

CALIFORNIA STATE UNIVERSITY, FULLERTON
INFORMATION TECHNOLOGY
STRATEGIC PLAN 2014 – 2018





OUR VISION

The Division of Information Technology strives to be a strategic, innovative, and best-in-class IT organization that provides a leading-edge technology environment for students, faculty and staff to advance the University mission and goals.

OUR MISSION

We advance the vision and goals of our university by contributing to educational innovation and providing agile, cost-effective, and reliable technology services and facilities to our campus community.

OUR GUIDING PRINCIPLES

Digital First moves away from paper and paper processing to leveraging processes and tools for sustainable and secure operations.

Mobile First considers and creates applications with functionality considerations first for mobile devices, second for web, and third for desktop presentation.

Cloud Ready considers application and data services first in a private or public cloud while maintaining efficiency, compliance, and security.

Enterprise Ready takes into account the baseline needed by most while allowing for customization when necessary.

Data Primacy looks at de-duplication, validated data, common data sources, and content management to facilitate educated data driven decision making.

OUR VALUES

Collaborative & Service Oriented
Innovative & Secure

Accountable & Transparent
Agile & Efficient



IT STRATEGIC PLAN 2014 – 2018

This IT strategic plan was developed through consultative engagement with the campus community and is aligned with the University's strategic plan.

The 2014-2018 IT Strategic Plan purpose is to articulate the Information Technology Division vision and mission, to demonstrate our support and commitment to the University mission, "Learning is Preeminent", and to make an investment in IT's staff professional development/career enhancement. As IT works collaboratively with the campus community to understand the challenges that face our faculty, staff, and students, we will provide technical expertise that emphasizes empowerment of the individual with technology, we will work to produce higher quality services designed to meet and exceed the expectations of the campus community.

We thank members of the campus community including faculty, staff and students for their contribution in the development of the plan and success in our collaborative implementation.

PLANNING COMMITTEE

Chairs:

Berhanu Tadesse, Elahe Amani, Mike Marcinkevicz

Members:

Robin Crew, Lori Arthur-Carmichael, Inder-Mohan Nat,
Nicole Calucag, John Carroll, Mike Blyleven,
Jose Chavez (student representative)

GOAL 1

STUDENT SUCCESS

Empower students, faculty and staff with technology-based solutions that promote curricular and co-curricular success (Aligned with University Goals 1 & 2)



Objectives

- Implement the University assessment plan for Information Technology
- Ensure that at least 75% of CSUF students participate in an advising system that integrates academic, career and personal development components
- Increase the overall 6-year graduation rate, such that the Fall 2012 cohort of first-time full-time freshman is at least 10 percentage points higher than that of the Fall 2006 cohort
- Increase the 4-year transfer graduation rate, such that the Fall 2014 cohort is at least 10 percentage points higher than that of the Fall 2008 cohort
- Reduce, by at least half, the current 12% achievement gap between underrepresented and non-underrepresented students
- Increase participation in High Impact Practices (HIPs) and ensure that 75% of CSUF students participate in at least two HIPs by graduation

Strategies

- In partnership with the Division of Academic Affairs, implement a campus-wide assessment system for use in accreditation and measurement of university program effectiveness
- In partnership with Student Affairs and Academic Affairs, develop HIPs designation and tracking system
- Partner with the Division of Student Affairs to develop the co-curricular transcript record of official HIPs student engagement/co-curricular activities
- In partnership with the Divisions of Academic Affairs and Student Affairs, integrate, enhance and standardize campus-wide advising tools
- Expand the early warning system to provide early warning of impending academic difficulty and facilitate student referral or support
- In partnership with the Divisions of Academic Affairs and Student Affairs, expand current Student Success Dashboard and business analytics

GOAL 2

INNOVATIVE TECHNOLOGIES

Maximize use of digital technologies and mobile connectivity so that the campus community can easily collaborate, innovate and facilitate the exploration and adoption of new tools that support pedagogy, academic vision and learning (Aligned with University Goals 1 and 2)



Objectives

- Upgrade technology in 25% of our classrooms to support collaborative and active learning environments
- Design and implement technology in support of interactive physical spaces in the library and Library of the Future project (LOFT)
- Expand the use of proven technologies to increase student achievement in bottleneck, gateway and low success rate courses
- Streamline at least 25% of enterprise business processes by eliminating unnecessary redundancies and mobilizing applications
- Increase awareness of digital media in teaching and learning
- Upgrade the mobile applications to push user notifications and messages to students
- Implement 24x7 student helpdesk

Strategies

- In partnership with the Division of Academic Affairs, develop interactive teaching and learning technology tools to facilitate collaborative learning and student support
- In partnership with the Division of Academic Affairs, develop a multi-year plan for next-generation learning environments in the library
- In partnership with the Division of Academic Affairs, launch additional pilot technologies in bottleneck, gateway and low success rate courses and measure effectiveness towards enhancing student engagement and success
- In partnership with each division, develop business process re-engineering plans to optimize services to students, faculty and staff
- In collaboration with the Divisions of Academic Affairs and Student Affairs, develop a student notification system
- In partnership with the Division of Academic Affairs, promote, train and support the delivery of Adobe Creative Cloud and other digital content creation software

GOAL 3

ORGANIZATIONAL EXCELLENCE

Invest in professional and intellectual development of IT staff. Establish an enterprise IT governance that is participative and transparent (Aligned with University Goal 3)



Objectives

- Assess the information technology climate and utilize results to identify and implement retention and engagement strategies
- Implement an IT staff work plan to increase professional development and promote career advancement
- Build a diversified information technology organization
- Implement a comprehensive IT governance structure
- Establish an Employee Recognition Award program
- The IT Project Management Office (IT PMO) will manage all IT enterprise projects

Strategies

- In partnership with the Division of Human Resources, Diversity, and Inclusion, assess and determine appropriate professional development opportunities that will invest in all divisional departments
- Create an inclusive IT governance with membership from administrative, academic, and student leadership groups
- To ensure that all IT departments are included, create and implement a bi - annual recognition process that cycles through and acknowledges deserving staff members in all divisional departments over the course of the year
- Deploy a standard enterprise management application for the PMO that is capable of generating dashboards and assessment reports
- Create a comprehensive marketing and communications plan for improvement of internal and external communications

GOAL 4

DYNAMIC AND SECURE INFRASTRUCTURE

Build and expand agile and secure technology infrastructure to provide reliable, effective and sustainable services (Aligned with University Goals 1, 2, 3 and 4)



Objectives

- Deliver high performance computing environments that are elastic, scalable and secure and ensure at least 25% of the enterprise information technology services are in the cloud
- Deliver a modern high performance network and increase capacity by at least 50% to support widespread video applications, large data transfers, and cloud-based services
- Increase campus-wide wireless (Wi-Fi) coverage to 90%
- Establish a disaster recovery program for all mission critical services
- Implement a next-generation IT security management plan
- Provide infrastructure support to university advancement services
- Implement an enterprise recruitment application in support of hiring diverse faculty and staff

Strategies

- Develop a multi-layer highly available cloud infrastructure plan
- Develop a multi-year Wi-Fi and network expansion plan for optimal coverage and capacity throughout the campus
- In collaboration with the Office of Risk Management develop an IT disaster recovery plan
- Assess the information security gaps and develop and implement measurement and improvement processes
- In collaboration with the Division of University Advancement, provide IT infrastructure to support innovative fundraising efforts
- In collaboration with the Division of Human Resources, Diversity and Inclusion, develop an enterprise recruitment application



www.fullerton.edu/IT_planning