

# Information Technology Services

## Strategic Plan 2020-21

### 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 on line.
- 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

On March 1, 2020 Information Technology Services (ITS) had 98 staff members; by January 1, 2021 ITS will have 82 staff members. A reduction of 16 staff along with required furloughs this fiscal year means that:

#### **ITS is Going Back to the Basics**

- A) *Security* (physical and virtual) of all equipment, applications, data and persons of BGSU.
- B) *Fixes, patches and updates* on all application systems will be kept current and compliant in order to operate efficiently and effectively.
- C) *Elimination of duplicate or unnecessary* equipment, systems or applications.
- D) *Efficiency projects* to improve productivity or eliminate manual processes that have a favorable ROI
- E) A “*cloud first*” replacement of current equipment, systems and applications with better or more affordable equipment, systems and applications.
- F) New additional systems or applications will be *considered as a LAST resort* with no duplication of similar systems or applications currently purchased
- G) We value and welcome diverse points of view, cultures, and approaches to solutions in all areas of business.