



Information Technology Systems

2011-12 Goals

Mission

ITS is an innovative organization committed to providing a technologically progressive environment for students, faculty and staff.

Strategic Priorities

WE ARE DEDICATED:

- TO LEAD
- TO COLLABORATE
- TO SUPPORT

With cost effective services that promote the mission of our university.

Dept

Goals & Objectives

Classroom & Computer Technology Services	<p><u>Goal 1:</u> Support a powerful learning experience for our students by decreasing classroom technology downtime.</p>	<p><u>Goal 2:</u> Support a powerful learning experience for our students while fostering a superior faculty and staff by responding to and resolving reported technology issues within established service level agreements.</p>
Integrated Enterprise Solutions	<p><u>Goal 1:</u> Provide effective and strategic solutions by embracing current technologies & practices.</p>	<p><u>Goal 2:</u> Effectively & securely deliver business process automation tools to the campus community.</p>
Information Technology Security	<p><u>Goal 1:</u> Maintain and sustain a secure ERP posture without compromise of sensitive information. <u>Goal 2:</u> Create culture of security whereby entire campus is engaged.</p>	<p><u>Goal 3:</u> Ensure compliance in areas of Information Technology Security for ITS.</p>
Network & Communications	<p><u>Goal 1:</u> Maintain a functional, high performing, secure, and resilient communications network environment that supports university students, faculty and staff. <u>Goal 2:</u> Continue to provide the highest level of customer service.</p>	<p><u>Goal 3:</u> Provide cost-effective, reliable and functional communications services while exploring emerging technologies that meet the diverse and evolving needs of the university.</p>
Operations & Systems Administration	<p><u>Goal 1:</u> Provide effective data center infrastructure management by reducing our electrical, cooling, and equipment footprint through consolidation, virtualization, and management of server and storage resources.</p>	<p><u>Goal 2:</u> Provide enhanced service to our university community through deployment of automation technology and development of technical documentation. <u>Goal 3:</u> Ensure the availability, capacity, and recoverability of systems and services provided by our department.</p>
IT Resource Management	<p><u>Goal 1:</u> Ensure accuracy of ITS equipment inventory reports. <u>Goal 2:</u> Expedite order processing and financial reporting to directors.</p>	<p><u>Goal 3:</u> Provide high level customer service. <u>Goal 4:</u> Ensure the campus community has adequate training opportunities for Pinnacle and Computer Tracking.</p>
Technology Assistance Center Services	<p><u>Goal 1:</u> Support a powerful learning experience for our students while fostering a superior faculty and staff by providing self-service capabilities. <u>Goal 2:</u> Educate our students about available IT services to create the most powerful learning experience possible.</p>	<p><u>Goal 3:</u> Support a powerful learning experience for our students by increasing or expanding services and sales out of B1NAR1ES.</p>
Technology Research Assessment & Services	<p><u>Goal 1:</u> Implement operational efficiencies within the division and campus wide. <u>Goal 2:</u> Enhance campus engagement with ITS services/resources and increase professional development opportunities both internally and throughout the campus community.</p>	<p><u>Goal 3:</u> Create synergy within department to better allow research and assessment of emerging technologies.</p>

ITS Goals

Goal 1: Ensure our services are strategic, visible and relevant by increasing and enabling outreach activities to the UNCW community to add to the overall productive operations of UNCW.

Goal 2: Enhance the university experience by providing continuous availability of information technology services and support within an accessible, reliable, and secure environment.

Goal 3: Continue to develop a culture which enhances staff involvement, promotes staff development and retention, and fosters effective communications, collegiality, service, and inclusiveness.

Goal 4: Support the campus and local community by participating in strategic partnerships such as the "Grow It Your Way" Campaign while encouraging other opportunities for volunteerism and service at UNCW and the larger Wilmington community.