

2007 OIT Strategic Plan

Mission:

The mission of the Office of Information Technology is to provide leadership and support for the College of Education through best practices in the effective use of technology for teaching, learning, research, outreach, and administrative programs.

Vision:

The Office of Information Technology will be a key contributor to advancing the College of Education's strategic plan. We will be renowned for leadership and expertise in information and instructional technology; for the promotion of partnerships and collaboration to achieve excellence in the use of technology; for collaborative leadership in the development of new models for flexible delivery of instruction; and for responsiveness, reliability, and customer service.

Value Statements

1. We believe that the services we provide are important to the mission and vision of the College of Education and the University of Georgia.
2. We value honesty, integrity, and the highest standards of ethics as we work with our team and diverse members of our community.
3. We value accountability and personal responsibility.
4. We value life-long learning.
5. We value reliability and service to our community.
6. We value individuality and creativity.
7. We value open communication and mutual respect.
8. We believe in balance between work and family obligations.
9. We believe in the importance of personal and professional growth.

Critical Success Factors

1. Funding – Exemplary technology programs must have a yearly budget for operations, staff, infrastructure, improvement initiatives, equipment, and software.
2. Training and Professional Development – Annual training opportunities must be provided to attract and retain quality technology professionals. Multiple training opportunities can include conferences, workshops, seminars, certification programs, and online courses. Professional development for faculty and staff is essential for integration of technology into teaching practices. The goal is to support faculty so that our graduates will learn the technology skills required in 21st century classrooms.
3. Standardization – Quality support of technology can be improved through the standardization of hardware and software for business and instructional

applications. The goal is to standardize appropriately providing reduced cost and improved customer support while protecting the freedom to choose instructional and informational resources for targeted instructional delivery.

4. Performance Management Process – The development of a performance management process based on the goals and objectives identified in the Strategic Plan will improve each employee’s understanding of their role and expectations for their performance.
5. Communication – Continued two-way communication among the College of Education community is critical to the understanding of needs for instruction, research, service and technology leadership and support.
6. Staffing – OIT services including media services, video production, instructional services, desktop services, flexible delivery of instruction, and network services require qualified personnel paid at the fair market value. Continued efforts to improve compensation and add personnel for expanding programs and services are critical to support the College of Education mission and vision.

Strategies

OIT’s strategy for 2007 is continuous improvement through effective project management with a focus on:

Strategic Planning

Goal	Develop, implement and communicate results of OIT Strategic Plan and Student Technology Plan 07
Ownership	Sandi Glass
Expected Results	Operational and Improvement Strategies developed and implemented; Plan, Budget Request, and Plan Approval for Student Tech Fee
Date Due	Strategic Plan – Jan. 07 Student Tech Fee Plan – March 07
Status	
Comments	

Goal	Develop budget and resource allocation for OIT
Ownership	Sandi Glass
Expected Results	Approved O & E, Travel, Equipment Budget for OIT, Recommendations for End of Year dollars
Date Due	February 07 OIT Budget; February-May End of Year Rec
Status	
Comments	

Goal	Develop performance management process and implement merit and goal-based compensation strategies
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Ownership	Sandi Glass, Leadership Team
Expected Results	Retention, Reward and UGA competitive pay
Date Due	Goals developed Feb. 1 for 07 – Recommendations Mar. 07
Status	
Comments	

Goal	Align with and support COE Strategic Plan
Ownership	Sandi Glass, Leadership Team
Expected Results	Improved technology support of Research, Instruction, Outreach
Date Due	Ongoing – Results included in Sandi’s evaluation/report to Dean and OIT website and newsletter
Status	
Comments	

Security and Data Management

Goal	Develop more redundancy in OIT areas of expertise through training, empowerment, and hiring process
Ownership	Kristi Leonard
Expected Results	Less down time, quicker response time
Date Due	
Status	
Comments	

Goal	Develop review and maintenance cycle for all online COE applications.
Ownership	Kristi Leonard
Expected Results	Continual effort focused on the security, function, and updating of all COE applications.
Date Due	
Status	
Comments	

Goal	Continuous Improvement and support of COE data collection and COE applications
Ownership	Kristi Leonard
Expected Results	COE will have data collection resources for administration, research, teaching, that are scalable and have redundancy.
Date Due	
Status	
Comments	

Goal	Improved Network Security
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Ownership	Barry Robinson
Expected Results	COE data security will be improved
Date Due	Dec. 2007
Status	
Comments	Includes subprojects: firewall, ips, nagios, nessus, lab strengthening, password strengthening, securo, central log management, ups power failure planning, and additions to ASSETS.

Goal	Strengthen security and access to COE servers
Ownership	Barry Robinson
Expected Results	Improved data security
Date Due	March 2007
Status	
Comments	

Goal	Improve physical security and equipment inventory
Ownership	Barry Robinson
Expected Results	Improved physical security and inventory of network/systems equipment.
Date Due	June 2007
Status	
Comments	Network/systems diagramming, access to MDF, inventory spreadsheets.

Communication

Goal	Develop multiple level communication plan for internal OIT and external COE communities.
Ownership	Kristi Leonard
Expected Results	Better understanding of responsibilities within OIT. Better understanding of services and resources available from OIT for the COE.
Date Due	
Status	
Comments	

Professional Development

Goal	Provide OIT and COE with learning opportunities for new and updated services.
Ownership	Kristi Leonard and Barry Robinson
Expected Results	
Date Due	
Status	

Comments	
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Goal	Provide internal training on Storage Area Network and Server Blades
Ownership	Barry Robinson
Expected Results	Provide distributed expertise within OIT
Date Due	Feb 2007
Status	
Comments	

Customer Service

Goal	Review method of submitting and tracking IT/TWT support requests
Ownership	Kristi Leonard
Expected Results	Utilization of a system that allows for tracking and reporting.
Date Due	
Status	
Comments	

Goal	Review the design of out instructional services model and adapt accordingly to accommodate current and updated resources
Ownership	Kristi Leonard
Expected Results	Utilization of a system that allows for tracking and reporting.
Date Due	
Status	Proactive support of or LMS conversion and a unified, college-wide LiveText model
Comments	

Goal	Provide classroom technology control systems to 10 classrooms
Ownership	Barry Robinson
Expected Results	Increased standardization of classroom technology and improved performance and use.
Date Due	Feb 2007
Status	
Comments	Equipment ordered. Waiting on bid for installation 11/06

Goal	Improve access to software in labs and classrooms
Ownership	Kristi Leonard and Barry Robinson
Expected Results	Greater access to various software titles
Date Due	Feb 2007
Status	
Comments	Softrac

