



Division of Information Technology
Services

Strategic Plan

2020

**INFORMATION TECHNOLOGY SERVICES
STRATEGIC PLAN**

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INTRODUCTION

Technology is tightly integrated with key activities supporting the institution's mission. This strategic plan aligns with other institutional plans and reinforces the strategic themes of Stockton's 2025 Strategy Plan – Choosing Our Path. The vision and core values described within this plan reflect the existing culture and future direction of the University.

Information Technology Services supports a complex, multi-site technological infrastructure, the majority of which enriches learning, working, and living on campus. The University selects, deploys, and uses technology carefully, assuring alignment with institutional and strategic goals. These considerations, and the needs and opportunities that members of the Stockton Community identify, have guided the key metrics and methods in this plan.

The Information Technology Advisory Board (ITAB) advises the Chief Information Officer, and other senior officers at Stockton University as appropriate, on resources and priorities concerning all aspects of computing, information management, communication infrastructure, and technology. The ITAB observes shared governance guidelines and represents multiple constituencies of the University.

This strategic plan will guide the selection and prioritization of large-scale, institutional IT projects. Annually, Information Technology Services (ITS) will maintain a portfolio of projects with input from each University division, the ITAB, and the Faculty Senate standing committee on Information Technology and Media. The prioritized portfolio will guide budget requests during the University's annual program review. At midyear, ITS will review and assess progress in meeting the goals and objectives of the plan and the institutional IT portfolio.

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STRATEGIC INFORMATION TECHNOLOGY PLAN Key Goals, Strategies, Objectives, Tactics

Goal 1: Adopt Innovative Technologies & Solutions to Provide Reliable IT Infrastructures for Teaching and Learning

Key Strategies:

- a. Evaluate and uphold reliability

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Goal 2: Strengthen Inclusive Student Success Opportunities by Providing Efficient and Effective Access to Information and Technology Resources

Key Strategies:

- a. Foster knowledge related to efficiency, effectiveness, and timely access to information
- b. Adopt

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Goal 3: Enhance Teaching and Learning through Services to Promote Quality and Reliable Technology Support

Key Strategies:

- a. Emphasize the importance of technology usage and support to users
- b. Prioritize the resolution
- b.

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Goal 4: Support Financial Sustainability by Enhancing Protection of Institutional and User Data

Key Strategies:

- a. Reduce risk

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Goal 5: Nurture a Dedicated and Professionally Talented Workforce

Key Strategies:

- a. Foster a working environment that encourages staff satisfaction, engagement, and development
- b. Enhance knowledge of effective recruitment and retention strategies
- c. Encourage personal and professional growth through collaboration and continuing education
- d. Successful recruiting of new staff
- e. Strong retention of highly qualified staff

Tactics:

1. Support staff participation in professional development and learning experiences for the purpose of advancing technical skills and abilities.
2. Promote knowledge transfer through cross training and collaboration.
3. Continue producing and organizing ITS support documentation.
4. Standardize personnel practices throughout ITS areas.

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Goal 6: Stimulate Inclusive Student Success through Institution

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Goal 7: Refresh IT Strategic Plan on a Regular Basis

Key Strategies:

- a. Set a schedule for refreshing the plan
- b. Involve key stakeholders in the review of the plan
- b. Evidence of goal obtainment
- c. Refresh strategic plan

Tactics:

1. Communicate schedule for plan refreshment to stakeholders
2. Gather as much input as possible regarding evidence of successful plan execution as well as areas of concern/challenges