

**THE OHIO STATE  
UNIVERSITY**

**Office of the Chief  
Information Officer**

# **Information Technology Strategic Plan PlanIT Overview**

**Office of the Chief  
Information Officer**



## Strategic Planning Rationale

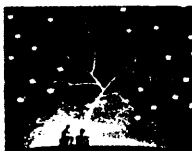
- Academic Plan Mandates
- External Audit Management Letter
- Align technology and Academic Plan goals
- Establish a context and framework for accomplishing future technology goals



## Context of Strategic Planning Process

- Build on previous studies and strengths
- Promote broad commitment and ownership
- Establish priorities for allocating scarce resources to support technology
- Deal with economic reality





## Information Technology: Strategic to Academic Plan Success

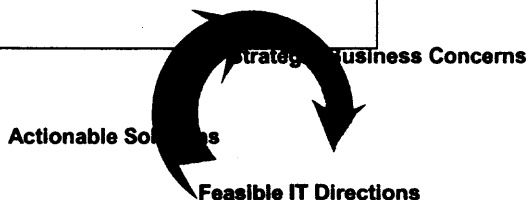
We must equal or surpass our benchmark institutions in the use of technology for teaching, learning, research, and overall effectiveness

*The Ohio State University Academic Plan*

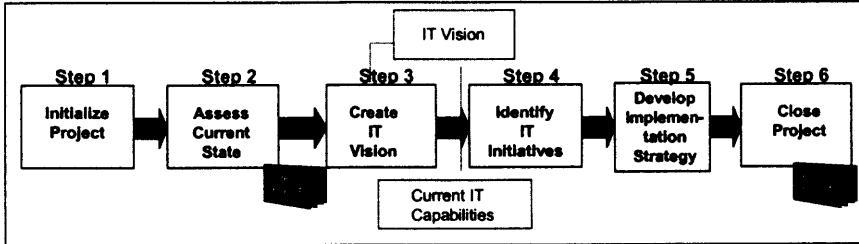


## IT Strategic Plan Objective

***Define and implement a shared vision for Information Technology that leverages technology to transform and improve the quality of teaching, learning and research, information systems and operating support.***



# Six-step Process to Create the Technology Strategic Plan



## Our Stakeholders

- Students
- Faculty
- Staff
- Executive Sponsors
- University Leadership
- Academic Units
- Administrative Units
- Alumni
- Parents
- External Partners
- Community Partners





## Stakeholder Participation

- Focus Groups
- Interviews
- Surveys
- Questionnaires
- Technology Days

## Project Governance: Roles and Responsibilities

### Executive Sponsor Committee

- Oversee Project
- Makes major policy decisions
- Approves Deliverables



### Core Project Team

- Functional Team Leads
- Project Office
- Project Facilitators

### Stakeholder/ CIO

#### Advisory Committees

- Composed of subject matter experts
- Engages major constituencies
- Reviews and Comments on Deliverables
- Provides Feedback

### Functional Teams

- Current State
- Future State
- Gap, Initiatives and Strategies
- Writing



## Current State Emerging Themes

- **Solid core strengths include**
    - information technology staff
    - telecommunications infrastructure
    - interested university community for information and training and ready and willing to use information technology
    - university leadership committed to the key role information technology plays in the institution's progress
  - **Needs include**
    - Completion of the extension of the integrated campus-wide high-speed network infrastructure both inside all Ohio State campus facilities and to remote Ohio State facilities
    - better, more complete, and more accessible information on campus technology resources and broader help desk availability
    - better campus training resources and opportunities both for the broad university community and for information technology staff
    - better coordination between distributed and central IT efforts and staff
- more and better technology resources and support in the university's classrooms



## Future State Comments



- Integrated Student Services Improvements
- E-mail Improvements
- Collaborative Technology Leadership on Campus
- Centralization / Decentralization Balance and IT Communication and Coordination on Campus
- Network Access Improvements
- Consistent Policies, Procedures and Governance
- Training, Education and Career Development
- Faculty Support and Incentives to Use Technology in Teaching
- Infrastructure Improvements
- Outreach to Users and Community
- User Support Improvements
- Information Technology Funding Improvements
- Distance and Distributed E-learning Improvements





# Ohio State Information Technology Vision Statement



The Ohio State University will be recognized among its benchmark universities as a premier provider of technology infrastructure, services and support used to facilitate the innovative use of technology for teaching, learning, research and organizational effectiveness.



## PlanIT Critical Success Factors



## Collaborative Environment



## Gaps Identified



### ▪ Engaged Leadership

- Sustainable, dedicated funding for IT on campus; they expect that funding decisions and costing be based on Total Cost of Operations Models
- Policy to lay out the intellectual property rights in order to participate in distributed education
- Faculty incentives to incorporate technology into their instruction and to participate in distributed education

## Gaps Identified



### ▪ Enabling Infrastructure

- Use of limited resources - the enterprise technical architecture is not documented – information is not available detailing all of Ohio State's information technology assets and their interrelationships
- Wireless connectivity
- Hardware, software and the network that is available and functional
- Functional classrooms equipped with educational technology
- Established policies on distance education administration and delivery
- On-line courses, available anytime anywhere
- An easy, accessible and integrated student information system

## Gaps Identified



### ▪ Seamless and Secure Access

- Easy access to data for reporting and decision making needs
- Easy, integrated access to the digital assets of the university
- Reliable, redundant, physically secure systems with backup and recovery plans and procedures in case of a disaster or emergency
- A secure network environment for protecting individual and enterprise data and privacy

## Gaps Identified



### ▪ Empowered University Community

- Knowing where to look for IT help
- IT support whenever they need it, that it is easy to determine where to go for assistance and that the support is personalized
- Greater access to computer labs – they should be open later hours and they want more help when they are in the lab
- Improved student services to
  - Access to classes
  - Closed out of classes
  - Adequate advising
  - Length of time graduate
- Training to improved campus community IT skills

## Gaps Identified



### ▪ Collaborative Environment

- Perceived and real lack of communication between central and department IT
- Coordination and clear roles and responsibilities of IT resources, the appropriate balance between central and distributed and the equitable distribution of IT resources

## PlanIT Strategic Initiatives



### ▪ Engaged Leadership

- Establish a Collaborative, Universitywide IT Funding Strategy
- Improve Universitywide IT Governance Structure and Coordination of Resources

### ▪ Enabling Infrastructure

- Establish and Enhance e-Learning Policies and Support Services
- Enhance the Quality of Learning Environments: Including Increasing the Number of Smart Classrooms
- Evaluate, Recommend and Implement an Integrated Student Information System
- Develop and Implement a Knowledge Bank
- Develop and Implement a Data Warehouse



## PlanIT Strategic Initiatives

- **Seamless and Secure Access**
  - Enhance Network Access and Quality
  - Improve and Better Coordinate CyberSecurity
- **Empowered University Community**
  - Increase Technical Support for Faculty
  - Increase Support for Research
  - Improve User Community Support
  - Establish an IT Training and Computer Literacy Program

## PlanIT Strategic Initiatives

community

- **Collaborative Environment**
  - Improve Campuswide IT Communication
  - Enhance IT Training and Certification Programs for Staff
  - Create an Enterprise-level Business Continuity Plan



## Implementation

- **Three to five year plan, beginning February 2004**
  - Many actions underway
- **Ask Stakeholders to be team leads and members for the implementation, monitoring and evaluation of each action**
- **Annual CIO report on implementation progress**