TELECOMMUNICATIONS

Mission

The Information Technology Telecommunications department provides a reliable, high-quality infrastructure for its clientele with advanced technology and services.

Vision

The Information Technology Telecommunications department will:

- Be a model for the construction of a fault-tolerant, self-healing network infrastructure capable of 99.99% availability;
- Be a nationally-recognized training center for telecommunications professionals who demand excellence;
- Provide a research center that tests and steers the development of cutting-edge communications technologies; and
- Be recognized for excellence in client 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. Supply a reliable, contemporary, and effective telecommunications infrastructure that provides ubiquitous access for the students, staff, and faculty of the OSU system.

Critical Success Factors:

- Create a unified telephone system across all campuses
- Create a secure wireless network to serve 100% of each campus
- Create a tiered security scheme for the wired network
- Increase backbone capacity by 10-fold
- Increase system network availability to 99.99%

Objectives:

Objective 1.1: Operate a state-of-the-art telecommunications network.

Strategies:

- Secure adequate funding sources.
- Develop structured training programs for staff.
- Establish voice-over-internet-provider connectivity between each branch campus
- Obtain personnel with vast routing expertise.
- Develop dedicated research and development resources.
- Utilize professional services where necessary to expedite development and offload internal resources.

Objective 1.2: Deliver basic services reliably and effectively.

Strategies:

- Create a true Network Operations Center.
- Automate standard move, add, and change procedures to eliminate error.
- Institute rigid change control processes.
- Dedicate resources to documentation and recordkeeping.
- Automate any repetitive and resource intensive processes.

Objective 1.3: Deliver a secure telecommunications environment.

Strategies:

- Develop a network authentication system.
- Begin operating true firewall services at the border.
- Automate discovery and/or restriction of rogue devices/systems.

- Establish site-to-site virtual private networking connectivity between remote locations.
- Select, purchase, and implement an intrusion detection with prevention system.
- Begin requiring registration of servers.
- Begin implementing results of security report.

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

Critical Success Factors

- Create a comprehensive research and development facility within the next 2 years.
- Create partnerships with academic programs to increase the quality of telecommunications-related education at Oklahoma State University.
- Increase participation in the research network by 100%.
- Create partnerships with key industry leaders to participate in the development of telecommunications technologies.
- Create partnerships with key communications providers to expand OSU's reach to the Oklahoma community at large.

Objectives:

Objective 2.1: Support high performance computing.

Strategies:

- Develop a high-speed research network.
- Work with Vice President for Research to prepare for upcoming needs.

Objective 2.2: Be a factor in economic development and community service.

Strategies:

- Participate in industry committee and associations.
- Facilitate knowledge transfer with colleagues and external contacts.
- Present technologies at appropriate conferences and workshops.
- Participate in grant writing and development of new technologies.

Objective 2.3: Provide effective and innovative support for researchers and instructors.

Strategies:

- Develop a high-speed research network.
- Work with Vice President for Research to prepare for upcoming needs.
- Develop dedicate research and development resources.

Objective 2.4: Support technology access for rural and underserved areas.

Strategies:

- Partner with vendors and providers to extend the reach of the OSU network.

- Provide support to OSU-affiliated locations with no dedicated networking staff.

Goal Three. Work effectively with others inside and outside OSU to foster collaborations, find synergies, and improve services.

Critical Success Factors:

- Increase references to OSU telecommunications in major telecommunications venues by at least 10-fold within the next 5 years
- Partner with other leading communications providers to develop of telecommunications technologies
- Provide best practices documentation for key technologies in use at OSU
- Receive at least 1 major recognition for excellent customer service

Objectives:

Objective 3.1: Deliver quality service.

Strategies:

- Develop an effective Customer Service department.
- Create a true Network Operations Center.
- Automate standard move, add, change procedures to eliminate error.
- Institute rigid change control processes.
- Dedicate resources to documentation and recordkeeping.

Objective 3.3: Provide support and collaborate with external partners.

Strategies:

- Participate in industry committee and associations.
- Facilitate knowledge transfer with colleagues and external contacts.
- Present technologies at appropriate conferences and workshops.
- Participate in grant writing and development of new technologies.
- Partner with vendors and providers to extend the reach of the OSU network.
- Provide support to OSU-affiliated locations with no dedicate networking staff.

Objective 3.3: Provide useful in-demand services to outside entities.

Strategies:

- Partner with vendors and providers to extend the reach of the OSU network.
- Provide support to OSU-affiliated locations with no dedicated networking staff.
- Develop a customer advisory board.

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

Critical Success Factors:

- Increase professional development opportunities by 50%
- Develop and fund one or more Telecommunications departmental awards within the next 5 years
- Decrease gap between OSU salaries and industry pay by 50%
- Decrease absenteeism by 50%
- Maintain diversity in departmental staffing

Objectives:

Objective 4.1: Provide training to staff that enriches their knowledge and expertise and thereby their effectiveness and career development.

Strategies:

- Develop structured training programs for staff.
- Provide relevant certification opportunities.
- Increase funding available for training and development.

Objective 4.2: Create a positive and conducive workplace.

Strategies:

- Handle personnel issues quickly and confidentially.
- Clearly communicate departmental/divisional vision and strategy.
- Utilize automation to relieve overworked employees.
- Develop employee recognition programs.
- Develop semi-annual departmental gatherings.

Objective 4.3: Earn external recognition for OSU.

Strategies:

- Dedicate resources to marketing of OSU Telecommunications.
- Participate in industry committee and associations.
- Facilitate knowledge transfer with colleagues and external contacts.
- Present technologies at appropriate conferences and workshops.

Objective 4.4: Foster and support access in a diverse workplace.

Strategies:

- Consider diversity needs when hiring.
- Work with Vice President for Diversity to identify and eliminate any existing barriers to diversity that may exist.
- Enforce OSU policy regarding diversity and discrimination.

Goal Five. Manage telecommunications across the OSU system as a strategic resource.

Critical Success Factors:

- Develop integrated, consistent management relationships with each branch institution
- Use strategic plan for key decisions
- Integrate and leverage information technology resources across the OSU system

Objectives:

Objective 5.1: Provide strategic investment.

Strategies:

- Establish clear funding strategy for communications across the OSU system.
- Develop clear procedures for the rotation of equipment within the system.
- Participate in grant writing.

Objective 5.2: Provide strategic governance and direction.

Strategies:

- Complete and communicate the strategic plan.
- Meet regularly with staff and management at each location.
- Establish clear reporting structure and division of responsibilities.

Objective 5.3: Ensure integrated and consistent technology solutions across the OSU system.

Strategies:

- Establish clear funding strategy for communications across the OSU system.
- Develop clear procedures for the rotation of equipment within the system.
- Develop dedicated research and development resources.
- Institute quick and effective procedures for authorizing, architecting and controlling development of new services and solutions.