Strategic Plan | 2020-21

SACRAMENTO STATE

Information Resources & Technology

Redefine the Possible™

IRT Vision Statement

We are the trusted source for enterprise technology leadership at Sacramento State.

Strategic	Resources intentionally allocated and aligned with the campus mission and strategic goals.
Trusted	Communicate, consult, and be transparent; focus on relationships and the end user experience.
Partner	Position IRT as a collaborative peer and consistently deliver value.
Enterprise Technology	Reliable, managed, and governed technology solutions for campus.
Leadership	Think and act beyond the request; use our expertise to influence and guide the design and delivery of the best decisions, outcomes, and experiences.

IRT Mission Statement

Information Resources & Technology (IRT) *partners with Faculty, Staff, and Students* to provide *essential information technology services* that *support mission critical activities*, and *innovative technology solutions* that facilitate the *accomplishment of strategic campus goals* at Sacramento State.

IRT Culture

A culture of collaboration and belonging, employees are encouraged to coach and trust each other.

We focus on building processes and nurturing effective relationships, And breaking down silos within our division and across the University.

Our Guiding Principles

Value Our Campus Community
- *Act in the best interest of our Faculty, Staff, Students, and Community.*
- *Work as one team to provide technology leadership, and reinforce our role as a trusted campus partner.*

Respect and Trust
- *Be a dependable, reliable and equal partner – not always the provider – focused on collaboration and communication.*

Empower Our Employees
- *Every employee is valued, and we create an inclusive environment where employees thrive, grow, and innovate.*
- *Entrust employees with appropriate decision-making authority.*

Operational Excellence
- *IRT innovates to improve its quality of service, and provide highly reliable systems promoting industry standards.*

Top 5 Strategic Goals

How do we become a strategic trusted partner for campus?

IRT Strategic Goals	
1	Develop and improve IT governance and partnerships.
2	Support and innovate within campus imperatives.
3	Mature the project prioritization process to deliver solutions.
4	Expand internal and cross-functional data-driven decision making.
5	Demonstrate operational excellence and support quality user experiences.

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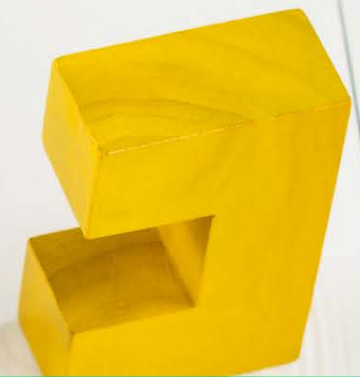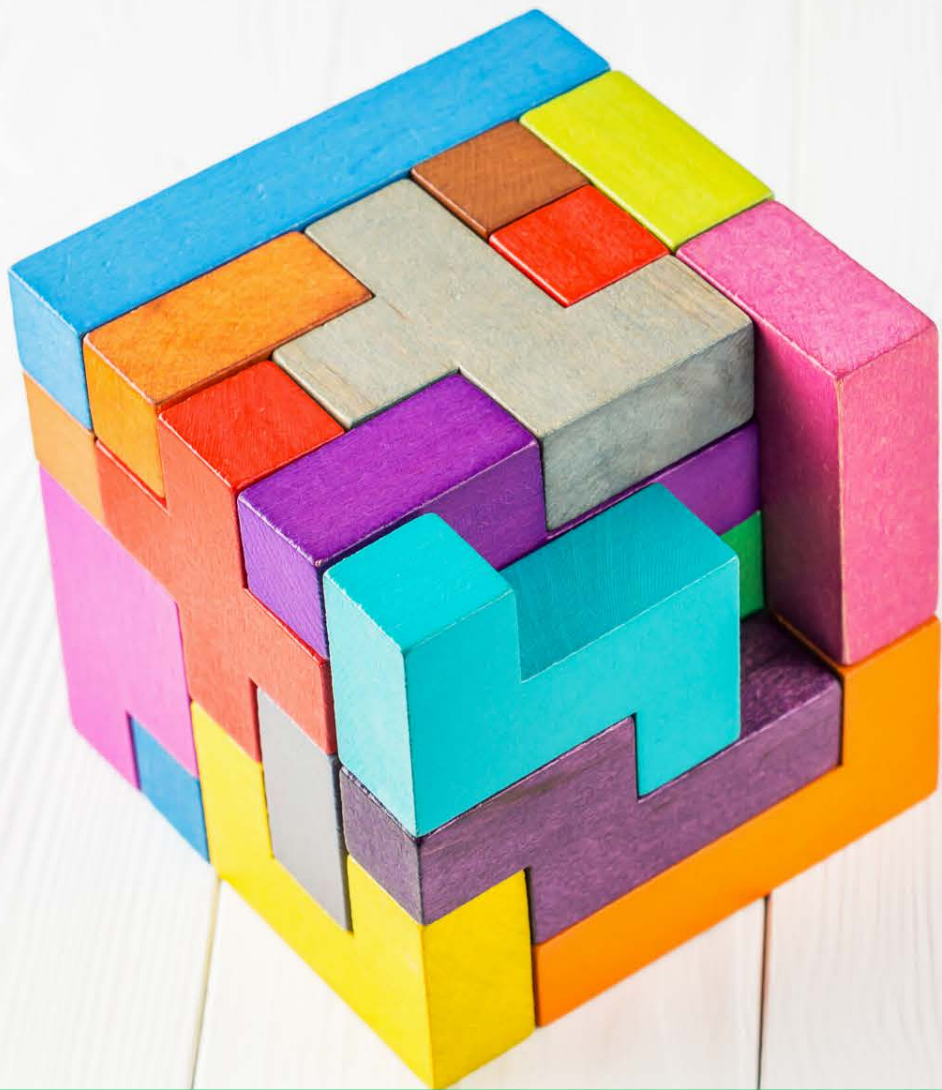
Develop and Improve IT Governance and Partnerships

