

Information Technology Mission Statement, Goals and Objectives

Information Technology Mission Statement:

Information Technology at Jacksonville University is committed to providing computing, telecommunications, networking infrastructure and audio visual support to academic and administrative programs and services. The information technology staff researches and implements cost effective solutions that enhances the university's ability to provide a quality education for students and a gives administrators and faculty the means to operate successfully.

Information Technology Goals and Objectives:

The Information Technologies Strategic Planning Team identified the following goals and objectives as tactics to accomplish its strategic planning goals.

Goal 1: Technology Infrastructure

Maintain a reliable and scalable information technology infrastructure, enabling innovative uses of technology for educational excellence.

OBJECTIVES:

- 1.1 Provide a reliable and secure infrastructure on which to base current and future university technology systems.
- 1.2 Support and expand campus-wide wireless connectivity.
- 1.3 Provide adequate network bandwidth both on campus and to the Internet.
- 1.4 Identify methods and practices to better manage network infrastructure.
- 1.5 Expand university capabilities using technology, including multimedia desktop technologies and audio visual tools.

Goal 2: Access to Technology

Improve and enhance access to online information resources required to effectively accomplish the university's objectives.

OBJECTIVES:

- 2.1 Expand and improve remote access to university information and data resources.
- 2.2 Improve remote management to all of our smart classrooms and video conference systems.
- 2.3 Expand and improve access to online information and services for the campus community.
- 2.4 Develop processes and procedures to increase accuracy of student email information to support more effective communication with students.

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2.5 Use technology (Sharepoint, web, etc.) to better communicate all policies and procedures to faculty, staff and students.

Goal 3: Security and Availability

Maintain a secure campus information technology environment insuring the confidentiality, integrity and availability of critical information and systems.

OBJECTIVES:

3.1 Ensure the availability of systems through Disaster Recovery/Business Continuity planning, testing and execution.

3.2 Enforce secure and effective access to technology resources through use of authentication and identity management technologies.

3.3 Monitor and protect the network from threats posed by malicious entities located inside and outside the university.

Goal 4: Technology Education

Provide information technology education through the use of training opportunities and the adoption of technology enabled business processes.

OBJECTIVES:

4.1 Support the university's effort to identify and implement opportunities for technology education to allow the students, faculty and staff to develop and improve technology understanding.

4.2 Provide technological professional development and training for faculty and staff with personal and online applications.

4.3 Support the faculty in providing students with online technologies and learning experiences that increase information literacy and workforce preparedness.

Goal 5: Governance

Develop information technology policies, procedures, and practices that efficiently and effectively manage IT assets and meet the technology needs of the university.

OBJECTIVES:

5.1 Develop and implement a plan and budget for appropriate university wide technical support.

5.2 Reevaluate existing and identify new critical technology policies for the university.

5.3 Participate in the development and implementation of business processes where required.

5.4 Develop a technology governance process which includes input from all clients.

5.5 Implement metrics reporting to support the university's goal of maintaining compliance with all governing bodies (FERPA, HIPPA, etc.).

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Goal 6: Enhance Teaching and Learning

Provide an information technology environment that fosters excellence in teaching and learning.

OBJECTIVES:

- 6.1 Support creation of web based communities for students and faculty.
- 6.2 Develop a student support system for distance learning, including readiness assessment, training, and technical support.
- 6.3 Continue to evaluate new course delivery technologies.
- 6.4 Enable access to educational resources through the use of portable technologies.
- 6.5 Work with JU's Center for Teaching & Learning to identify, develop and implement training programs to meet the unique needs of online, hybrid, and web-enhanced courses.

Goal 7: Expanding Capability

Evaluate the use of information technology to increase enrollment, to provide effective technology solutions to the university's needs, and to develop flexible service options for students, faculty, and staff.

OBJECTIVES:

- 7.1 Provide technology support for recruiting to increase demand for online courses.
- 7.2 Market the university's technology strengths.
- 7.3 Implement a portal complete with internet and intranet capabilities.
- 7.4 Investigate a university wide document management system.
- 7.5 Support the Center for Institutional Effectiveness by deploying appropriate technologies.
- 7.6 Assist departments with applying appropriate technologies to business needs.