

Information Technology Services

Strategic Plan 2015-16

The University Vision is Our Vision

In the spirit of innovation Bowling Green State University (BGSU) will be a national model for a premier learning community that develops, transforms, and impacts individuals and communities by shaping their futures through learning, discovery, and collaboration. BGSU will meet the educational, economic, and social challenges of our region, the State of Ohio, the nation and the world.

The University Mission is Our Mission

Bowling Green State University provides educational experiences inside and outside of the classroom that enhance the lives of all of our students, other stakeholders, and the many publics we serve. BGSU students are prepared for lifelong career growth, lives of engaged citizenship and leadership in a global society. With our learning communities we build a welcoming, safe and diverse environment where creative ideas and entrepreneurial achievements can benefit others throughout Ohio, the nation and the world.

Our Guiding Principles

- We are in the **PEOPLE** business! 24 hours a day we are supporting the Faculty, Staff, Students, Alumni and guests who use the hundreds of applications and facilities that make our institution run.
- We are a dedicated team of **PROFESSIONALS!** Each team member must possess excellent skills; behave in a professional manner and do our jobs right the first time.
- We are the Information Technology **LEADERS** for our campus! Providing leadership in the classroom, in the laboratory, in the office, in the residence hall and online.
- We are **OPEN, TRANSPARENT, and COLLABORATIVE** in all that we do!
- We are delivering **EFFECTIVE and EFFICIENT** services to the entire campus community.
- We are **RESULTS** driven.

Our Strategic Initiatives

- **BGSU Affordability and Efficiency**

The Governor's Taskforce and the Ohio Department of Higher Education Efficiency Council have made a series of recommendations to improve Higher Education. Three of these directly involve ITS - 1) migration of Disaster Recovery to the State of Ohio Computer Center; 2) review the outsourcing of the IT Help Desk function; 3) aggregate software and hardware purchases with all other universities.

- **Complete the Move to the "Cloud" applications**

BGSU needs to complete our migration of applications to the "cloud". Cloud technology provides a means for organizations like BGSU to effectively utilize cost sharing while also saving staff time and financial resources.

- **Information collection, protection and dissemination**

Without information a University does not exist. Collection of all data, protecting that data and allowing for easy access and dissemination of that data is critical to our core mission of the University.

- **Report Analytics**

Deliver dashboard reports for predictive analytics of student, financial, IR and human resource data.

- **Great Customer Service**

Outrageously friendly and helpful staff will fix the user's problem and prevent the frustration from happening again.

- **Innovation**

Be willing to make mistakes by trying new things. Encourage staff to find new ways to improve the learning experience and provide a rich campus environment for technology to be applied.