

THOMPSON RIVERS UNIVERSITY

Information Technology Services Division

Vision Mission Goals



THOMPSON RIVERS
UNIVERSITY

IT Services Division

Vision

TRU is consistently rated number one among its peers in Canada for the quality of its information technology services.



Mission

Enabling Excellence

We provide cost effective, reliable technology and strategic advice to enable the TRU community to achieve excellence.

The Users of TRU Information Technology Services (the TRU Community):

Students – includes many types of students such as on-campus, distance, law, trades, international, Aboriginal

Faculty – includes distance, on-campus, satellite

Staff – includes administration, support, unions, student society

Broader Community – includes a wide variety such as the board of governors, ministry, alumni, city, service providers and a broad range of occasional campus users

Goals

Goal One

Improve access to and use of information

Priority Projects:

1. Improve data analysis and reporting.
2. Integrate external systems to Banner:
 - Add alumni.
 - Integrate with Finance, HR, students, and services for students with disabilities.
3. Provide better mobile services.
4. Improve utilization of campus space through a scheduling solution.
5. Actively provide strategic advice to improve departmental use of existing software (e.g. Degree Works).

Goal Two

Protect and enhance the TRU brand

Priority Projects:

1. Improve information security by auditing data, network and system access, storage and changes.
2. Improve compliance with FIOPPA and payment card industry (PCI) data security standards.
3. Improve TRU web design and functionality.
4. In collaboration with TRU's information security committee, develop a policy and legal framework for using cloud and social media services safely and efficiently.

Goal Three

Improve education and research outcomes

Priority Projects:

1. Introduce the McGill course survey system to improve TRU's ability to evaluate courses and faculty.
2. Implement a course and program approval system using cloud technology integrated with Banner.
3. Implement an academic inventory system to assist with faculty tenure and promotion.
4. Rationalize learning management systems.
5. Partner with the Centre for Teaching and Learning Innovation to ensure better use of new and existing classroom technologies (e.g. AV, lecture capture, smart boards, webcasting).

Goal Four

Provide sound infrastructure

Priority Projects:

1. Improve network redundancy from the external world to TRU.
2. Introduce identity and access management solutions including reducing passwords and streamlining employee account provisioning.
3. Improve student access and reduce costs through virtual desktop infrastructure.
4. Design and operationalize a Project Management Office.
5. Implement collaborative technologies (e.g. Outlook and SharePoint).
6. Provide state of the art, flexible and scalable high performance storage and compute power using private cloud technology.
7. Improve ITS employee engagement and retention through compensation and performance management (i.e. ERPP).

Service Measures

Globe and Mail University Report Card overall grade for Information Technology

- Baseline: B+, second highest rating in TRU's peer group.
- Target: Remain at the top of the peer group of 17 Canadian institutions.

Using the Globe and Mail University Report Card, determine the relationship between the percentage of university operating expense (OPEX) for ITS and its letter grade performance, compared to its peer group (i.e. demonstrate good value for money by providing highly rated service for relatively low OPEX)

- Baseline: TRU ITS has the second highest grade and is in the middle of the group for OPEX.
- Target: Maintain high letter grade for less than highest OPEX.

Ensure VP, Finance & Administration is satisfied with ITS compliance with its annual external financial audit

- Baseline: VP, Finance & Administration is currently satisfied with ITS compliance.
- Target: Ensure VP, Finance & Administration is satisfied with compliance every year.

Percentage of registration completed through self-registration

- a. Baseline for Open Learning (OL): 54%
Target: 64% in 2012 and 70% in 2013
- b. Baseline for Continuing Education: 0%
Target: 70% by end of 2012
- c. Baseline for on campus: To be determined (TBD) with Registrar's Office
Target: TBD with Registrar's Office

Critical system up time

- Baseline: Percentage TBD
- Target: TBD

First Call Resolution by Service Desk

The number of calls resolved on first contact reflects the level of positive customer experience and the value of service provided.

- Baseline: Industry Standard of contacts (52.70%)
- Target: Consistently meet or exceed standard



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