Information Services Roadmap

2016-2018

Technology and information occupy a critical role in a 21st century university.

OSU Information Services Mission:

Information Services builds and maintains a technology ecosystem at OSU that enables scholarship, learning, and community engagement in an environment where innovation and academic excellence thrive.

OSU Information Services Vision:

We envision a robust, scalable, and adaptable IT ecosystem that:

- ❒ Provides a rich array of services and technology, anytime and anywhere
- ❒ Enables people to use data and information that is accurate and actionable.
- ❒ Innovates with technology to help OSU achieve its goals and reduce risks

Photo: Hannah O'Leary

Information Services has a role in achieving OSU's mission

Technology and information occupy a critical role in a 21st century university and are an essential part of developing greater efficiencies in institutional and administrative functions. Greater accountability, enhanced expectations of a current generation, and growth in the development, management, and delivery of digital resources point to the expanding role that big data, analytics, and information technologies provide as a strategic and enabling asset.

The university's top goals for technology and data within Strategic Plan 3.0:

- ❐ Ensure that relevant information is widely shared and strategically used to make effective decisions and measure progress toward achieving university goals.
- ❐ Invest in information technology to enable educational innovation while enhancing a collaborative and engaged learning environment.
- ❐ Implement highly efficient administrative processes to enhance the quality of service and improve productivity.

Information Services will enable this by:

- ❐ Providing services and technology that evolve with the needs of the 21st century learners, instructors, researchers and workers
- ❐ Using best practices and standards for the provision of technology and services
- ❐ Leading the governance of technology investments and decisions in a participative and strategic way
- ❐ Partnering with the university community to make information and technology available, accessible, and reliable to support the university's mission
- ❐ Being a center of excellence for information and technology vision and knowledge

Principles

- ❐ **Excellence**. Do the right things in the right ways. Achieve high standards for our projects, services and actions, valuing innovation, robustness, and professionalism.

- ❐ **Civility**. Value the contributions and capabilities of each person, treating each person with civility and respect for who they are and what they contribute.

- ❐ **Community**. Be a great partner and collaborator, leveraging the strengths of our different experiences and capabilities, trusting and being trustworthy.

- ❐ **Growth**. Encourage continuous learning for staff and embrace change as a constant in how we deliver value and advance the University's mission.

Information Services Roadmap 2016-2018

The top-level investments and initiatives for technology at OSU are defined in the Strategic Investment Plan for the Information Technology Enterprise 2016-2018. Information Services will often lead and always partner to make these initiatives successful. Within IS, we will continue to evolve and refine our practices to take advantage of current technology, be operationally cohesive and efficient, and be well positioned to help the University achieve its goals.

The IS managers and directors collectively identified and prioritized these initiatives to move toward operational excellence:

- ❏ Simplification: Detangle historic complexities and remove redundancy, leading toward a more robust, supportable, secure and scalable enterprise:
  - o Develop a decision framework to select simplification projects that include cost, impacts and benefits, and gathers expertise from all parts of the organization.
  - o Assure continuity of core services.
  - o Simplification priorities:
    - ▪ Move fully to the new network core.
    - ▪ Move to a common practice for network and security domain architecture.
    - ▪ Reduce the number of mail, billing, and inventory systems.
    - ▪ Deprecate legacy applications as possible, done in collaboration with business partners.

- ❏ Cohesion: Become a true service organization with an ITIL-inspired culture and a common set of processes and practices for the entire organization
  - o Use common tools for process and workflow management.
  - o Develop a common intake and escalation process.

- ❏ Transparency: Improve engagement and communication for new initiatives and projects
  - o Develop a purposeful approach to technology and service deployment, engaging both user-focused and technology teams into planning and execution.
  - o Develop a service lifecycle management process with a communication plan and engagement expectations for each step.
  - o Improve IS cross-organizational understanding of progress and priorities through regular forums and updates.

- ❏ Relevance: remain sharp and skilled.
  - o Invest in professional development for IS staff to maintain currency as technology changes, and to support career growth.
  - o Engage actively in the national conversation about technology and higher education.

- ❏ Accountability: Know how we're doing.
  - o Let data inform planning – develop performance and service level metrics for all our services, and move to a common dashboard environment.
  - o Assure that qualitative data, expertise and metrics are used in decision-making.