THOMPSON RIVERS UNIVERSITY
Information Technology Services

Information Technology

# Strategic Plan
2014/15

# VISION

ITS is a key enabler in the TRU community achieving excellence in its **Strategic Priorities.**

# MISSION

## ENABLING EXCELLENCE

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

# VALUES

- Competence
- Listening
- A Happy Workplace
- Yes before No
- Resourcefulness
- Curiosity
- We Grow Leaders
- Passion

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# GOALS

### Increasing Student Success

a. Simplify the student experience by streamlining access (i.e. single sign on, web redesign).

b. Enhance tools for students (i.e. new email, Office 365, lecture capture, alumni portal, Adobe campus, BLearn, wireless upgrade).

c. Improve utilization of campus space and reduce time to graduate by creating more efficient schedules.

d. Make it easy for students to find programs and courses and to register and pay.

e. Improve admissions process for students.

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

### Increasing Intercultural Understanding

a. Improve TRU's regional networks and computing access to support local and Aboriginal communities.

b. Provide TRU World with better tools to help students study abroad and help International students succeed at TRU.

c. Promote and enable international partners' use of secure information exchange.

### Increasing Research Capacity

a. Facilitate access of TRU researchers to high performance computing (HPC) resources through WestGrid and TRU hosted HPC equipment.

b. Facilitate access to Big Data analytical platform (Hadoop).

c. Support faculty research with 3D printing and scanning.

Student Success
Intercultural Understanding
Research Capacity
Entrepreneurial Capacity
Sustainability
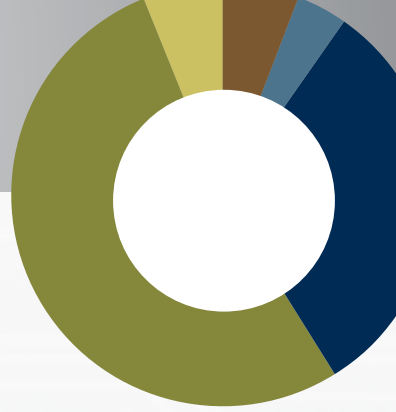
## Increasing Entrepreneurial Capacity

a.  Lead partnerships with local and regional governments to shared network services.

b.  Reduce duplication and cost by leading adoption of BCNET's sector-wide higher education shared services.

c.  Provide disaster recovery services for the higher education sector.

d.  Host learning systems for other higher education institutions in the province.

## Increasing Sustainability

a.  Improve identification and management of IT related risk (through external review, audit compliance, cloud technology, staffing, disaster recovery and budget).

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

c.  Protect and enhance TRU brand by maintaining modern, secure, accessible systems (i.e. replacing end of life equipment, network, classroom AV).

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

e.  Increase efficiency of business processes and regulatory compliance (i.e. direct deposits, ERP systems upgrade, ministry data warehouse, contract management).

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

# SERVICE MEASURES

**1** Service Measure—
**Level of self registration**

**Target:** 70% of registrations for On Campus courses are completed through self-registration (Note to Reader: Open Learning self service registration will remain at 62% until technology refresh.)

2011 Baseline for on campus: 32.7%
2012 Performance: 38.25%
2013 Performance: 55%
2014 Target: 60%

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

**Target:** Consistently meet or exceed the Industry Standard of 52.70%

2012 Baseline: 70%
2013 Performance: 78%
2014 Target: Maintain or exceed industry standard (52.70%)

**3** Service Measure—
**Volume of password resets**

**Target:** Reduce volume by 3%

2012 Baseline: 17,253 Password Resets (42%)
2013 Performance: 17,936 Password Resets (43%)
2014 Target: Reduced to 40%

**4** Service Measure—
**Data Center Power Usage**

**Target:** Reduce by 8%

2012 Baseline: 62KVA
2013 Performance: Reduced to 56KVA
(10% Savings over baseline)
2014 Target: Reduced to 51KVA (21% Savings over baseline)

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