

Central Connecticut State University

Information Technology Strategic Plan, 2017-18

Our Vision and Passion

We enhance teaching and learning through the effective and innovative use of information technology.

Our Mission

The Information Technology division provides technically current, reliable and service-oriented resources to the students, faculty, and staff of CCSU. We implement solutions that are efficient, innovative, and supportive to evolving university goals, demands, and expectations. We provide information technology resources to enhance and foster teaching, learning, research, administration, service, communications, and outreach.

We accomplish our mission by:

- Supporting CCSU values, goals, strategic initiatives, policies, and procedures and by demonstrating a strong awareness of the community and organization.
<http://web.ccsu.edu/strategicplan/>
- Supporting BOR/CSCU strategic goals (<http://www.ct.edu/transform>) by leveraging partnerships with member institutions for the implementation of new and enhanced technologies and services.
- Continually focusing on enhancing the learning experience of our students.
- Seeking input from constituents through collaboration and advisory groups.
- Providing expertise in the development, selection, adoption and use of information technology resources, systems, architectures and standards.
- Maintaining a secure computing environment that emphasizes reliability, security, data-recovery, and on-going risk management.
- Building and maintaining a technical infrastructure that emphasizes technical currency, agility, best practices, adequate capacity, and appropriate tools and techniques.
- Providing state-of-the-art, accessible, high-performance networks, systems and applications that are scalable, flexible, and that can continually evolve to next-generation solutions.
- Creating efficiency and sound financial stewardship through life-cycle planning, right-sourcing, virtualization, and cloud resource utilization when appropriate.
- Maintaining a high-quality, skilled, client-focused, enthusiastic, flexible and diverse information technology organization and culture that provides professional fulfillment and growth for its employees and opportunities for student employees.

The Strategic Goals for Information Technology Services are:

1. Support teaching and learning by promoting, implementing, and maintaining environments, learning communities, and systems that include:

- a. Highly functional, web-based, accessible, mobile, and secure environments.
- b. Course management, learning management, and other educational systems.
- c. Collaborative learning environments, file storage, and other related systems.
- d. Communication and campus information systems.
- e. Content systems (e.g. text, images, video) for use in teaching and learning.
- f. Virtual environments for student research, learning, and other educational needs.
- g. Content delivery with attention to synchronous and asynchronous methods (e.g. web conferencing, simulations, content capture).
- h. The appropriate use of social networking.
- i. Excellent Help Desk assistance to students, faculty, and staff.

2. Provide a high-performance network characterized by:

- a. Ubiquitous network access with redundant core and distribution centers with links to the BOR/ConnSCU with direct connections to CEN outside plant for reliability.
- b. A data network migration path to a multi-Gigabit network.
- c. Support and maintain a Cisco VoIP phone system.
- d. Fully supported and redundant Data Centers at CCSU with remote backup to each data center as well as to a data center at a sister CSU institution.
- e. Reliability, scalability, flexibility, and readiness.
- f. A reliable wireless network for academic, administrative, and residential buildings as well as for selected open space areas on campus.

3. Maintain strong and reliable administrative computing systems characterized by:

- a. Providing and maintaining robust access and operations of our Banner ERP system.
- b. Proposing purchase of Ellucian's CRM Recruit and Advise Applications to address strategic issues related to recruitment and retention.
- c. Moving forward to purchase a System-wide data warehouse for data driven decisions.
- d. Support services that facilitate and enhance our admissions, enrollment, retention operations and that result in improving our rates of graduation.
- e. Supporting services that ensure the integrity and effective operation of all of our academic and administrative services in support of students, faculty, and staff.
- f. Supporting efficient, accurate data entry and maintenance, and well-defined data retrieval.
- g. Designing, documenting, and implementing reliable and efficient processes through the use of effective and efficient Project Management operations.
- h. Creating and maintaining technically current and secure system integrations and interfaces.
- i. Supporting cutting-edge client computing tools, systems and technologies.

4. Establish a level of security, risk management and compliance that protects university information technology assets by:

- a. Implementing solutions that maintain university compliance with all applicable laws, BOR policies, and State of Connecticut requirements.
- b. Emphasizing privacy and trust.
- c. Early identification of unusual or anomalous activity, weaknesses, vulnerabilities and threats.
- d. Implementing appropriate prompt-response and mitigation measures.
- e. Supporting desktop and mobile technologies through awareness and security initiatives.
- f. Understanding and keeping abreast of the variety of devices that are connecting to the network.
- g. Maintaining a flexible but managed network perimeter..
- h. Engaging in ongoing security and risk assessment.
- i. Providing security awareness messaging and programs.
- j. Providing prompt, effective, and documented incident response protocols.
- k. Implementing appropriate security tools that mitigate risk.
- l. Encrypting DCL3 data when it is at rest and in motion in our ERP Oracle Database for security.

5. Business Continuity and Disaster Recovery:

- a. Enforcing strong change management practices that track and record all activity within the data center.
- b. Controlling operations that support daily university functions and operations.
- c. Facility readiness, emergency test procedures, and protocols for disaster recovery.
- d. Minimizing energy costs and maximizing efficient practices to manage electrical power and cooling.
- e. Strong software, telecom and asset management services.

6. Support the governance, organization and communication of University Technology Services and CSCU by:

- a. Developing, partnering and working closely with advisory groups and developing strong relationships with the university community.
- b. Developing and maintaining communication and hosting technologies for the internal and external dissemination of information.
- c. Providing expert consultation for information technology projects, software purchases, vendor-provided solutions and any information technology initiative.
- d. Developing and implementing clear policies, standards and guidelines, with informational support programs.
- e. Encouraging the professional growth, skill development and motivation of IT staff, both within Information Technology and in local support roles.
- f. Funding information technology through wise stewardship, consideration of efficiency, vendor management, consolidation, process redesign, planned cyclical replacement, and ongoing evaluation of resources.
- g. Supporting innovation through the use of pilot projects, staff, and faculty development.