

# Information Technology Services

## Strategic Plan 2019-20

### 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

- **BGSU Affordability and Efficiency**

Mobile Learning (anytime, anywhere, any subject) and Artificial Intelligence are intended to improve student experience and success in the next 5 years. A major ITS task will be to improve our Business Intelligence reports and delivery system. Improvements in sustainability of all resources becomes a long term focus for IT.

- **Business Process Reengineering**

We will complete Student Financial Aid review during this year. We must continue to improve our current system processes in preparation for the next Cloud ERP implementation.

- **Information Collection, Protection and Dissemination**

A University without information cannot exist. Data collection, protection, and allowing for easy access and dissemination of data is critical to the University's core mission.

- **Great Customer Service**

Our friendly, professional and helpful staff will assist clients in fixing problems and identify methods for preventing the same issues from happening in the future.

- **Innovation**

Be willing to make mistakes by trying new things. Encourage staff to explore new ways to improve the learning experience and provide a rich campus environment for supporting innovative technologies.

- **Inclusion**

We value and welcome diverse points of view, cultures, and approaches to solutions in all areas of business.