

# DIVISION OF INFORMATION TECHNOLOGY

## STRATEGIC PLANNING GRID

### GOAL 1

Advance the mission of the university by maintaining a current, reliable, and scalable technology infrastructure.

*"Focus our resources and decision making on the overarching priority of student success."*

GOAL 1:						
OBJECTIVE	Upgrade the University's technology infrastructure.					
	Activities	Complete	Responsible	Resources	Timeline	Assessment
	Adaptive Technology Upgrade		IT	AA, IT	6/30/19	In-Process
	Application's Upgrade Project		IT	All	Annual	In-Process
	Blackboard Learn LMS Migration to SaaS	X	IT	AA, IT	9/1/18	Complete
	Banner 9 Student Profile & Grading		IT	AA, IT	6/30/19	Planning
	Classroom & Meeting Space Upgrades		IT	AA, IT, OPS	Annual	In-Process
	CCure Door Access Control Upgrade	X	IT	IT	12/31/17	Complete
	Implement Comcast Xfinity On Campus (IPTV)	X	IT	IT	12/31/17	Complete
	Improving IT Business Continuity		IT	IT	6/30/19	In-Process
	Oracle 12c Upgrade (Banner Database Upgrade)	X	IT	IT	6/30/17	Complete
	Server Upgrade Project	X	IT	IT	12/31/17	Complete
	Upgrade the Campus Network Infrastructure		IT	IT	06/30/20	In-Process



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### GOAL 2

Collaborate with faculty, academic leadership, and students to apply technology to teaching and learning in ways that promote pedagogical innovations.

*"Provide a teaching and learning environment with exceptional opportunities for intellectual, creative, and professional growth."*

GOAL 2:						
OBJECTIVE	Leverage innovations in technology to advance academic excellence.					
	Activities	Complete	Responsible	Resources	Timeline	Assessment
	BSU Mobile 3.0	X	IT	IT, SA	12/31/17	Complete
	Champion Activation of Degree Works Student Planner	X	AA, IT, SA, SS	AA, IT, SA, SS	6/30/18	Complete
	Engage with Academic Leadership on Tech Innovations		AA, IT	AA, IT	6/30/20	In-Process
	Interactive Displays for Educational Applications (IDEA)		AA, IT	AA, IT	6/30/19	In-Process
	Office 2016 Deployment		IT	All	6/30/19	In-Process
	Open Educational Resources (OER)		IT	AA, IT, SA	6/30/20	In-Process
	Science on a Sphere (iGlobe)	X	AA, IT, OPS	AA, IT, OPS	9/30/17	Complete
	Windows 10 Deployment		IT	All	6/30/19	In-Process



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## STRATEGIC PLANNING GRID

### GOAL 3

Achieve operational and service excellence through continuous improvement in IT service delivery, information security, and technology adoption.

*“Provide opportunities for personal and professional growth for faculty, librarians, and staff in support of organizational progress.”*

GOAL 3:						
OBJECTIVE	Promote adoption of innovative technology, services, and solutions.					
	Activities	Complete	Responsible	Resources	Timeline	Assessment
	Centralized IT Service Center	X	IT	IT, OPS	9/30/18	Complete
	Complete FY17 IT Project Portfolio (36 of 38 Projects)	X	IT	All	6/30/17	Complete
	Improving Employee On-boarding Process (IDM)		IT	IT, HRTM	1/31/19	In-Process
	Improving Information Security		IT	IT	Annual	In-Process
	Improving IT Service Management (ITSM)		IT	IT	6/30/20	In-Process
	IT New Semester Initiation	X	IT	IT	Annual	Complete
	IT Professional Development		IT	IT, HRTM	Annual	In-Process
	Migrate Campus Intranet to SharePoint Online (O365)		IT	IT, MC	6/30/19	Planning
	Office 365 Phase II Adoption (OneDrive & Skype)		IT	All	12/31/18	In-Process
	Technology Road Mapping (IT 2020)	X	IT	IT	6/30/17	Complete
	Transition Video Surveillance Ownership from OPS to IT	X	IT	IT, OPS	6/30/18	Complete



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## STRATEGIC PLANNING GRID

### GOAL 4

Build and strengthen local, regional, & global partnerships by providing technological opportunities and advancement.

*“Serve as a regional catalyst for economic, cultural, and intellectual engagement.”*

GOAL 4:						
OBJECTIVE	Achieve cost effective collaborative outcomes.					
	Activities	Complete	Responsible	Resources	Timeline	Assessment
	Advance Student Employment & Internship Programs		IT	IT	6/30/20	In-Process
	Chair the Massachusetts Public Higher-Ed CIO Council	X	IT	IT	6/30/17	Complete
	Partner with UMass Presidents Office & Other Campuses		IT	IT	12/31/20	In-Process
	Police Communications System Upgrade	X	IT, Police	IT, Town	12/31/17	Complete
	Promote CONNECT CIO Group Collaboration		IT	IT	6/30/20	In-Process
	Technovation (SmartParking)	X	IT	IT, OPS	08/31/18	Complete



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## STRATEGIC PLANNING GRID

### GOAL 5

Promote the University's initiatives of diversity and social justice through community and civic engagement.

*“Advance higher education diversity and social justice with impact in the region and beyond.”*

GOAL 5:						
OBJECTIVE	Formerly engage IT staff in the promotion of fairness and wellbeing.					
	Activities	Complete	Responsible	Resources	Timeline	Assessment
	BSU IT CARES Volunteer Campaign		IT	IT	6/30/20	In-Process
	Define, Explore, & Promote IT Wellbeing		IT	IT	6/30/20	In-Process
	Donate Decommissioned Technology to those in Need		IT	IT, OPS	6/30/20	In-Process
	Participate in Diversity & Social Justice Task Force		IT	IT, SS	6/30/19	In-Process
	Promote Diverse Hiring Practices		IT	HRTM, IT	6/30/20	In-Process



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