



THOMPSON
RIVERS
UNIVERSITY

Information Technology Services

Strategic Plan

2016/17

Vision

ITS leads TRU's Digital Strategy to achieve excellence.

Mission

LEADING DIGITAL

We provide cost effective reliable technology, innovative solutions and strategic guidance.





Values

- Always On
- Outside-In
- Empowering Growth
- We Care
- Better Together
- Listening
- Happy Workplace
- Yes before No
- Resourcefulness
- Courage and Integrity



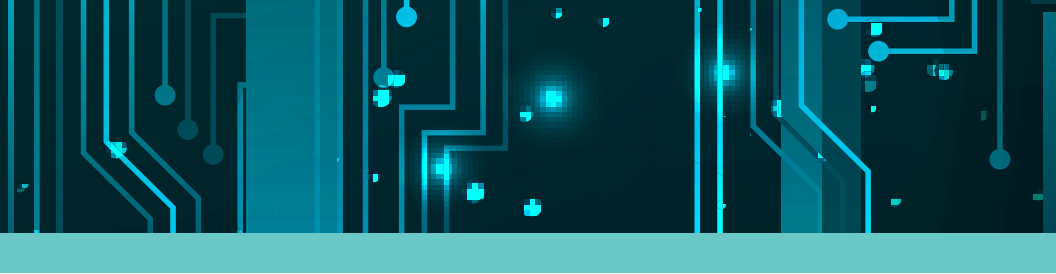
2016/17 Goals

Increasing Student Success

- Enable mobile device access to services and systems by all students (and employees)
- Enhance the strategic enrolment management process through effective CRM methods and tools
- Support the transformation of the student advising process on campus (Degree Works)
- Establish universal mobile services across campus
- Address IT related issues and recommendations from the Student Services Review
- Move towards one learning environment for TRU through a phased approach with Open Learning (Moodle); implement a synchronous learning system (Big Blue Button)
- Improve and update campus wireless infrastructure

Increasing Sustainability

- Establish an integrated audit, privacy and security team
- Plan and recruit successor to the Director, Network and Technical Services
- Test the Disaster Recovery Plan and update as necessary
- Compliance on Annual Financial IT Audit Recommendations
- Banner XE Modules Live

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- Improve visibility of TRU's physical assets and build out a connected digital campus (Archibus)
 - Continue to strengthen internal communications and collaboration through a single solution. New Student and Employee Portal live (Share Point)
 - Improve and Expand Technology Training
 - Replace end-of-life core firewalls to ensure long-term data security, functionality and visibility
 - Achieve PCI Compliance
 - Develop Data Storage Strategy for the next five years
 - Implement a travel/expense claim processing system
 - Inventory on-premises and cloud solutions in use and identify opportunities for enterprise solutions
 - Develop a “rapid-response” implementation team/process for working with clients and developing, exploring and testing solutions
 - TRU Shared Services: LMS and EduCloud hosting

Increasing Research Capacity

- Facilitate access to big-data analytical platform (Hadoop)
- Rapidly enable computing environments for researchers (EduCloud)

Performance Measures

Student Satisfaction with IT Services	2015	2016 Target
Campus Satisfaction with IT Service Desk	No data	Exceed sector average satisfaction ratings
Open Learning	No Data	
Computer Support Services	Exceeds average	
On-Line Course Management Systems	Exceeds average	
University Email	Meets average	
On-Campus Wifi	Exceeds average	

Employee Satisfaction with IT Services	2015	2016 Target
Overall perception of value	76%	80%
Overall satisfaction	76%	80%

Level of Self Registration	2015	2016 Target
Campus	48%	55%
Open Learning	60%	70%

Problems Solved on First Contact	2015	2016 Target
Number of Support Calls Resolved on First Contact with the Service Desk	75%	80%
Improvement over Industry Benchmark (52.70%)	142%	152%
Ticket Volume Related to Password Resets	2015	2016 Target
Total Volume of Password Resets as a percentage of all tickets	44%	35%
Employee Training	2015	2016 Target
IT Training Sessions Per Year (attendees)	1,217	1,500
Green IT	2015	2016 Target
Data Centre Power Usage Savings over Baseline of 62KVA	23% 48 KVA	27% 45 KVA
Information Security	2015	2016 Target
BC AG ITGC Maturity Rating compared to sector	Meets/Exceeds in 8 of 9 control areas	Meet or exceed all controls



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