THOMPSON RIVERS UNIVERSITY

Information Technology

Strategic Plan 2013

THOMPSON RIVERS UNIVERSITY

Information Technology Services

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

Strategies:

1. Make it easy for students to find programs and courses (Web Redesign).

2. Improve access to data for better decision-making (ARGOS).

3. Improve utilization of campus space through a scheduling system.

4. Get better value from existing software by providing advice, enhancements and by standardizing business processes.

5. Inform users of service offerings and service commitments by creating a service catalogue.

Goal Two
Protect and Enhance the TRU Brand

Strategies:

1. Ensure TRU's website attracts students by being device-responsive and comprehensive.

2. Improve student safety with an emergency alert system (Alertus, Regroup, Web Re-design, and Digital Signage).

3. Ensure people continue to have confidence in TRU's management of personal and financial information (Compliance with FIOPPA and PCI).

4. Advise TRU decision-makers on trends in higher education technologies (i.e. MOOCS, Flipped Classrooms and Badges).

5. Improve ability to detect and act on data security issues (SIEM).

Goal Three

Improve Education and Research Outcomes

Strategies:

1. Identify a single learning platform and a transition plan that best meets TRU needs.

2. Help faculty make better use of classroom technology.

3. Improve student retention by providing learning analytics tools for faculty.

4. Advocate for improved course and program information management (CurricuNET and Web Redesign).

5. Improve TRU's ability to evaluate courses and faculty through the use of a course survey solution.

6. Assist Community U to succeed in its first year of operation

Goal Four

Provide Sound Infrastructure

Strategies:

1. Transform TRU's approach to IT projects through the IT Project Collaboration Office.

2. Introduce better email and collaborative technologies.

3. Improve IT governance by collaborating with existing advisory committees to set priorities.

4. Improve identification and management of IT related risk (focusing first on Cloud technology, staffing, and disaster recovery risks).

5. Reduce passwords and streamline employee accounts.

Service Measures

Service Measures:

1. **Service Measure:** Globe and Mail University Report Card overall grade for Information Technology.

    Target: TRU is rated best in its peer group of 17 universities.

    2011 Baseline: B+ (second best in peer group)

    2012 Performance: A- (best in peer group)

    2013 Target: Maintain standing

2. **Service Measure:** TRU Executive's view of ITS performance and response to audits.

    Target: Executive is satisfied with ITS performance and response to audits.

    2011 Baseline: VP Finance and Administration satisfied with ITS response to audits.

    2012 Performance: VP Finance and Administration satisfied with ITS response to audits.

    2013 Target: Executive is satisfied with ITS performance and response to audits.

3. **Service Measure:** Demonstrate good value for money.

    Target: Globe and Mail University Report Card gives TRU the highest grade on IT performance for the lowest percentage of university OPEX.

    2011 Baseline: TRU ITS has the second highest grade and is in the middle of the group for OPEX.

    2012 Performance: TRU has the highest grade and is lowest for OPEX.

    2013 Target: Maintain current rating.

4. **Service Measure:** Maximize self-registration.

   a) **Target:** 70% of registrations are completed through self-registration.

      2011 Baseline for Open Learning: 54%

      2012 Performance: 64%

      2013 Target: 70%

   b) **2011 Baseline for Continuing Education:** 0%

      2012 Performance: 0%

      2013 Target: 70%

   c) **2011 Baseline for on campus**: 32.7%

      2012 Performance: 38.25%

      2013 Target: 50%

5. **Service Measure:** Number of calls resolved on first contact (reflects the level of positive customer experience and the value of service provided).

   Target: Consistently meet or exceed the Industry Standard (52.70%)

   2012 Performance: 70%

   2013 Target: Maintain or exceed 52.70%

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Information Technology Services

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