

Information Technology and Services Goals Fall 2016

Support the University by providing strategic partnerships and operational services that return value to the University and help Divisions and Departments meet or exceed their individual and institutional goals. We will do this by:

Providing and supporting reliable and relevant teaching environments that adopt innovative technologies in the classroom, both physical and virtual.

Providing robust, stable, and reliable infrastructure and application aimed at allowing all aspects of campus life to function at optimal levels.

Providing quality applications to operate both the business of the campus and the business of the classroom by delivering and maintaining innovative and enabling technologies/processes that improve learning outcomes and bring efficiencies to both instructional and business practices.

Protecting all of the campus technology assets, both physical and informational. Assisting with the utilization of our assets to provide access to data in order to inform decision-making processes, optimize resource utilization, and guide strategic directions.

Providing collaboration and communications tools which foster innovation, transparency, and collegiality between campus constituencies.

Providing a support environment that is user friendly, high impact, and effective, with a focus on self-service platform that enables customer access to knowledge, targeted tutorials, and tools.