

# Information Technology Services

## Strategic Plan 2021-22

### The University Vision is Our Vision

With a spirit of innovation, Bowling Green State University is a premier, inclusive learning community that develops, transforms, and impacts individuals and communities through learning, collaboration, and discovery. As a public university, BGSU focuses on contributing to the public good and embraces its role as a national model in addressing the educational, economic, and social vitality of our region, the state of Ohio, the nation, and the world.

### The University Mission is Our Mission

Bowling Green State University provides holistic and comprehensive educational experiences that enhance the lives of our students, stakeholders, and the many publics we serve. Our graduates are prepared for lifelong personal and career growth and for engaged citizenship and leadership in a global society. Through our excellence in teaching, research, and outreach, BGSU builds a collaborative, diverse, and inclusive community where creative ideas, new knowledge, and entrepreneurial achievements can benefit others in our region, the state of 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

- **Mobility**

In support of the Forward strategic plan, we will develop the capacity to enable teaching, learning, and working from anywhere. We will also focus on paperless interactions with students, faculty, and staff, cloud infrastructure, and virtual computing.

- **Business Process Reengineering**

We will complete reviews for several departments this year to improve efficiency.

- **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.