Office of Information Technology

Strategic Operations Plan
2009

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Strategic Operations Plan (SOP)

- Improve OIT operations and teamwork
- Articulate new OIT vision and mission
- Create shared OIT operational goals
- Launch several SOP implementation projects that will yield significant benefits to NC State
**OIT Vision Statement**
Be the IT organization people seek out as a partner for providing visionary strategies, creative solutions, objective information, and effective and efficient services in order to help them achieve their mission and goals.

**OIT Mission Statement**
To provide nimble, effective, efficient and collaborative IT services, solutions and strategies in a timely and helpful manner that assists the university, state and nation in achieving their strategic goals.
OIT Operational Goals

• **Innovation, Agility and Alignment**
  Create a responsive, forward-looking and flexible IT environment that encourages strategic partnering and balances acceptable risk; leverage technology for solving business problems; support rapid response to customers’ changing educational and business needs.

• **Pervasive Transparency**
  Operate all services, projects, units and support in an open and transparent manner.
OIT Operational Goals, con’t.

• **Collaborative Engagement**
  Operate under a culture of collaboration and partnership based on mutual respect, cooperation, knowledge-sharing and resource development within OIT & across campus.

• **Proactive Customer Service & Solutions**
  Respond to customers’ needs in a timely and effective manner; maintain communications and services that meet or exceed agreed upon customer expectations.

• **Reliable Systems & Security**
  Design, implement and manage all services and systems to produce predictable system behavior, reliable service delivery, competitive costs, data integrity, integrated security & legislative compliance.
Centralized Storage Project

• **Purpose**: To expand & enhance the centralized data storage & backup services OIT offers NCSU

• **Goals**: Consolidate & improve existing OIT storage systems, services & cost models; develop tiered technical and service models; offer streamlined storage services at lower costs to departments

• **Scope**: Data storage needs of central administrative & academic IT services; current and future college and departmental customers for centralized storage; Phase one does not include desktop backup services

• **Time frame**: Phase one to be completed by August 2009
Identity and Access Management

- **Purpose:** Provide a unified, authoritative, secure, efficient and cost-effective IAM environment that meets NCSU’s current and future IT needs & legal requirements

- **Goals:** Lead, plan & implement new IAM infrastructure for NCSU, e.g. Identity Provider (IdP), Federated Identities, Active Directory, & Enterprise Directory services

- **Scope:** NCSU-wide as well as UNC System institutions as requested

- **Time frame:** Identity Provider (IdP) services in production, 3/31/2009; Project end date, 2010; IAM services - ongoing
University Data Mart

- **Purpose:** To develop a data mart, dashboard, and query tools to provide easily accessible, decision-support information for NC State executive officers, deans, and department heads

- **Goals:** Identify, define and build structure to house key data elements and measures NCSU needs for tracking performance, planning, and other business functions

- **Scope:** Project will impact university data users (executive officers, deans, dept. heads); data providers (R&R, Budget Office, Research, Grad. School, Colleges, etc.); and process owners (UPA & EAS)

- **Time frame:** December 2009 for data definitions and project scope implementation plan; implementation will be phased
Student Email Initiative

- **Purpose:** Review student email services and determine cost-effective options for improvement
- **Goal:** Deliver Task Force report of findings & recommendations to VCIT
- **Scope:** Investigations include student and other stakeholder needs, educational goals, available out-source options, experiences of peer institutions, legal, security, and budget issues
- **Time frame:** Report due March 2009

For more information, visit [oit.ncsu.edu/student-email-initiative](http://oit.ncsu.edu/student-email-initiative)