THE DIVISION OF INFORMATION TECHNOLOGY
STRATEGIC PLAN
2019-2023

CALIFORNIA STATE UNIVERSITY
FULLERTON
INFORMATION TECHNOLOGY

ABOUT THE DIVISION OF INFORMATION TECHNOLOGY

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 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's mission, vision, and goals. We empower our students to become digital citizens and to utilize immersive technology in curricular and co-curricular instruction.

OUR GUIDING PRINCIPLES

People First represents our commitment to treating our team members with care and respect and to the values of diversity, inclusion, and unconditional equity

Design for Digital leverages processes and tools for sustainable, efficient, and secure operations

Cloud Ready focuses on application and data services first in a private or public cloud while maintaining security

Enterprise Ready is our readiness to support enterprise information technology implementations with mobile capabilities, while ensuring accessibility and compliance

OUR VALUES

- Collaborative & Service Oriented
- Innovative & Secure
- Accountable & Transparent
- Agile & Efficient

In Spring of 2020 California State University, Fullerton, in response to the COVID-19 pandemic, swiftly transitioned from a face-to-face to a virtual environment. This abrupt interruption to our normal operations required significant enhancements of processes and resources to support remote teaching and learning, as well as university business operations.

This IT strategic plan was developed (Spring 2019) and refreshed (Spring 2021) through consultative engagement with the campus community and is aligned with the University's strategic plan.

The Division of Information Technology plays a significant role at California State University, Fullerton. We understand the challenges that face our students, faculty, and staff and we continuously strive to produce a higher quality of services designed to meet the expectations of the campus community.

The Division of Information Technology partners with other divisions to fully integrate technology into regular campus operations and to ensure that the services, equipment, and software applications we provide are customized to the needs of each area.

THE 2019-2023 IT STRATEGIC PLAN

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

TALENTED
BRIDGE
INFRASTRUCTURE
ACCESSIBLE
FRIENDLY SERVICE
SECURITY
RELIABLE
EFFICIENT
INNOVATIVE
MENTORSHIP
ACCOUNTABLE
GOOD PARTNER
GOOD PARTNER
CUSTOMER SERVICE
EXCELLENCE
CROSS-CAMPUS COLLABORATION
EXPERIENCED
PROBLEM SOLVING
EXPERIENCED
SKILLFUL
DEDICATED
SERVICE ORIENTED
COLLABORATIVE
FORWARD LOOKING
PROGRESSIVE
TRANSPARENT

GOAL 1 | STUDENT SUCCESS

Our students depend on technology as an integral part of their academic and social experiences at CSUF. Social technology can foster a sense of belonging, increase student retention, and promote academic achievement. Technology is continuously changing and providing the most innovative technology will prepare students for success.

OBJECTIVES

1. Strengthen the student experience and sense of community by providing an equitable and accessible digital environment.

2. Ensure all undergraduate students participate in at least three high-impact curricular or co-curricular experiences.

3. Empower the University with technologies for data-driven and insightful decision making.

4. Empower the University to support and enable multiple modalities within the curricular and co-curricular experience.

STRATEGIES

1.1 In collaboration with University constituents, identify and implement solutions to reduce administrative barriers for all students.

1.2 Expand the Student Success Management System (TitanNet) to all campus student service offices for student data access and meeting appointments.

1.3 Partner with the Division of Academic Affairs and Division of Student Affairs to implement TitanNet mobile, academic planner, scheduler, registration, and notification modules.

STUDENT SUCCESS GOAL 1

1.4 Create a conversational mobile experience powered by AI and machine learning.

1.5 Partner with college IT liaisons to identify college specific technology needs.

1.6 Implement a laptop program for all students in partnership with the Division of Academic Affairs and Division of Student Affairs.

2.1 Partner with the Division of Academic Affairs and Division of Student Affairs to provide curricular and co-curricular tracking, reporting and analytical solutions for all High-Impact Practices.

2.2 Accelerate the adoption of technologies that contribute to students' digital literacy skills by embedding technologies into curricular and co-curricular experiences.

3.1 Collaborate with the campus community to increase awareness and capacity to use technologies that support data-informed decision making.

3.2 Partner with University constituents to plan and create a data governance structure.

4.1 Partner with the Division of Academic Affairs to study and evaluate a next generation Learning Management System.

4.2 Partner with the Division of Academic Affairs to expand support and enhance quality of online education programs and courses.

GOAL 2 | INNOVATIVE TECHNOLOGIES

The Division of IT will continue to explore and implement equitable, accessible, transformative technology for the campus community, with equitability and accessibility in mind.

