Strategic Plan
Western Michigan University
Office of Information Technology

1. Teaching and Learning: enhance information technology resources in support of effective faculty teaching and to ensure student success.

* 1.1 Teaching & Learning - OIT in collaboration with the appropriate university constituents will provide strategic direction and/or incorporate effective teaching and learning technologies.

* 1.2 Classroom Technology - OIT will provide a high standard of classroom technology in all general purpose classrooms scheduled by the registrar.

* 1.3 Computing Laboratory Services - OIT is responsible for providing IT services to students, faculty, and staff, through the use of a help desk, faculty instructional laboratory, and student instructional laboratories.

* 1.4 Recruitment and Retention - OIT will be forward thinking in delivery of technologies and media to advance student recruitment and enhance student retention.

2. Reliable and Secure IT Infrastructure: ensure a reliable and secure foundation of information technology infrastructure that enhances productivity while maintaining compliance and providing global access.

* 2.1 Enterprise Systems Support - OIT will provide secure and reliable system administration and database administration for all enterprise systems which includes, but not limited to, student information system, financial systems, human resources systems, and other core services.

* 2.2 Enterprise Application Support - OIT will provide strategic direction to incorporate all enterprise applications, develop long and short-term strategies and goals, identify and deploy best practices.

* 2.3 Operations, Work Group & Distributed Computing Services - OIT will provide individual work groups (units, departments, colleges) services such as housing servers, virtual servers, and other technologies in a secure environment ensuring regular backup and recovery of data, on a cost-recovery basis.

* 2.4 Voice, Video, and Data Networks Support - OIT will ensure that the voice, video, and data networks are secure and reliable, set standards for the systems, and lead the University in the adoption of distributed network management solutions.

* 2.5 Media Services - OIT will ensure that media service technologies are secure and reliable, set standards for the media support systems, and facilitate as well as enhance the media delivery means for the campus community.

* 2.6 Information Security Policies, Standards, and Support Administration - OIT, in collaboration with the Campus Information Security committee, will ensure that information security policies are developed in compliance with audit and regulatory standards. OIT will establish, communicate, and enforce standards, policies, and business practices for the security of University information.

* 2.7 Information Security Breach Response - OIT will respond to security breaches according to approved information security policies.

* 2.8 Requests for Computing Services and Customer Relations Communications - OIT will provide responsive service and effective communication to the university community. This includes responses to help requests, reports of systems not functioning properly, and service requests through adoption of a Technology Service Management system.
3. Research and Emerging Technologies: support the use of information technology resources to enable investigation of emerging technologies and innovative research.

- 3.1 Support for Technology in Research - OIT in collaboration with the appropriate university constituents will provide strategic direction to incorporate effective research technologies that are used across disciplines and colleges.
- 3.2 Research of Collaborative Systems - OIT will provide strategic direction to incorporate collaborative systems that contribute to interdisciplinary and inter-institutional research.
- 3.3 Research Strategic Business Plan - OIT will develop, in collaboration with appropriate offices and bodies, a strategic business plan for IT support of research.
- 3.4 Grant Support and Partnerships - OIT will create partnerships with faculty, departments, colleges, and vendors to seek shared goals regarding technology research, innovative implementation, and grant development support.
- 3.5 Emerging Technologies - OIT will investigate emerging technologies and adequately test these solutions for possible inclusion into the IT teaching, service, and support operations of the University.

4. Inclusive & Accessible IT Services: in partnership with university constituents enhance the structure, policies, and procedures with a client focus that emphasizes reliability, accountability, flexibility, and enables accessibility by members of the university community regardless of disability.

- 4.1 Individuals with Limitations Computing Facilities Services & Support - OIT will provision computer facilities for those with vision limitations and the need for other assisted computing technology. In conjunction with functional users, OIT will facilitate testing of changes to software interfaces to ensure that they can be effectively used by individuals who have vision and other limitations.
- 4.2 Project Management Standards - OIT will provide effective project management services adhering to established standards and guidelines
- 4.3 IT Governance, Architecture, & Standards - OIT will facilitate all functional governance committees in order to optimize efficiency, effectiveness and support of the IT infrastructure of the university.

5. Sustainable IT Services: ensure resource conservation and sound fiscal planning for information technology infrastructure and services across the university.

- 5.1 Comprehensive Strategic Planning - OIT will develop a comprehensive strategic plan to maximize the use of technology in decision making with particular attention paid to information across the unit.
- 5.2 Budget Management - OIT will participate in divisional project planning and development while tracking budget and providing follow-up to achieve project deliverables.
- 5.3 Student Technology Fee Budget - OIT will manage the student technology fee budget to ensure that those funds are expended in support of student learning, research, and service, including support of centralized services (such as the UCC and BCC computer labs), and decentralized services (such as the college computing labs).
- 5.4 Energy Conservation - OIT will adhere to energy conservation standards in the centralized secure computing facility.
- 5.5 Resource Conservation - OIT will apply physical resource (such as paper) conservation in centralized computing laboratories.
5.6 Cost Savings - OIT will seek cost savings through, but not limited to, planned purchasing cycles and coordinated IT procurement.

6. Encourage and support an organizational climate of inclusion, engagement and cohesion to cultivate a culture of learning, achievement, collaboration, service, respect and health.

- 6.1 Support staff learning and education – including both individual and broad organizational learning needs.
- 6.2 Highlight personal and organizational innovations and achievements.
- 6.3 Promote OIT staff engagement, organizational awareness, collaboration and pride.
- 6.4 Support and promote health and wellness of OIT staff.
- 6.5 Establish an OIT brand identity and communicate the alignment of staff to OIT Mission, Vision and Strategic Goals.