



**Information Services  
Technology Strategic Plan 2018 – 2023**

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## **Introduction**

Technology Strategic Planning guides the direction and focus of technology initiatives and investments, ensuring alignment with the SUNY Canton's Strategic Plan. Based on an overarching set of guiding values, the Plan will advance College strategic goals and priorities, and develop the technical infrastructure to support its mission.

## **Overview of Information Services**

### **Mission**

Information Services is a student-centered organization dedicated to supplying the highest quality, reliable, and secure technology and services possible to the SUNY Canton community in support of the College's mission.

### **Vision**

To be an innovative information technology department that aspires to provide reliable creative solutions, to be a transformative influence and to empower the SUNY Canton community.

### **Values**

**People:** Information Services endeavors to provide the highest quality of service by being innovative, flexible, and proactive. Furthermore, we support the ongoing growth and development of our students, faculty, and staff.

**Respect:** Information Services treats people, organizations, and the community at large with dignity, regardless of background, abilities, or beliefs. Information Services strives to listen to and fully understand the needs of our diverse campus community.

**Collaboration:** Information Services fosters a culture of mutual assistance, working with the college community toward the best solutions and outcomes.

**Communication:** Information Services facilitates transparency and the free exchange of information and ideas within itself and the SUNY Canton community.

**Innovation:** Information Services accepts the challenges of new methods, ideas, and technology to advance the SUNY Canton mission.

## **Planning Process and Timeline**

Technology planning is an ongoing process used to develop and maintain an operational plan, incorporate long-term technology projects, and complement other campus Master and Strategic Plans. Information Services leads the planning process with direct inputs from Banner Advisory Committee (Administrative Technology) and the TLT Governance Committee (Academic Technology), and indirect inputs from Governance and Committee Meeting Minutes, various stakeholder surveys, SUNY-wide mandates, and higher education trends.

- **January – February:** Strategic priorities and operational requirements are collected from stakeholder feedback mechanisms and IT staff.
- **March:** Potential projects are evaluated for alignment to goals and funding sources are explored. A final budget request is submitted to the business office for review and approval.
- **May:** Budget request status is confirmed.
- **July:** Operational plan is enacted.
- **August:** Prior year outcomes are assessed, and annual report is published.

\*Update 2020: To align with the College's new Strategic Initiative Request process, Information Services now reviews project proposals outside of the normal planning cycle timeline.

## **Metrics and Assessment**

Information Services uses a variety of metrics and assessment strategies to identify the effectiveness of the Technology Strategic Plan goals for continuous improvement of information technology at the College. Examples include:

- Classroom technology training data
- Equipment trials (e.g. portable document camera, Wacom tablet)
- Software trials (e.g. Grammarly)
- Team Dynamix support desk reports
- Support Desk requestor feedback
- Microsoft usage reports (e.g. storage volume in OneDrive)
- Milestone achievements (e.g. telephony system replacement)
- Cost/Recovery tracking (e.g. procurement and contractual negotiations)
- Direct feedback from faculty, staff, students, and campus organizations.

## **Strategic Goals 2018 - 2023**

1. **Infrastructure and Security:** Provide a robust, reliable, and secure infrastructure to enhance the institution's business and academic functions.
  - Availability – Expand and/or improve the availability and accessibility of information technology resources available to the campus community.
  - Security – Expand and/or improve the College's information security infrastructure and technologies.
  
2. **Operational Excellence:** Leverage existing, emerging, and innovative technologies to drive operational efficiencies, improve business processes, reduce costs, and support data-driven decisions.
  - Automation – Streamline and digitize campus processes to improve efficiency and meet campus sustainability goals.
  - Fiscal Responsibility – Ensure fiscal responsibility and generate savings to maximize available funds for teaching and learning
  
3. **Learning-centered Institution:** Enhance technology resources in support of classroom and remote teaching / learning, student retention, and student success.
  - Access - Invest in technologies that enhance the online, hybrid, and FLEX teaching and learning experience.
  - Support – Provide technical and training support for technologies leveraged for teaching and learning.
  
4. **Staff Development:** Create and foster a culture of collaboration, engagement, assessment, and continuous improvement. Support IS staff professional development, retention, and diversity in hiring.
  - Staffing – Increase staffing levels by diversity in hiring.
  - Professional Development – Support and foster professional development opportunities for IS staff.