

# DRAFT

## Technology Service Portfolio

### Institutional Commitments

1. Foster Responsibility for Shared Mission
2. Animate Academic Excellence Across the Institution
3. Provide an Integrative Jesuit Educational Experience for our students
4. Optimize Institutional Stewardship and Sustainability

### IT Service Experience Improvement

- Improve Digital Experience
- Improve Academic Support Experience
- Improve Technology Service Reliability
- Support Data Driven Decision Making

### Strategic Capabilities

1. Diversify Revenue to Decrease Dependence on Undergraduate Admissions
2. Personalize Curricular and Co-Curricular Experiences for Students
3. Strengthen Online Learning to Support Online and Hybrid Programs
4. Provide campus-wide capability to record classroom lectures
5. Support virtual and augmented reality as part of teaching and learning

Strategic Priority: ■ High ■ Medium ■ Low

### Success Measures

- Live on ZRM: 5/31/2020
- Live on new ITSM/PM across campus: 5/31/2020
- Security Awareness Training Participation: 100% by 5/31/2020
- All campus users live on MFA: 12/31/2019
- Formal adoption of Data Governance framework: 5/31/2020

Student Faculty Staff Alumni Board/ Benefactors Community

Relevant data for decision making

Technology for teaching and Learning (In classroom and on-line)

Non-invasive nudging tools for student success

Administrative systems (e.g. Zagweb/Banner)

Transparent, collaborative, technology planning, investment, project management and supplier management

Collaboration tools (e.g. email, video/web, conferencing, etc.)

Effective and efficient problem resolution, and request fulfillment through integrated enterprise service management (ticketing) system

Sustainable, network (wired & wireless), disaster recovery, and bus. continuity

Community engagement systems (e.g. Zag Relationship Management)

Secure, accurate, reliable, and innovative services