1 Develop and Improve IT Governance and Partnerships

Strategies:

- ✓ Formalize advisory groups to provide leadership in the areas of digital accessibility, accessible technology, and data governance.
- ✓ Collaborate and partner with campus units; focus on developing and implementing technology standards.
- ✓ Communicate IT plans, progress, and priorities to our campus partners
- ✓ Socialize and champion accessibility, security, and privacy to ensure enterprise-wide compliance.

Indicators of Achievement:

- ✓ Advisory groups are formalized to improve communication and collaboration for areas including digital content, accessible technology, data, and IT procurement governance.
- ✓ Data and security standards are documented, and roles and responsibilities are defined.
- ✓ IT plans, progress, and priorities are published and communicated to campus.
- ✓ Improved accessibility, security and privacy compliance based on industry-standard maturity models.

Support and Innovate within Campus Imperatives

2 | Support and Innovate within Campus Imperatives

Strategies:

- ✓ Lead and/or partner to provide critical technology services and solutions that support teaching, learning, and student success.
- ✓ Support diversity and inclusivity in our workforce, as well as within delivered technology solutions.
- ✓ Support campus philanthropic efforts by providing secure platforms, applications and data analytics.
- ✓ Develop innovative ways to participate in and support Anchor University objectives.
- ✓ Secure information assets, people, and support public safety.

Indicators of Achievement:

- ✓ Adoption of a holistic student lifecycle approach to provide an optimal student IT experience.
- ✓ Improved diversity in our workforce; increased inclusivity in our workplace.
- ✓ Catalog of available technology tools and solutions better reflect/support diversity and inclusivity.
- ✓ Provide excellent technology support for campaigns and fundraising.
- ✓ Community outreach and integrating technology in the community.
- ✓ Increased participation in public safety initiatives.

Mature the Project Prioritization Process to Deliver Solutions

3 Mature Project Prioritization Process to Deliver Solutions

Strategies:

✓ Mature technology project prioritization, planning and execution.

✓ Focus on delivering solutions, not just tools/products.

✓ Improve resource management and capacity planning.

✓ Grow campus partnerships and collaborations, and engage stakeholders.

Indicators of Achievement:

✓ Improved project delivery timeliness and service quality through increased resource tracking, support for on-time project delivery, and customer satisfaction measurement.

✓ Focusing the project prioritization process around well-defined objectives and partnerships, rather than products, to ensure lasting value and better outcomes.

✓ Efficient and accurate resource management through transparency and metrics.

