategies:

- Offer assistance and skill development with online opportunities, focused on technology tools that are conducive to e-learning, at-a-distance courses, online course delivery, web publishing, and traditional classroom environments.
- Provide support for the use of integrated multimedia systems and audiovisual equipment.

Objective 3.2: Provide consulting, technology assistance, and customer service.

Strategies:

- Provide a comprehensive technology-enabled environment in which all faculty, staff, and students (including graduate students, research assistants, and teaching assistants) are able to take full advantage of information technology.
- Offer effective teaching tips whenever possible as a supplement to all faculty support activities.
- Develop a technique to capture illustrative examples of technology integration into courses and provide a technology integration showcase.
- Develop a pool of faculty members willing to share their skills, experience, and technical tips with colleagues.
- Recognize the innovative use of technology by faculty and staff members with awards, articles, postings, and other innovative methods of recognition.

Objective 3.3: Offer excellent training opportunities on current technology topics.

Strategies:

- Provide documentation to enhance the short course experience and self-paced learning.
- Provide training in informal settings on technology-related topics including, but not limited to: technology workshops, brown bag lunches, technology symposiums, list-serv e-mail groups, special interest groups.
- Offer additional course offerings and improve course content based on customer input.
- Offer on-line tutorials and training material on relevant technology topics.

Objective 3.4: Provide a dynamic, innovative environment that supports faculty in the exploration and development of instructional technology and asynchronous course offerings.

Strategies:

- Assure that access to technology is provided in the most supportive environment possible, including knowledgeable staff, reliable state of the art equipment and software, and available at convenient hours for the client.
- Develop content creation tools techniques and training for production of asynchronous course offerings.
- Provide course preview information in support of student satisfaction and in coordination with enrollment management efforts.
- Within 5 years, produce at least 150 studio-based and 300 classroom and office-based courses for asynchronous delivery.

Goal Four. Marketing and Communications: Develop and deploy marketing initiatives to increase awareness and expand the use of technology services and resources offered by the Information Technology Division.

Critical Success Factors:

- Ensure OSU community awareness and usage of information technology services and resources.
- Increase quality and quantity of opportunities for positive interactions with customers by 80%.
- Attain 70% customer feedback level concerning information technology services and resources.

Objectives:

Objective 4.1: Identify and develop marketing and promotional opportunities for departments within the Information Technology Division.

Strategies:

- Incorporate information from Information Technology departments into Information Technology events.
- Identify Information Technology services provided by Information Technology departments and incorporate into information pieces as appropriate.

Objective 4.2: Plan, promote, and facilitate events, informational meetings, training, and marketing campaigns.

Strategies:

- Offer Information Technology events targeted for OSU System Information Technology professionals.
- Offer Information Technology general events for OSU System faculty, staff, and students.
- Provide information regarding Information Technology services and resources to all new faculty, staff, and students.

Objective 4.3: Ensure efficient, timely, and clear communications.

Strategies:

- Develop procedures for broadcast email and targeted email.
- Develop and maintain an in-house mailing list for directed email.
- Draft and distribute email, ads, news releases as appropriate.
- Provide defined communication conduits for all Information Technology information.

Goal Five. Client Services: Provide single point of contact for the effective, efficient, and timely resolution of technology-related issues; provide access to appropriate level of services and technical support for problem escalation; and promote customer self-sufficiency through self-learning opportunities.

Critical Success Factors:

- Achieve 95% customer service satisfaction
- During business hours provide assistance to the customer in three minutes or less 95% of the time
- Implement seamless system wide customer relationship management tools
- Resolve 85% of all technology related requests upon initial customer contact

Objectives:

Objective 5.1: Provide a high-quality, professional single point of contact for the quick and accurate resolution of technology-related issues.

Strategies:

- Provide a customer centered Information Technology Division Helpdesk for customer problem resolution.
- Enable the customers to select from multiple contact interfaces which best matches their needs by providing the necessary real time information.
- Enable the customer to select the method which best matches their needs for updates to ongoing issues.
- Implement an integrated incident tracing application across the OSU System.
- Develop an aggressive staffing model relying on the hiring and development of students.
- Provide seamless technology support for users across the system.

Objective 5.2: Communicate technology-related issues in an effective and efficient manner.

Strategies:

- Provide the ability to read and post OSU calendar events.
- Provide the ability to read and post OSU technical and operational information.
- Solicit campus suggestions for improvements in communication channels.

Objective 5.3: Provide access to high-quality services in a timely manner.

Strategies:

- Provide customers with the opportunities to resolve problems through the use of the Information Technology Division knowledge base.

- Provide customers with the ability to resolve problems using new technologies as they become available.
- Keep on-line information available and updated to provide current, updated and relevant content.
- Expand desktop support services.
- Offer contract technical assistance for specialized support requirements.

Objective 5.4: Promote customer self-sufficiency through self-learning opportunities by providing 80% of services on-line.

Strategies:

- Develop and maintain an Information Technology Division knowledge base containing information necessary for the resolution of the majority of the questions posed by users.
- Provide customers with the tools necessary to resolve their own technical issues if they choose to do so.
- Provide customers with the ability to access any outstanding issue they have reported via a method of their choosing including, a web-browser, phone, and a personal contact.

Goal Six. Human Resources: Recruit, retain, and maintain high-quality personnel.

Critical Success Factors:

- Competitive pay rates based upon job responsibilities
- 100% of employees in department receive an annual performance review, emphasizing a professional development plan
- Increase workplace satisfaction for employees

Objectives:

Objective 6.1: Recruit and support excellent and diverse professional staff.

Strategies:

- Make continuous training and professional development a priority.
- Update job descriptions to accurately reflect work performed.
- Establish and communicate performance expectations to departmental employees.

Objective 6.2: Maintain and develop our human Information Technology infrastructure.

Strategies:

- Make ongoing training a priority, and make budgeting adequate training time and resources a priority.
- Provide a career path other than moving to management for Information Technology professionals.
- Leverage academic resources available by encouraging and supporting staff to take courses and seek degrees.
- Perform employee satisfaction survey.

Objective 6.3: Support access and diversity in employment.

Strategies:

- Recruit a diverse workforce.
- Retain a diverse workforce.
- Create an organizational culture, supportive of maintaining a diverse workforce.
- Support utilization of diverse student assistant employee pools.
- Ensure staff integration into the department.