

## INFORMATION TECHNOLOGY

### Mission

Information Technology serves as the information gateway for the Tulsa campuses of OSU, providing the highest quality hardware and software services to internal and external customers.

### Vision

Information Technology will:

- Be recognized as a premier provider of information technology services with a positive attitude, unparalleled speed and uncommon efficiency;
- Facilitate the achievement of goals by the units we serve by providing the highest level of information technology services possible; and
- Capitalize on new hardware technologies and software applications to meet the evolving information and needs of our customers.

### Core Values

**Excellence** - We seek excellence in all our endeavors and we are committed to continuous improvement.

**Intellectual Freedom** - We believe in ethical and scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.

**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.

**Diversity** - We respect others and value diversity of opinions, freedom of expression, and other ethnic and cultural backgrounds.

**Stewardship of Resources** - We are dedicated to the efficient and effective use of our 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. Local technology services will be provided to support the academic, research, and outreach functions of the university for campuses located in the Tulsa area.**

### **Critical Success Factors:**

- We will reach 95% customer satisfaction
- We will collaborate with IT Division employees on 100% of system projects
- Response time requirements will be met
- Efforts and expenditures will be reduced where appropriate

### **Objectives:**

**Objective 1.1:** We will provide expedient response to issues and requests.

#### Strategies:

- Evaluate the support needs of the campuses will be evaluated and workforce positioned accordingly.
- Acceptable response time will be appropriate to the nature of the request and communicated as such.

**Objective 1.2:** We will serve as a liaison for technology issues for faculty, staff, students and external partners.

#### Strategies:

- We will communicate with administrators, faculty, staff and students on technology needs.
- We will collaborate with IT Division employees on project implementation.

**Objective 1.3:** Existing technology resources in other locations will be leveraged to support the growing demands for research activities.

#### Strategies:

- We will communicate with researchers to ascertain their needs and collaborate with other IT Division employees on availability of resources.
- We will collaborate with other comparable institutions.

**Goal Two. Secure state-of-the-art information technology will be utilized in the instruction, research and business functions of the university.**

**Critical Success Factors:**

- 100% of required student computing needs will be met
- 100% of approved faculty and staff computing needs will be met
- Marketing efforts of computer lab facilities will extend to 500 constituents
- Revenue generated by computer lab facilities will be increased by 50%

**Objectives:**

**Objective 2.1:** Through a partnership between the Tulsa campuses, we will design and implement wireless technology in student, faculty and staff access areas, including study exam lounge and lab facilities on the OSU-Tulsa and CHS campuses.

Strategies:

- Specific locations on both campuses will be identified for wireless network.
- Security parameters will be created.
- Specific equipment for network will be selected.
- Equipment will be purchased and installed.
- Training opportunities will be designed and implemented for faculty and staff.

**Objective 2.2:** In an effort to increase access, we will implement secure remote access to support increase in student enrollment, distance education and faculty and staff requirements.

Strategies:

- We will identify specific constituencies who require secure remote access.
- Security criteria and thresholds for access will be established.
- Specific hardware and software will be identified to provide remote gateway.
- Hardware and software will be purchased and installed.
- We will provide training to remote users.

**Objective 2.3:** We will develop and implement a network infrastructure that allows for combining voice, data and video transmission.

Strategies:

- Future expansion needs of the network infrastructure will be identified on both the OSU-Tulsa and OSU-CHS campuses.
- We will design a network expansion that leverages the capabilities of the OneNet system with potential private networks to determine cost feasibility.

- We will identify the need and level for redundancy on network traffic between all OSU agencies in Tulsa and Stillwater.
- Equipment and other infrastructure needs will be identified.
- A timeline and funding mechanism will be established for the expansion.
- We will implement the network enhancements in phases according to funding and timelines.

**Objective 2.4:** We will collaborate with others in developing security policies and best practice procedures for the OSU system consistent with the requirements of each campus.

Strategies:

- The varying needs for levels of security among the OSU interests in Tulsa and Stillwater will be determined.
- Best practice models from private and public sector sources will be identified.
- Security policies for institutional review will be drafted.
- Policy adoption process will be implemented.

**Objective 2.5:** Intrusion detection prevention methods will be implemented for core applications and high-risk network areas.

Strategies:

- We will identify high-risk areas within the information system where intrusion is either likely or most damaging.
- We will identify the vulnerability of core applications to intrusion.
- We will identify specific processes and products to prevent and detect intrusion.