Expand Internal and Cross-Functional Data-Driven Decision Making

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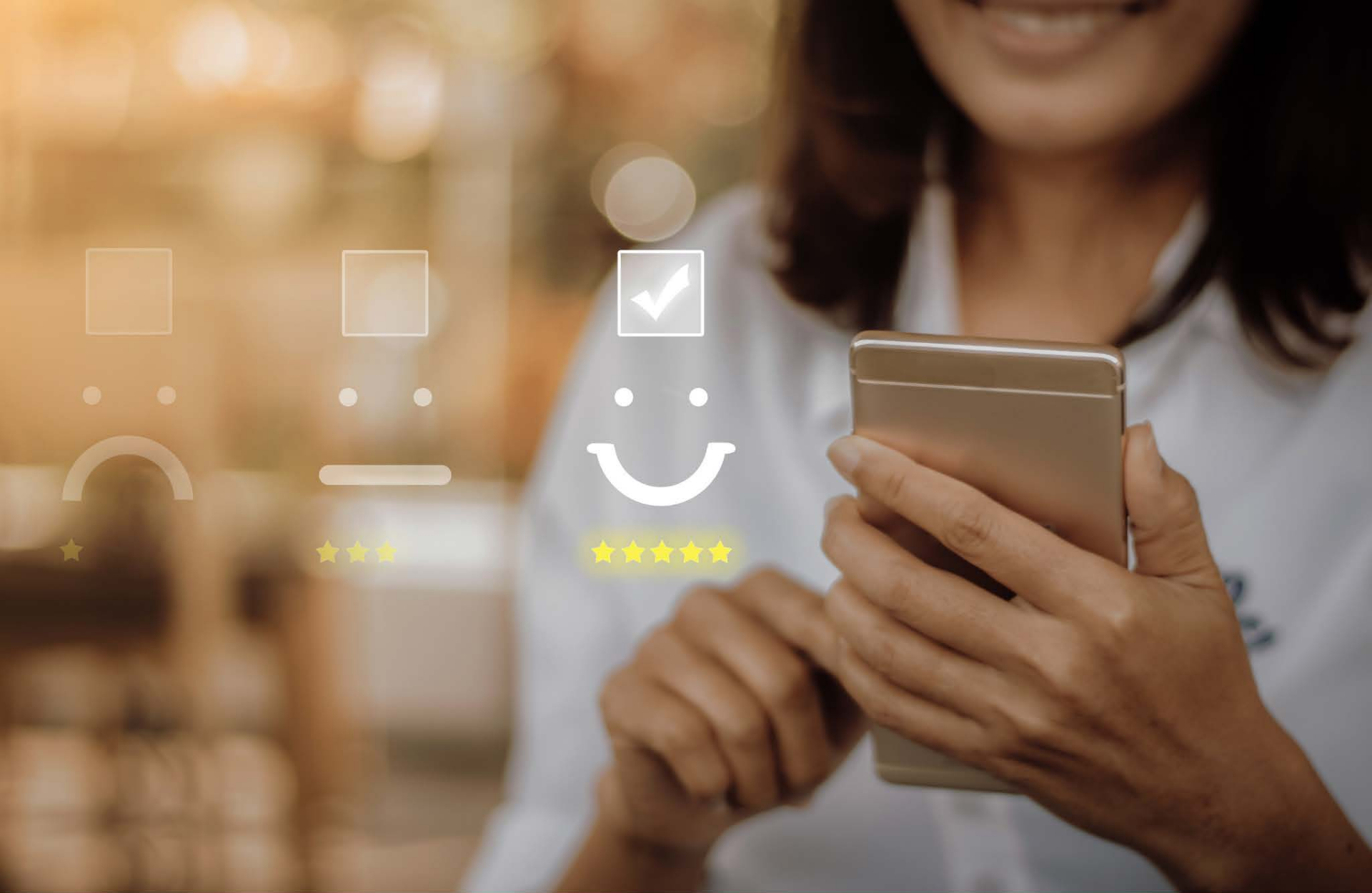
Strategies:

- ✓ Develop metrics and dashboards to highlight our contributions, and the effectiveness of our tools and resources.
- ✓ Measure value and return on investment (ROI) to improve the high-level decision-making process.
- ✓ Utilize surveys and stakeholder feedback to prioritize and strategize success, gaps, and future needs.

Indicators of Achievement:

- ✓ Identified and published key performance indicators in all IT areas.
- ✓ Key services will be evaluated using a 5-year Total Cost of Ownership (TCO) and ROI model.
- ✓ Improved delivery of tools and services as measured through user feedback.
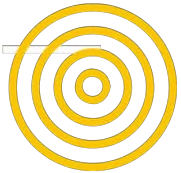
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Demonstrate Operational Excellence and Quality Customer Experience

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Strategies:

- ✓ Develop, document, and deliver services and solutions in a continuous improvement cycle.
- ✓ Strengthen our incident, problem, and change control processes and procedures.
- ✓ Manage system reliability and stability through performance and compliance monitoring.
- ✓ Champion consistent, stable, and secure enterprise architecture.

Indicators of Achievement:

- ✓ Improved communication and socialization of documented IT services and solutions.
- ✓ Consistent and unified IT experience, measured by focus groups and feedback.
- ✓ A formalized Service Level Agreements (SLA) process, and improved incident and service request response triage.
- ✓ Increased up-time of systems and services, and reduced unplanned outages through improved configuration management, governance, planning, and testing.

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