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

NC STATE UNIVERSITY

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