

**IT@WORK**

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Cal State Fullerton  
IT Strategic Plan  
2008-2018

The Long-Range Plan of the  
Information Technology Division

California State University, Fullerton: 2008-2018

# Vision, Values, Mission, Goals, and Strategies

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## Vision Statement of the Division of Information Technology

The Information Technology Division will be recognized as a center of excellence in leveraging information technology to stimulate the exchange and creation of knowledge. Information will exist in a secure integrated environment that fosters an open, collaborative, and unifying culture.



## Our Values

1

### In all we do, strive for:

- Excellence
- Leadership
- Professionalism
- Integrity
- Responsibility

2

### Our work with others centers on:

- Respect
- Trust
- Accountability
- Service
- Collaboration

3

### Results of our work will show:

- Innovation
- Quality
- Productivity
- Efficiency
- Adaptability



## Mission of the Division of Information Technology

Information Technology provides quality technology-based services to facilitate the University mission by working collaboratively with the campus community to provide technical expertise which emphasizes empowerment of the individual through the use of technology.

## Goals of the Division of Information Technology

The following are the global goals for the division.

### Goal I.

IT enhances teaching and learning by providing access to innovative technology and making training opportunities available to faculty and students.

### Goal II.

IT facilitates business effectiveness and efficiency.

### Goal III.

IT enables and supports information access anytime and anywhere.



## Division of Information Technology Strategies

The strategies will be measures for the degree of success over the next 10 years.

### Strategy:

Organize IT for agility and service. The current structure of IT is organized around technologies rather than services even though the goals are service-oriented.

### Strategy:

Create an Ongoing and Responsive Planning Process. IT planning is primarily about solving the problems of matching technologies to the needs of campus constituents, to align IT with the campus community. However, the context in which IT plans is dynamic and the speed of change is exponential—so the planning conversation cannot be

periodic in the usual sense of five-year plans and annual updates but must be ongoing.

### Strategy:

Continue to Improve the Campus Community User Experience

**Student Experience:** Working especially with the Divisions of Student Affairs (but also with the Divisions of Advancement and Academic Affairs) take advantage of the social network interests of students.

**Faculty Experience:** Working with the Division of Academic Affairs create an extensive training and course preparation assistance experience appropriate to each college and tailored over time to each instructional department.

**Staff Experience:** Working with the campus community IT will deploy technologies to make staff and

administrators more efficient and effective in their work.

**Strategy:**

Sustain the business continuity and information access capabilities of the campus. Catastrophic failure of systems produces a tremendous cost both in resources and in good will for a campus. IT has a primary obligation to ensure that that even temporary unplanned down time does not occur.

**Strategy:**

Enhance and improve the accessibility and security of the campus.

**Accessibility:** Since information and its access are a primary resource of the campus, IT must take every prudent step to ensure that these are available to the widest possible audience.

**Security:** Information and communication security are crucial

to effective campus functioning. Ensuring the identity of those qualified to access information and guaranteeing that private information about users is protected are fundamental prerequisites to effective campus information technology.

**Strategy:**

Continually improve workflow efficiency. Campus efficiency



with all business and user service processes requires continuous improvement especially in the light of new technologies and errors discovered.

**Strategy:**

Leverage technology purchasing power. The savings possible through coordinated purchasing of technology can only be accomplished if buyers understand the potential and can conveniently work together.

**Strategy:**

Integrate and improve the technology "intelligence" of campus facilities. Telemetry and process control technologies



can be embedded in facilities to track and control usage and costs.

**Strategy:**

Improve the adoption and release of



### Strategy:

Enhance decision support for university planning. Administrators and key decision makers must have increasingly complete and accurate information about the campus and the dynamics of their divisions.

### Strategy:

Strategically align with Chancellor's Office initiatives and projects.

Since the campus

campus technology. As the number of users needing service and the complexity of their needs increases, IT will create stronger partnerships and collaborative planning with all constituencies.

is part of the greater CSU and complies with both the state and federal government, alignment with their projects and regulations is crucial to effective and efficient operations.



### Strategy:

Develop sound fiscal planning for IT. A solid information technology infrastructure is a critical and fundamental requirement for Cal State Fullerton's success in providing its academic and administrative resources and services. To realize and maintain this infrastructure, IT must be fiscally sound. Technology fiscal planning will be an integral part of enhancing technology to support teaching and learning.

### Strategy:

Leverage campus grants for technology innovations and infrastructure. IT will partner with those seeking grants to take advantage of the ways that technology could enhance applicant competitiveness as well as the ability to achieve their goals as grant awardees.

### Strategy:

Establish effective Information Technology Governance and structures. IT leadership must become more sophisticated at leading the various constituents (such as faculty, students, and campus administration) in creating future campus capabilities and in brokering the relative priorities of all the constituent groups

### Strategy:

Development and retention of a skilled information technology workforce. IT Staff capabilities and requirements continue to increase as technology gets more complex and the demands for services expand. Simultaneously, budget limitations and limited availability of qualified staff make recruitment, retention, competitive compensation, and ongoing training a growing challenge.