OBJECTIVES

1. Advance digital transformation to expand digital capabilities throughout the University.

2. Promote and increase adoption of innovative technologies in teaching and learning.

3. Partner with University Advancement in University fundraising campaigns.

4. Enhance digital delivery systems to support multi-modal communications for the campus community.

INNOVATIVE TECHNOLOGIES   GOAL 2

STRATEGIES
1.1 Create a digital transformation task force to review, plan, and prioritize processes.

1.2 Partner with campus constituents to re-engineer and implement all processes recommended by the digital transformation task force.

2.1 Pilot and implement the use of immersive and adaptive learning technologies in teaching and learning.

2.2 Partner with the University Library to continue to build a robust technology environment in the library to foster innovation.

2.3 Create and promote an accessible Data Visualization Center in the library to support research and instruction.

2.4 Partner with the University Library to enhance the Innovation/Makerspace Center.

2.5 Provide multi-faceted training in the use of innovative technologies.

2.6 Increase opportunities for students to participate in simulated experiences by expanding virtual labs across disciplines (e.g., workshops, studios, practicums, etc.), making them widely available anytime and anywhere.

2.7 Strengthen partnership with campus constituents to increase awareness, capacity, and use of software and IT services.

INNOVATIVE TECHNOLOGIES

STRATEGIES
[cont.]

3.1 Research and apply for grants and other funding opportunities.

4.1 Deploy digital signage throughout the University.

4.2 Evaluate and implement the next generation of communication tools.

GOAL 3

INCLUSIVE ORGANIZATIONAL EXCELLENCE

A diverse and inclusive work environment ensures staff have the skills, understanding, and time to influence the success of the Division.

OBJECTIVES

1. Examine the existing IT climate to identify and implement engagement strategies.

2. Broaden the current professional development program.

3. Establish workplace transparency across the Division.

4. Advance ubiquitous communication within IT and across the University.

INCLUSIVE ORGANIZATIONAL EXCELLENCE

GOAL 3

STRATEGIES

1.1 Continue to conduct IT climate surveys and aggregate data on an annual basis.

1.2 Implement processes to collect continuous feedback.

2.1 Implement quarterly training sessions available to all IT staff.

3.1 Foster manager-employee relationships through monthly check-ins.

3.2 Implement IT community forums for staff interaction.

3.3 Introduce the use of common language for a collaborative culture.

3.4 Train managers in support of strengthening a culture of diversity, equity and inclusion.

3.5 Integrate new employees into the IT organization by formalizing a robust and innovative on-boarding process.

4.1 Expand the current comprehensive communication and marketing plan to effectively share information.

GOAL 4	NEXT-GEN CYBER INFRASTRUCTURE

A robust and secure next-gen cyber infrastructure lays the foundation for all information technology services the University provides to its constituents.

OBJECTIVES

1. Drive digital transformation with cloud enabling technologies.

2. Minimize information security risks for the University.

3. Align next-gen cyber infrastructure technologies with the changing needs of the University.

4. Increase campus-wide wireless coverage to 100%.

STRATEGIES

1.1 Partner with the Division of Academic Affairs to integrate a high performance computing infrastructure to support student and faculty research in the cloud.

1.2 Expand the University IT infrastructure with diverse cloud providers and migrate 50% of campus hosted infrastructure to the cloud.

1.3 Upgrade administrative systems and infrastructure to next-gen technologies.

2.1 Expand the use of multi-factor authenti-cation for systems and user accounts.

2.2 Inventory sensitive data, review user access, conduct information security training, and apply appropriate controls.

STRATEGIES [cont.]

2.3 Conduct quarterly vulnerability security scans and remediate findings.

2.4 Deliver secure infrastructure by establishing a centralized One-IT organization for the University.

2.5 Develop and implement a plan to centralize and enhance the security and patch management of information systems.

2.6 Develop and promote policies for use of personal devices.

2.7 Enhance and implement the cybersecurity incident response plan for the University.

3.1 Develop an infrastructure road map to plan for evolving campus needs.

3.2 Implement a highly available and redundant infrastructure for all critical IT services.

3.3 Implement Disaster Recovery as a Service (DRaaS) solution in the cloud.

3.4 Deploy next-gen infrastructure to support research computing environments.

4.1 Upgrade the University Wi-Fi infrastructure and implement additional resources in buildings, parking structures, and outdoor spaces.

4.2 Enable next-gen innovations through upgrades of wireless infrastructure.