



WESTERN INFORMATION TECHNOLOGY SERVICES (ITS) STRATEGY MAP: 2015 – 2020



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| Thus, achieving our VISION. | <p>MISSION</p> <p>We provide exceptional technology solutions, resources and services to support students, faculty and staff within the Western Community.</p> <p>VISION</p> <p>We are Western's preferred technology partner, leveraging current and emerging technologies to inspire and advance extraordinary teaching, learning and research outcomes.</p> | | | | | | | | |
| And, anticipate and meet the needs of the PEOPLE we serve, | STRATEGIC ITS OUTCOMES | | | | | | | | |
| | STUDENTS WILL: | FACULTY WILL: | | | | ADMINISTRATIVE STAFF WILL: | | | |
| | <ul style="list-style-type: none"> Be empowered to connect, communicate, collaborate, learn and contribute to academic communities, on campus and beyond Be able to leverage technology to confidently achieve desired learning outcomes and be prepared for their chosen career Feel engaged and involved in university life | <ul style="list-style-type: none"> Be supported to integrate technology with research and pedagogy to advance academic outcomes Be able to effectively connect, communicate, collaborate and contribute across multiple communities, disciplines and borders Feel supported in the production and dissemination of research | | | | <ul style="list-style-type: none"> Be enabled with the necessary tools and technology to perform their roles, including timely access to shared services, critical information and analytics to support planning and decision making Be empowered to connect, communicate, collaborate, learn and contribute to academic communities, on campus and beyond Feel supported in the efficient and effective operation of Western administrative functions | | | |
| So we can operate EFFECTIVELY and with EXCELLENCE, | PILLARS OF EXCELLENCE | | | | | | | | |
| | Strategic Partnerships | Infrastructure Management | Customer Service Excellence | Leadership & Innovation | Resource Management | Communications & Collaboration | Project Management | Cyber Security Risk Management | Data & Information Management |
| | We will forge strategic partnerships across the Campus and beyond. | We will efficiently manage complex IT infrastructure systems. | We will deliver excellent customer service. | We will cultivate an environment of IT Leadership and Innovation. | We will effectively coordinate and deploy skilled central IT resources. | We will facilitate transparent communication, and collaboration across the Campus. | We will seamlessly integrate Project Management best practices into IT solutions delivery. | We will champion Cyber Security and Information Risk Management best practices across the Campus. | We will provide technology support to Western's Research Data and Information objectives. |
| | <ul style="list-style-type: none"> Proactively engage and build relationships across the institution to understand needs and create high value campus technology solutions Develop synergistic relationships with key IT vendors and other University and Higher Education organizations | <ul style="list-style-type: none"> Build a secure and stable IT infrastructure that is able to support the evolving Campus needs for learning, teaching, and research Develop standardized processes to efficiently and effectively manage change | <ul style="list-style-type: none"> Deliver contemporary learning, research, and administrative IT solutions that effectively meet the needs of our customers Provide a dynamic and responsive user experience in all ITS services | <ul style="list-style-type: none"> Foster IT thought leadership and collaboration across the Campus IT community Create mechanisms that encourage innovation and exploration of new technologies | <ul style="list-style-type: none"> Improve workload capacity planning processes to enable ITS employees to maintain an appropriate work-life balance Align skills development and recruiting with strategic IT priorities | <ul style="list-style-type: none"> Facilitate transparent two-way communications within ITS and across the Campus Actively engage in multi-channel Campus community communications mechanisms and forums | <ul style="list-style-type: none"> Develop and embed Project Management discipline into our delivery of IT projects that provide new capabilities for Western Prepare for and actively manage change resulting from new IT service implementations | <ul style="list-style-type: none"> Deploy policies, procedures and systems that proactively protect Western's critical Information systems and assets Continuously promote Cyber Security education and awareness across Campus | <ul style="list-style-type: none"> Work closely with Western Libraries to facilitate easier on-campus access to research data, infrastructure, and tools Enable Western to leverage external regional and national Digital Research Infrastructure initiatives wherever possible |
| And, build a STRONG & PREPARED IT TEAM, | BUILDING FOR SUCCESS | | | | | | | | |
| | We will develop a collaborative culture that fosters continuous team learning, accountability, the pursuit of excellence, and pride in our collective contributions to Western. | | | We will attract, develop, and recognize ITS employees who have the talent, competencies and motivation to enable Western to succeed. | | We will develop a consistent set of Information Technology standards, policies and best practices to efficiently guide our daily work. | | We will ensure ITS employees have the required tools and support to enable them to effectively deliver value-added IT solutions and services to Western. | |
| We use our RESOURCES wisely, | STRATEGIC RESOURCE AND INVESTMENT PRIORITIES | | | | | | | | |
| | We will develop training and personal enrichment plans for ITS employees that are strategically aligned to enable their future success at Western. | We will invest in resource capacity and workload planning mechanisms to efficiently deploy ITS staff resources. | We will invest in standardized business processes that can scale to meet the full spectrum of campus requirements. | We will invest in new engagement and communications mechanisms to facilitate continuous improvement of bi-directional campus IT collaboration. | We will actively solicit opportunities to engage with others on Campus to assess and evaluate new and innovative technologies. | We will carefully balance Cyber Security risks with new technology opportunities in all of our Information Technology decisions. | We will invest in the necessary departmental tools and resources to enable our employees to efficiently and effectively perform their roles. | | |
| Guided by our BELIEFS, | GUIDING BELIEFS | | | | | | | | |
| | <p>Information Technology can fundamentally transform and enhance teaching, learning, and research at Western.</p> <p>ITS employees will be supported and prepared to carry out their work in a highly complex and rapidly changing environment.</p> <p>The voices and needs of our stakeholders will inspire and guide our work and priorities.</p> <p>We will forge strong working relationships with all members of the Western community in order to be successful. We cannot work alone.</p> <p>The better we communicate and collaborate, the greater the results will be for ITS and Western.</p> | | | | | | | | |