ITS STRATEGY AND OPERATION PLAN
2024-2025
DEVELOPING THE STRATEGY

- University Strategy
- Values and Principles
- IT Trends and Foundations
- Mission and Vision
- Goals
- Initiatives
UNIVERSITY STRATEGY – 2023-2028

- Academic Excellence
- Branding, Marketing, and Communication
- Corporate/Community Partnerships and Economic Development
- Philanthropic Giving and Alumni Engagement
- Research Growth
- Strategic Enrollment Growth
- Student Engagement and Success
ITS VALUES AND PRINCIPLES

Values are fundamental beliefs

Core Values

Customer-centric: Focus on understanding and meeting the needs of internal and external customers/stakeholders through IT solutions and services.

Innovation: Embrace continuous innovation to drive efficiency, productivity, and competitive advantage within the organization.

Reliability: Ensure the reliability, availability, and performance of IT systems and services to support business operations.

Security: Prioritize the protection of sensitive data and IT assets through robust cybersecurity measures and compliance with regulations.

Collaboration: Foster collaboration and communication among IT teams, stakeholders, and business units to achieve common goals.

Agility: Adapt quickly to changing business requirements, technologies, and market dynamics to stay ahead of the curve.

Quality: Maintain high standards of quality in IT solutions, services, and processes to deliver value and achieve customer satisfaction.

Transparency: Provide clear and transparent communication about IT initiatives, projects, and performance to build trust and accountability.

Principles are guides to behavior

Guiding Principles

Strategy Alignment: Align digital initiatives with the organization's overall strategy and objectives to ensure relevance and value.

User Experience Focus: Prioritize user experience in the design and implementation of digital solutions to enhance usability and adoption.

Data-Driven Decision Making: Leverage data analytics and insights to inform decision-making and drive continuous improvement.

Flexibility and Scalability: Build digital capabilities that are flexible and scalable to accommodate future growth and changes in technology.

Ecosystem Integration: Integrate digital systems and platforms with IT infrastructure and external ecosystems to maximize interoperability and efficiency.

Continuous Learning: Foster a culture of continuous learning and development to keep pace with technological advancements and industry best practices.

Risk Management: Identify and mitigate risks associated with digital transformation initiatives, including cybersecurity threats, regulatory compliance, and operational challenges.

Sustainability: Consider the environmental and social impact of digital initiatives and strive to adopt sustainable practices and technologies.
KEY DRIVERS (TRENDS AND FOUNDATIONS)

• Foundational Practices to aid Enrollment
  • Ensure that the enrollment support provided is not only efficient but also enhances the overall experience for students and faculty.
  • Continuously evaluate and adjust IT initiatives to ensure they are in sync with evolving strategic goals and priorities
  • Implement feedback mechanisms to gather insights from users and stakeholders to continuously improve service quality and impact
  • Foster a culture of innovation within IT, encouraging team members to propose and implement creative solutions
  • Actively seek partnerships both within and outside the university to leverage expertise and resources for digital transformation and technology initiatives
  • Establish clear mechanisms to ensure transparency and accountability in all endeavors

• Digital Transformation
  • Ensure that digital transformation efforts are driven by data insights and are flexible enough to adapt to changing technological landscapes and organizational needs
  • The use of data and technology in all areas of our institution, fundamentally changing how we operate and deliver value
  • Develop agility and flexibility to meet changing demands, accelerating the automation of operations, then transformation and continuous improvement
  • Focused on digitally enhanced strategic initiatives, accelerating innovation and responsive to new business opportunities and models

• IT Modernization and Technology Innovation
  • Accelerating the evolution of IT Services at ODU – earning the roles of trusted advisor and strategic campus partner, in addition to the roles of technology and service providers
  • Prioritize modernization efforts that not only enhance efficiency and security but also contribute to the overall innovation goals of the organization
  • Go fast and innovate, increase agility, simplify operations, manage services for improved value
  • Modernize and optimize secure platforms, systems, applications, integrations, and processes
  • Model workplace practices that support robust recruitment and retention of talent
KEY DRIVERS – EDUCAUSE 2024 TOP IT ISSUES

#1. Cybersecurity as a Core Competency: Balancing cost and risk

#2. Driving to Better Decisions: Improving data quality and governance

#3. The Enrollment Crisis: Harnessing data to empower decision-makers

#4. Diving Deep into Data: Leveraging analytics for actionable insights to improve learning and student success

#5. Administrative Cost Reduction: Streamlining processes, data, and technologies

#6. Meeting Students Where They Are: Providing universal access to institutional services

#7. Hiring Resilience: Recruiting and retaining IT talent under adverse circumstances

#8. Financial Keys to the Future: Using technology and data to help make tough choices

#9. Balancing Budgets: Taking control of IT cost and vendor management

#10. Adapting to the Future: Cultivating institutional agility
THEMES

• Strategic
• Transformative
• Innovative
• Modern
• Agile
• Customer Centric
• Talent Management
• Compliance and Privacy
• Knowledge management
• Unified
• Data-driven
• Artificial Intelligence
• Continuous Improvement
• Integrated
• Solution oriented
ITS MISSION AND VISION

• Mission
  • Engage as a trusted and enabling 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 and research programs cultivating economic growth and social mobility
GOALS

• Goal 1: Lead the way in digital transformation within higher education by pioneering innovative technology solutions and practices that set new standards for excellence.

• Goal 2: Establish a unified technology ecosystem that seamlessly integrates all stakeholders, providing a cohesive and user-centric digital experience across the University community.

• Goal 3: Reinvent digital higher education environments by leveraging transformative technologies and pedagogical approaches to create dynamic, engaging, and personalized learning experiences for students and educators alike.

• Goal 4: Foster innovative instructional methods, enhance student engagement, and drive student success through cutting-edge technology solutions.

• Goal 5: Elevate the University's research capabilities and become the primary provider of research computing and data services, facilitating breakthroughs and advancements in various fields.
GOALS

• Goal 6: Empower administrative and operational excellence throughout the University by leveraging technology solutions and services to streamline business processes and enhance agility.

• Goal 7: Enhance the digital experience for all stakeholders, including faculty, staff, students, affiliates, prospective students, alumni, and visitors, by providing intuitive and seamless digital interfaces and interactions.

• Goal 8: Drive innovation and transformation through comprehensive IT modernization efforts, ensuring that technology infrastructure and systems are continually updated and optimized to meet evolving needs.

• Goal 9: Establish a robust and agile IT infrastructure while implementing mature security and assurance programs to safeguard data, systems, and operations effectively.

• Goal 10: Provide seamless support for the ODU-EVMS merger by integrating IT systems, processes, and services to ensure continuity and efficiency during the transition period and beyond.