Information Technology Strategic Planning Project
February 2004
Overview

- IT Strategic Planning Process
- Information Technology Vision
- IT Strategic Goals #1-6
- Outcomes from Planning Process
- Next Steps
IT Strategic Planning Process

1. Environmental Analysis
2. Develop, Revise, and Align Plan
3. Develop Tactics and Measures
4. Implement, Evaluate, Adjust, and Measure
IT - A Strategic Cornerstone

- Information technology helps build excellence by strategically developing a competitive edge for Miami University.
  - Improving Miami’s excellent reputation
  - Recruiting high quality faculty
  - Attracting quality students
  - Producing quality graduates
  - Encouraging alumni involvement
  - Increasing fund raising and corporate partnerships
University-wide Participation

- 18 Think Tank Sessions
- 20 One-on-one Interviews
- 41 Focus Groups
- 25 Feedback Sessions
- 650 Total Students, Staff, and Faculty
- 4 Campuses

- 790 Responses
- Electronic Survey
1. IT enables student learning, faculty productivity, and administrative support and efficiency
Information Technology Vision

2. IT creates and supports a transparent, seamless, and secure environment for academic learning, creative endeavors and research
Information Technology Vision

3. IT fosters collaboration among our diverse community of students, faculty, and staff
4. IT promotes and supports continuous innovation
Information Technology Vision

5. The success of IT is determined by its demonstrated relevance to the university’s mission
IT Strategic Goals

1. Empower and enhance academics and research
2. Build and expand reliable, robust, and secure access to information and technology
3. Promote customer-centered information technology services and support
4. Ensure continuous innovation
5. Support university administration and management
6. Plan and manage information technology
Strategic Goal #1: Empower and Enhance Academics and Research

- Learning, research, and creative scholarly environments are *empowered* by technology.
- Faculty are effectively *supported* in their use of technology to enhance the learning experience through...
  - Training and development
  - Assessment of technology in learning
  - On-line course management support
  - Hardware and software
Strategic Goal #1: Empower and Enhance Academics and Research

- Classrooms and labs help *inspire learning* and are *consistent* across the campus
- Increased ability to *collaborate* and share best practices
- Defined baseline levels of IT *literacy*

- Incoming students
- Graduating students
Strategic Goal #1: Empower and Enhance Academics and Research

- Solid research *infrastructure* is in place to support the increasing focus on research
  - Network infrastructure
  - Data input, storage, analysis and management services
  - Technology support and services
Strategic Goal #2:
Build and Expand Reliable, Robust, and Secure Access to Information and Technology

- Students, faculty, and staff have access to the information they need
  - When they need it – any time
  - Where they need it – any place
  - How they need it – format they can use
  - Without hassles – convenience

- University and personal information is secure and private
Strategic Goal #2:
Build and Expand Reliable, Robust, and Secure Access to Information and Technology

Technology is available, reliable, and consistent
- Classrooms
- Labs
- Residences
- Where students congregate
Strategic Goal #2:
Build and Expand Reliable, Robust, and Secure Access to Information and Technology

- Technology is current and *continually refreshed*
- University *communications methods* are consistent and easy to use
Strategic Goal #3: Promote Customer-Centered Information Technology Services and Support

- “Customers” receive technology services and support they need to be more effective in their daily activities
- Students, faculty, and staff can access the service and support they need — when and where they need it
- Productivity is maximized
Strategic Goal #4: Ensure Continuous Innovation

- Innovative uses of technology *enhance* teaching, learning, research, and scholarly endeavors

- Innovative uses of new technology are encouraged and supported through...
  - Collaborative opportunities to *generate* ideas
  - Ongoing evaluation
  - Test bed facilities
  - Deployment strategies
Strategic Goal #4:
Ensure Continuous Innovation

Miami graduates are highly innovative and technologically savvy

Potential faculty are attracted to our open and innovative technology environment
Strategic Goal #5:
Support University Administration and Management

- Interactions of students, faculty, and staff with administration are simplified
- Systems are more intuitive and integrated
- Systems are more responsive to needs
- Operational environment is continuously improved
Strategic Goal #5: Support University Administration and Management

- Information is readily *available* and easily *accessible* for making informed decisions
- Information technology is effectively used to *collect, manage, maintain, and archive* a variety of digital content
Strategic Goal #6:

Plan and Manage Information Technology

- Information technology is effectively planned and managed as a institutional *strategic asset*

- Technology is a *transformational* force for
  - Enhancing academics and research
  - Ensuring continuous innovation
  - Streamlining operations
  - Improving the university experience
Significant Cultural Improvements through IT Strategic Planning Process

- Increases and improvements in...
  - Participation and involvement
  - Sharing of issues and concerns
  - Openness to change
  - Engagement and interest in problem solving
Decision Point

- Budget for FY05
  - Catching up: Pent-up demand for technology currency
  - Staying current: Lifecycle budgeting for refreshment
  - Moving ahead: New IT initiatives to move toward the vision

- Development of the plan has raised expectations
Next Step – Making IT Happen

- Tactical planning with university wide involvement
- Implementation of FY05 tactics