

SOU Information Technology Strategic Plan 2013-2016

Vision

To be seen as campus leaders in the adoption, promotion, and use of information technology in support of the teaching and learning mission of Southern Oregon University.

Mission

The Information Technology department advances the vision, goals, and strategic direction of Southern Oregon University by contributing to instructional innovation, maintenance of technology services and facilities, and service improvements through the use of technology systems, tools, and resources that increase the university's flexibility and effectiveness.

To achieve this we:

- Acquire, manage, and improve academic and administrative information systems
- Provide universal access, training, and support for students, faculty, and staff to enable effective use of technology
- Continually improve the performance, security, ease of use, and reliability of campus networks, systems, and services
- Assist in designing, acquiring, implementing and maintaining technology that supports the academic and administrative missions of individual campus departments
- Define and promote new opportunities for improvement using state of the art and emerging technologies

Southern Oregon University Strategic Goals

As outlined in SOU's strategic plan, the University has established four goals for the institution:

Goal 1: Academic Distinctiveness and Quality: Heighten and sustain a powerful university culture that supports and inspires intellectual creativity, connected learning, and a passion for making a difference.

Goal 2: Commitment to the Arts and the Region: Ensure that curricula, research, and outreach reflect the environmental, economic, and cultural priorities of our region.

Goal 3: Community Partner and Catalyst: Strengthen the University's role as economic and cultural partner and catalyst for external communities.

Goal 4: Financial Sustainability: Increase the University's fiscal stability through enrollment management, budget development and alignment, strategic partnerships, and fundraising.

Information Technology Strategic Goals

In support of the university's strategic plan, the Information Technology department, with guidance from the Technology Council, the BASIS Committee, and other university faculty and staff, has set seven goals for itself:

Goal 1: Improve technology that supports instruction and learning

Goal 2: Enhance student services to improve enrollment growth and retention

Goal 3: Improve campus desktop, network, and communications services

Goal 4: Improve IT department communication and support services

Goal 5: Reduce information technology risks

Goal 6: Improve campus information systems

Goal 7: Improve information technology sustainability

Information Technology Guiding Principles

These principles are not goals, they are meant to provide guidelines as we acquire, implement, and support technology for the university.

Mission First - Support academic excellence, accessibility, and lifelong learning.

Access Anywhere, Anytime, Any Device, - Students, faculty, and staff should choose their own devices and interfaces. Our network must be built to support the needs of all stakeholders of the university.

Collaborate - Encourage teamwork and support shared services, including collaboration outside the university.

Great and Convenient Online Services - Eliminate and reduce the administrative overhead for students and faculty as they pursue teaching and learning.

Help - Assistance should be available when needed, on-campus or off-campus, for all types of technologies.

Information Sharing - Support the collection and analysis of university data across systems and business function.

Mix of Services - Source services, as needed, from multiple sources: on-premises, cloud, and shared infrastructure.

Portable Credentials - Online identities should be federated and not fragmented; one username and password for all university services.

Redundancy and Continuity - Recognize that information technology services are essential to the mission and the day-to-day activities of the university. Protect user and institutional data from catastrophe and ensure the continued operation of the university under unexpected circumstances.

Security - An uncompromising commitment to information security and protection of our

network and systems.

Information Technology Annual Goals

The Information Technology department annually sets goals to support the strategic goals for the department and the university. These goals will often be project based and are meant to be accomplished within the year they are set. In many cases, the goals set for the Information Technology department are informed by, if not directly established, by the goals and operations of other departments.

This year's goals, as well as previous year's goals, are available for review:

- [2015-2016](#)
- [2014-2015](#)
- [2013-2014](#)
- [2012-2013](#)
- [2011-2012](#)