### 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

### Faculty 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

### IT Service Experience Improvement

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

### 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

### Technology Service Portfolio

<table>
<thead>
<tr>
<th>Student</th>
<th>Faculty</th>
<th>Staff</th>
<th>Alumni</th>
<th>Board/ Benefactors</th>
<th>Community</th>
</tr>
</thead>
<tbody>
<tr>
<td>High</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Low</td>
</tr>
</tbody>
</table>

- 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