

University of St. Thomas
Information Resources and Technologies (IRT) Plan
Executive Summary

From the framework of the University's Mission and Strategic Plan, the strategic directions for Information Resources and Technologies (IRT) continue to evolve. IRT's strategic vision is to collaborate within and beyond the university to create and sustain an information resources and technologies environment that enables innovation and outstanding service to university constituents. The vision is characterized by an environment – a high performance workplace – that is personalized, secure, intuitive and integrated, and provides access to exceptional information resources with seamless movement and full mobility for its users on our always-on, 24x7 network. Whether it is by proposing or funding a project to address future requirements, maintaining on-going security and operations, reporting a problem or asking a question, all of us are obligated to make sure UST's technology resources are built and maintained to the full benefit of the university.

The IRT Plan is an integral part of the University-wide process for strategic planning. The *University Vision, Mission, Convictions* contained within this document are the principles that guide the IRT plan. The IRT Plan is a projection, which will be reviewed, revised and funded on an annual basis to reflect UST's evolving needs and technological advancements. The plan identifies current status in a variety of areas, summarizes literature reviewed by the University Technology Advisory Committee, describes principles, assumptions and findings from committee and subcommittee work, and establishes a set of goals for consideration in future university planning and budgeting priorities.

The *University Technology Advisory Committee (UTAC)* advises IRT on the development of the IRT Plan drafts through consultative and deliberative processes. A final draft is submitted for review by university leaders. The Plan is submitted, following that executive review, to the Board of Trustees as part of the UST Strategic Plan.

The IRT Plan's development is coordinated by the Vice President of Information Resources and Technologies. Also, industry consultants, major vendors, and every area of the University are involved in the planning process through IRT Partners and other advisory committees. Interviews, surveys, and research are used to collect data on information resources and technologies directions and define major issues that will impact the University in the coming years.

The three UTAC subcommittees - Teaching and Learning, Service and Support, and Infrastructure – examined UST's current environment and identified emphases and made recommendations for consideration by the UTAC.

- 1. The UTAC Teaching and Learning Subcommittee** worked through the academic deans to gather information from academic department heads on their current uses, goals and barriers to using technology for teaching, learning and research. The subcommittee received 27 responses (65% of those surveyed).
- 2. The UTAC Service and Support Subcommittee** studied current UST processes, levels of support, and services across the university to recommend areas for:
 - Improving current processes and establishing new processes and policy
 - Improving levels of support and service, and establishing support and serving for emerging areas
 - Establishing the need to provide Service Level Agreements (SLA) in respective areas
- 3. The UTAC Infrastructure Subcommittee** examined current infrastructure – networks, enterprise hardware and software systems – and made recommendations for operational and strategic issues to address and support institutional growth issues.

IRT PLAN GOALS

A. ACCESS

Strategic Priority 2

The University will attract and retain a highly talented and diverse student body at the undergraduate and graduate levels by reducing financial barriers and improving the environment for under-represented groups on campus.

Indicators of achievement of this priority:

Technology enables student services to be more accessible and effective

- Enable accessibility to effective instructional and communications services and tools for students, faculty, staff, prospective students, and alumni through the WebSPACE initiative. The initiative provides essential access to online learning resources development and institutional and Web resources, including instructional resources, content management for the UST Web, portal technologies, Web reporting and analysis, and robust transactional Web sites.
- Enable increasing accessibility through the digital asset management systems for the organized acquisition, classification, storage, archiving and dissemination of many types of digital resources.
- Ensure security, privacy and confidentiality for UST systems and networks through development of the UST Information Security Plan and Identity Management.
- Work to improve institutional marketing and public relations capabilities through planning for customer relationship management (CRM).

B. EXCELLENCE

Strategic Priority 1

The University of St. Thomas will further develop a campus environment wherein all students are challenged to develop intellectually, personally and spiritually to remain life-long learners and morally responsible citizens.

Indicators of achievement of this priority:

Technology makes learning opportunities more varied and available

- Provide for the future of UST's network and applications environment through the Digital Convergence Initiative (DCI) for convergence of voice, data and video on a unified network and continually increasing needs for network bandwidth.
- Identify support for the Capital Campaign Plans for UST's Information Commons and for the upgrades to OEC Auditorium and the Video Studio.
- In cooperation with Academic Affairs, increase support for instructional technology planning and development, including:
 - Increased support to academic departments through the Academic Technology Consultants program.
 - Continuing support for specialized computing resources in labs and advanced/smart classrooms.
 - Provision of a plan for necessary technology upgrades to facilities campus-wide, including instructional spaces.
- In cooperation with Academic Affairs, develop e-learning course and program support initiatives, including development and implementation of programming for the Faculty Center for E-Learning and emerging technologies pilot programs.
- In cooperation with Academic Affairs and Student Affairs, enable continuous improvement for academic quality and reporting requirements through e-portfolio, survey and assessment systems support.
- In cooperation with Student Affairs, continue development of tools and projects that provide for a rich student life experience online and responsive transactional Web services for students.

- Engage with the University Technology Advisory Committee to identify strategies to leverage the increasing mobility of computing, communications, and networking resources for teaching and learning, research, and the university's business.

C. EXCELLENCE

Strategic Priority 4

We will improve academic and administrative processes, systems, and policies to enhance effectiveness and eliminate waste and duplication; and develop budget and resource allocation strategies that reward progress toward institutional goals and priorities.

Indicators of achievement of this priority:

Human, fiscal, technological and physical resources are focused to support the institution's emphasis on excellence and its strategic plan

- Continue to support institutional decision making and strategic planning processes through development of decision support systems as part of Business Intelligence projects, Budget Planning, and UST Strategic Plan development.
- Continue to support institutional business processes and transactional systems through development of improved processes, applications and infrastructure.
- Provide for the timely replacement of enterprise and desktop equipment in support of instruction, scholarly activity and the university's business functions.
- Provide for continuing development of emergency notification, disaster recovery and business continuity planning and implementation.
- Develop a plan to address IRT human resources needs in light of growth in information resources and technologies support.
- Begin development of high level design plans for the new Lindsay Data Center.
- Improve institutional awareness of security, compliance, and privacy issues through the development of policies, communications, and educational programs.

D. CATHOLIC IDENTITY

Strategic Priority 1

The University of St. Thomas will further engage its Catholic identity by exploring the meaning and heightening the understanding of Catholic intellectual tradition throughout its curricular and co-curricular activities.

Indicators of achievement of this priority:

Search committees provide information on the Catholic identity and mission of the University to candidates and consider their potential contributions to the mission of the University.

- Ensure all employment search committees for IRT positions consider mission fit in their interview and selection process.
- Employ appropriate environmental criteria in the development of infrastructure and the acquisition of computing equipment.