

Connecting ITS Strategic Plan Goals to IT Planning Directions

The goals outlined in the ITS strategic plan support the broader role and planning direction of Penn State IT, led by the vice provost's office and the IT Leadership Council (ITLC). These goals also emphasize the interdependent nature of IT functions throughout the University. The following are examples of how ITS strategic plan goals and IT planning directions align:

ITS Strategic Plan Goal A: *Enable Learning:*

ITS will collaborate with educational support units to research, assess, and support new pedagogical models and educational technologies, enabling growth in residential, online, and hybrid instruction.

IT Planning Direction:

- Partner with the Office of Outreach and Online Education, Undergraduate Education, and the Digital Learning Committee to develop a diverse and representative instructional technology advisory council as part of effective IT governance across Penn State.

ITS Strategic Plan Goal B: *Support Research and Innovation:*

ITS will collaborate with research support units to develop innovative IT resources and services that enhance research capabilities, enable appropriate access to data, and maximize storage and processing potential.

IT Planning Direction:

- Partner with the Office of the Vice President for Research, University Libraries, and Office of the Vice President for Commonwealth Campuses to understand and support discipline appropriate research needs.

ITS Strategic Plan Goal C: *Modernize Enterprise Systems and Services:*

Enable data-informed decision making to drive mission-aligned administrative solutions and support enterprise operations.

IT Planning Direction:

- Ensure that all enterprise systems across Penn State have current disaster recovery and business continuity plans.
- Develop an enterprise systems advisory council to stage the replacement of critical enterprise systems and infrastructure.

ITS Strategic Plan Goal D: *Advance IT Effectiveness:*

Deliver high-quality, customer-focused IT services that scale to meet diverse needs through consistent, collaborative, and efficient practices and progressive IT staff development.

IT Planning Direction:

- Provide central data center services to facilitate more cost-effective, secure, and sustainable server environment.
- Increase adoption of shared service desk and service management across IT.
- Facilitate the identification and approval of IT core services through a new core services advisory council as part of effective IT governance across Penn State.
- Develop a board of executive decision makers for IT policy and investment.
- Reassess the IT environment through a comprehensive IT assessment in 2016–17.

ITS Strategic Plan Goal E: *Foster a Collaborative Culture and Community:*

Ensure that the Values and Foundational Principles of ITS support a healthy community of diverse and supportive staff, making ITS a highly desired place to work and a widely sought unit for collaboration.

IT Planning Direction:

- Leverage partnerships and collaborative projects across IT, Penn State, other institutions of higher education, and other IT-related organizations to ensure IT at Penn State remains relevant, strategic, and innovative.
- Ensure information technology goals and strategic plans align with and support those of the University in partnership with the IT Leadership Council.