**Goal Three. We will increase the availability of information technology students, faculty and staff on the Tulsa campuses of OSU.**

**Critical Success Factors:**

- Cross training will be conducted in 100% of the core support areas
- 80% of users submitting requests will be polled for measuring customer satisfaction
- We will meet response time requirements in supporting user technology needs as outlined in the priority checklist
- We will guarantee 99.99% uptime for core applications excluding scheduled maintenance
- We will ensure 100% of secure application development

**Objectives:**

**Objective 3.1:** A network infrastructure will be implemented that allows for remote management, security push technology and redundancy for business continuity in core areas.

Strategies:

- We will assess the expandability of the current network to determine needs for equipment upgrading or replacement.
- Business enterprises that require zero-fault tolerant systems or redundancy will be identified.
- We will survey marketplace for equipment and software to expand or upgrade network.
- Develop timeline and funding mechanisms will be developed for expansion projects.

**Objective 3.2:** A plan will be developed and implemented that allows student, faculty and staff and OSU partners access to state of the art computer and IT resources, including rotation of computers on a 3-year basis.

Strategies:

- Accurate inventory and depreciation schedules will be created for IT resources on the OSU-Tulsa and OSU-CHS campuses.
- We will develop detailed scheduled of equipment rotation based upon useful life.
- A funding schedule will be created for equipment rotation.
- A rotation process will be implemented.

**Objective 3.3:** Desktop units will be increased consistent with enrollment growth.

Strategies:

- We will identify projected headcount growth estimates for the next 5 fiscal years.
- We will identify specific locations for the creation of new computer laboratories.
- A timeline and funding needs plan will be created for the expansion of the computer laboratories.
- Expansion plan will be implemented in phases.
- We will add new stations to rotation plan.

**Objective 3.4:** We will build redundancy in the core applications.

Strategies:

- Specific core applications that require redundancy will be identified.
- Software and requisite hardware modifications will be outlined to provide fault tolerant environment.
- Feasibility of internal or contractual modifications will be determined.
- Modifications in phases based upon funding and critical needs priority will be implemented.

**Objective 3.5:** Computers labs will be marketed to ensure greater visibility to constituents.

Strategies:

- A marketing piece will be developed identifying the type of lab, hardware and software capabilities as well as a rate structure.
- A list of potential customers will be identified utilizing data from the conference center and the Tulsa Chamber of Commerce.
- A sales presentation will be created to be given to potential business customers.
- We will make personal sales calls on the identified market list.

**Objective 3.6:** Kiosks will be implemented where appropriate.

Strategies:

- We will identify specific applications where kiosks would be appropriate for customer and/or student interaction.
- We will identify core applications necessary as well as specific hardware necessary to initiate kiosk presence.
- Pilot kiosk will be placed for testing. Applications will be refined based upon test results. Implementation in other locations will be identified.



**Goal Four. We will support OSU's increasing activities in excellence in research and in public service to raise the quality of life.**

**Critical Success Factors:**

- Meet the needs of approved external support requests by 100%
- Make 20 visits to deliver technology instruction to the Adopt-A-School program recipients

**Objectives:**

**Objective 4.1:** Technical training and support will be delivered to various community, professional and business constituents.

**Strategies:**

- Software and hardware disciplines will be identified where a training void currently exists.
- Develop marketing materials will be developed to stimulate external and internal customer interests.
- We will create curriculum around the identified needs, focusing primarily on areas where the university could maintain an ongoing training and education presence.
- Training sessions will be implemented.
- Specific contributions will be identified that may be made by the department to the 2 schools included in the adopt-a-school program.



**Goal Five. We will provide an environment that fosters loyalty and dedication, supports diversity, and promotes employee development and public service.**

**Critical Success Factors:**

- Annually review 100% of the employees' work performance
- Enroll 75% of the employees in OSU leadership growth programs
- 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:** Professional development will be provided.

Strategies:

- We will ensure staff is prepared to provide quality service in an appropriate structure.
- Job descriptions will be reviewed and modified.
- Training needs will be assessed.
- We will make time available for training opportunities.

**Objective 5.2:** Communication within the department will be promoted.

Strategies:

- We will hold monthly departmental meetings.
- We will hold biweekly group meetings.
- We will participate in quarterly division meetings.

**Objective 5.3:** Opportunities will be provided for employees to participate in public service activities that promote the quality of life.

Strategies:

- Public service opportunities will be identified.
- We will make time available for employees to participate.
- Employees will be recognized for their efforts in monthly departmental meetings.

**Objective 5.4:** We will support diversity in the workforce.

Strategies:

- We will have diversity as a qualifier to employment.
- We will identify and support the diverse characteristics of employees.
- Biweekly group meetings will be held.
- We will participate in quarterly division meetings.