# Information Services Strategy Map

## University Strategic Goals

### University Themes & Projects

<table>
<thead>
<tr>
<th>IS Strategic Directions</th>
<th>1. Ensuring student success</th>
<th>2. Enhancing academic excellence &amp; innovation</th>
<th>4. Engaging with the world beyond our campuses</th>
<th>5. Securing our financial future</th>
<th>6. Developing &amp; recognizing our people</th>
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<tbody>
<tr>
<td>IS Key Themes, Projects, Tasks</td>
<td>1.2 Graduation Planning System (GPS)</td>
<td>2.6 Focusing on learning outcomes</td>
<td>4.3 Build and enhance the Kent State brand regionally, statewide and nationally</td>
<td>5.4 Manage resources to deliver strategic priorities</td>
<td>6.1 Develop leadership skills in wide range of faculty &amp; staff</td>
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<td>1.3 Destination Kent State</td>
<td>2.7 Kent State Virtual (DL)</td>
<td>4.4 Further develop student &amp; alumni relations</td>
<td>5.6 Improve core systems and processes</td>
<td>6.3 Develop a diversity plan with a focus on inclusive excellence</td>
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<td>1.6 “Year of Yes” — enhancing customer service</td>
<td>2.8 Implement major facilities improvement project to align quality of space with KSU aspirations</td>
<td>5.7 Create state-of-the-art business processes through IT innovations</td>
<td>6.5 Ensure effective communication and ownership of university strategy and values</td>
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## IS Key Themes, Projects, Tasks

- **1.2 Deploy GPS timetabling based on course schedule demand.**
  - Complete course signals implementation by January 2014.
  - Complete Collaborate implementation by December 2014.
- **1.2 Enhance FlashLine Dashboards by adding additional metrics based on divisional needs.**
  - Complete Community implementation by December 2015.
  - Complete Banner Transfer Articulation to provide timely and accurate processing of transfer student admissions.
- **1.6 Implement Banner Transfer Articulation to provide timely and accurate processing of transfer student admissions.**
  - Complete Collaborate implementation by December 2014.
- **1.6 Review/replace current helpdesk operations.**
  - Complete tape system replacement by June 2014.
  - Implement EMS by June 2014.
  - Implement professional development framework by December 2013.
  - Ensure all employees attend a minimum of 2 diversity events annually.
  - Complete KPIs by December 2015.
  - Expand PMO and disciplines by December 2015.
  - Develop and implement mechanisms on an ongoing basis.

## IS Metrics

- **Implement GPS timetabling by October 2015.**
- **Complete Dashboard enhancements by July 2015.**
- **Complete CMS migration by August 2014.**
- **Complete Banner TA project by January 2014.**
- **Complete helpdesk review/replace by January 2014.**
- **Provide seamless access to IT resources with KSU authentication.**
  - Complete key milestones in Data Management project by December 2013.
  - Refresh Banner database hardware by December 2014.
  - Complete tape system replacement by June 2014.
  - Develop and implement mechanisms on an ongoing basis.
- **Replace aging network backbone and datacenter equipment.**
- **Conduct a privileged system audit on IT systems.**
  - Implement EMS by June 2014.
  - Complete Service Catalog by 2014.
- **Conduct a sweep of university systems to identify and remediate personally identifiable information.**
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  - Complete security sweep. July 2014
- **Conduct a sweep of university systems to identify and remediate personally identifiable information.**
  - Complete key milestones in Data Management project by December 2013.
  - Refresh Banner database hardware by December 2014.
  - Complete tape system replacement by June 2014.
  - Develop and implement mechanisms on an ongoing basis.
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- **Complete Collaborate implementation by December 2014.**
  - Complete Service Catalog by 2014.
  - Complete cost-of-service model by December 2014.
  - Develop and implement mechanisms on an ongoing basis.

## IS Key Performance Indicators (KPIs)

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<td>- Integrate cloud storage options for personal and departmental storage.</td>
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<td>- Implement an Enterprise Monitoring Solution (EMS) to improve system and service monitoring.</td>
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<td>- Create detailed IT Service Catalog that defines service, who is eligible for service, and method to access service.</td>
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<td>- Develop and implement mechanisms on an ongoing basis.</td>
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## October 2013

- **Develop and support technology-enhanced courses and tools to improve learning.**
  - Implement Blackboard Learn Community, enabling easier sharing of learning objects across courses.
  - Implement Blackboard Collaborate, providing improved synchronous online engagement.
  - Plan, design and install the classroom technology for “Foundations of Excellence” campus expansion and renovation.

## Reduce costs and facilitate core system and business process improvements.

- **Provide and maintain reliable, secure and accessible anytime, anywhere.**
  - Provide seamless access to IT resources with KSU authentication.
  - Replace aging network backbone and datacenter equipment.
  - Conduct a privileged system audit on IT systems.
  - Conduct a sweep of university systems to identify and remediate personally identifiable information.

## Encourage a culture of diversity and inclusion in which all employees can contribute fully.

- **Manage and support core system and business process improvements.**
  - Ensure reliability, consistency, and supportability of Banner environment.
  - Develop and implement ongoing coordinated information services communications and feedback mechanisms for students, faculty, and staff.
  - Develop and implement mechanisms on an ongoing basis.
  - Promote technical and leadership skills of IS staff through continued support of professional development series.
  - Encourage a culture of diversity and inclusion in which all employees can contribute fully.
  - Develop quantitative measures and Key Performance Indicators (KPIs) to assess divisional accomplishments and drive continuous improvement.
  - Further expand the Project Management Office (PMO) and disciplines to Service Management and Educational Technology projects.