Information Technology Services

Strategy and Operation Plan 2022 - 2023
Developing the strategy

- University Strategy
- Values and Principles
- IT Trends and Foundations
- Mission and Vision
- Goals
- Initiatives
University Strategy – Draft 2020-2025

- Exceptional Research, Scholarship, and Teaching
- Support student success and social mobility
- Diversity, Inclusion, and Quality of Life
- Entrepreneurship, Innovation, and Talent Development
ITS Values and Principles

Values are fundamental beliefs

Core Values
- Honesty
- Integrity
- Humility
- Respect

Principles are guides to behavior

Guiding Principles
- Accountable
- Adaptable
- Transparent
- Collaborative
- Innovative
Key Drivers (Trends and Foundations)

- **Digital Transformation**
  - The integration of digital technology into all areas of our institution, fundamentally changing how we operate and deliver value
  - Deep culture, workforce, and technology shifts
  - Develop agility and flexibility to quickly meet changing demands, accelerating the automation of operations then to transformation and continuous improvement
  - Focus more resources on strategic initiatives, accelerating innovation, being responsive to new business opportunities and models

- **IT Modernization**
  - Accelerating the evolution of IT – technology and service provider to trusted advisor and strategic campus partner
  - Developing workforce for the future
  - Go fast and innovate, increase agility, simplify operations, manage services for improved value
  - Modern platforms and applications

- **Foundational Practices**
  - Focused to support University strategic goals and priorities
  - Provide innovative customer-focused IT services and support
  - Committed to partnerships, collaboration, continual improvement, and accountability
Key Drivers – Educause Top IT Issues

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<th>1. Student Success</th>
<th>1. Institutional Culture</th>
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<td>Reducing institutional costs</td>
<td>Advancing student support services</td>
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<td>and increasing workforce</td>
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<td>2. Online Learning</td>
<td>2. Equitable Access to Education</td>
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<td>Providing technologies, support, and</td>
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Themes

- Strategic
- Transformative
- Innovative
- Modern
- Agile
- Customer experience
- Compliance and privacy
ITS Mission and Vision

• Mission
  • Engage as a strategic partner to deliver innovative, modern, and customer-focused solutions, services and support aligned with the University strategy, goals, and priorities.

• Vision
  • Be transformative to advance the University’s mission as a top-tier research institution providing affordable access to high-quality academic programs for economic growth and social mobility.
ITS Goals

• Support innovative instruction, student engagement, and student success
• Advance the University’s research excellence and be the one-stop provider of choice for research computing and data services at ODU
• Enable administrative and business excellence and agility across the University through technology solutions and services to support effective and efficient business processes
• Improve the digital experience for faculty, staff, students, affiliates, prospective students, alumni, and visitors
• Increase innovation and transformation through IT modernization
• Provide a comprehensive, agile IT infrastructure and mature security and assurance program
ITS Goal

• Support innovative instruction, student engagement, and student success
  • Provide a learning platform supporting interoperability and integration of teaching and learning tools, personalization of learning activities, and tools to measure learning outcomes
  • Support Integrated Advising and Student Support Services
  • Develop a student success/learning analytics strategy for data-informed teaching and learning practices and student support services
  • Provide modern classroom design, technologies, and tools for flexible and innovative delivery of instruction
  • Enable and support academic colleges to transition and automate management of programs (processes)
  • Collaborate with CLT and CFD on faculty development for standard practices in the use instructional technologies
ITS Goal

• Advance the University’s research excellence and be the one-stop provider of choice for research computing and data services
  • Develop appropriate levels of Governance, Collaboration, and Community
  • Perform outreach to broaden participation
  • Offer training for researcher development and computational support
  • Establish data management strategy
  • Provide technology leadership to maintain cyberinfrastructure to support research scholarship and discovery
ITS Goal

• Enable administrative and business excellence and agility across the University through technology solutions and services to support effective and efficient business processes
  • Conduct a review and assessment of ERP systems and services
  • Develop roadmap and plan to transition the ERP to a cloud-based Software-as-a-Service
  • Identify and recommend opportunities for consolidating systems and improving interoperability between systems
  • Provide tools and process management support for business workflow and automation
  • Develop a comprehensive data governance, management, and integration program utilizing modern architecture and tools
  • Advance a holistic approach to data and data analytics to enable data informed decisions and services
ITS Goal

• Improve the digital experience for faculty, staff, students, affiliates, prospective students, alumni, and visitors
  • Provide digital, personalized experience for faculty, staff, and students across all systems
  • Implement a comprehensive web accessibility program
  • Support the website redesign project
ITS Goal

• Increase innovation and transformation through IT modernization
  • Invest in and enable our workforce for the digital transformation
  • Engage HR to develop organizational practices and management for a modern workforce
  • Establish a BRM practice with key units for strategic alignment
  • Develop an ITSM program
  • Develop agile practices to move fast and support continuous and process improvement
  • Create depth of staff, capability and capacity
  • Leverage IT services and infrastructure to minimize one-off, shadow IT systems and support
ITS Goal

• Provide a comprehensive, agile IT infrastructure and mature security and assurance program
  • Support a smart and safe campus
  • Utilize automation, mobility and intelligence to simplify operations and delivery of services
  • Develop a roadmap for integrating small cell service on campus
  • Develop private-cloud, infrastructure-as-a-service, minimize redundancy and cost of department systems
  • Develop strategy for securing and accessing secure resources independent of location with continued expansion of cloud services and hybrid work environments
  • Expand ability to provide assurance and key controls for infrastructure and systems with regulated data