CNPD Information Tech Office
Strategic Plan

Effective: 2014-2019

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Executive Summary

The CNPD Information Technology Office's Strategic Plan serves to provide structure in an ever changing educational environment. The office will meet this challenge by following four guiding strategic objectives: innovation, service and support, training, and collaboration.

The IT Office team, to become a front runner in technology, must work on innovation. This can take many forms, but primarily we will focus on innovation in higher education. By participating in IT communities we can be proactive in deploying proper solutions and providing the most accurate technology consolation available to suit current and upcoming needs. Then by taking part in campus IT meetings we can verify that we are also heading in the same direction as UND and NDUS on important issues. Most importantly, we need to be exploring derivative educational opportunities that may enhance our ability to serve the college.

A main directive of the IT Office is to provide exceptional service and support to the CNPD. To perform these duties we will have a primary focus on user support, verifying service quality through follow-ups and surveys. Being proactive is another focus, by developing new systems and insuring their reliability allows us to meet upcoming needs of the CNPD.

With the nature of technology today, it is imperative to establish training objectives and goals. The IT Office fulfills a vast amount of roles, requiring a diverse set of individuals that will strive to further personal educational goals and stay current in certifications. For the CNPD, the office will provide training environments and keep all production systems current with latest national and global technology trends.

Collaboration insures that the IT Office maintains clear communication channels, which will lead to consistency and efficiency. Through working with campus entities in regards to purchasing and deployment we can create an educational environment that is familiar to both students and faculty.

The IT Office's Mission, Vision, and Goals were created and will be maintained through a collaborative effort involving the office's team. Upon which the colleges' key personnel will validate them under the IT Office Strategic Plan in conjunction with the CNPD's own Strategic Plan.
Mission Statement

The mission of the Information Tech Office is to advance the educational mission of the College of Nursing & Professional Disciplines through quality service and support, innovative solutions, and collaboration with other NDUS entities.

Core Values

- Promote an open and ethical working environment through building trust and communication.
- Advance technology education within both the office and the College
- Provide exceptional end user service
- Commitment to upholding the Core Values of the College

Goals

- Provide direction in the evaluation and implementation of technology
- Conduct timely and thorough responses to user requests
- Promote technology education through communication and training
- Commit to furthering technology innovation within the College
- Uphold the goals set forth by the College
The CNPD IT Office operates with a framework of four pillars to contain our current strategic goals and objectives. Innovation is the cornerstone, representing our constant drive to keep up with new technology and their application to the academic missions of the CNPD. The provision of quality Service & Support represents our commitment to the faculty, staff, and students. Training is our responsibility to continue education for both ourselves within the office, as well as those we serve. Finally, collaboration is a key factor not only in how we operate within the office, but with our end users and other entities across NDUS and beyond.
Innovation Strategic Objectives & Organizational Goals

**Strategic Objective**
1 Stay current with technology in Higher Education
   
   Organizational Goal: 1.1 Actively research new technologies for teaching and learning
   
   Organizational Goal: 1.2 Develop and implement solutions for technology needs within CNPD by following emerging and best practices.

**Strategic Objective**
2 Become a front-runner in technology deployment
   
   Organizational Goal: 2.1 Determine technological position on campus
   
   Organizational Goal: 2.2 Participate in local and national IT discussions to solve technological needs
   
   Organizational Goal: 2.3 Foster an open and experimental work environment

**Strategic Objective**
3 Discover new opportunities to better serve CNPD Educational Goals
   
   Organizational Goal: 3.1 Identify new service prospects
Service and Support Strategic Objectives & Organizational Goals

**Strategic Objective**
1. Provide exceptional user support
   - Organizational Goal: 1.1 Continue to offer diverse services to meet demand.
   - Organizational Goal: 1.2 Provide open consultation to any technology needs
   - Organizational Goal: 1.3 Collect and evaluate feedback

**Strategic Objective**
2. System reliability
   - Organizational Goal: 2.1 Perform routine and preventative maintenance
   - Organizational Goal: 2.2 Plan and perform system refresh cycles
   - Organizational Goal: 2.3 Assess system through measurable issue tracking and analysis

**Strategic Objective**
3. Develop new systems
   - Organizational Goal: 3.1 Secure adequate system resources
   - Organizational Goal: 3.2 Develop custom applications to support paperless workplace
   - Organizational Goal: 3.3 Deploy environments for in house systems
Training Strategic Objectives & Organizational Goals

**Strategic Objective**
1 Ensure IT Office is proficient in all areas served

Organizational Goal: 1.1 Cross train team members to be able to perform immediate services that the IT Office offers

Organizational Goal: 1.2 Maintain certifications as needed

Organizational Goal: 1.3 Support professional development of team members

**Strategic Objective**
2 Further technology training within CNPD

Organizational Goal: 2.1 Provide training sessions on new software

Organizational Goal: 2.3 Collect and assess training feedback

Organizational Goal: 2.2 Provide equipment that meets current technological trends
Collaboration Strategic Objectives & Organizational Goals

**Strategic Objective**
1 Increase effective communication within IT Office
   
   Organizational Goal: 1.1 Create and maintain open office environment
   
   Organizational Goal: 1.2 Share IT events that affect office
   
   Organizational Goal: 1.3 Identify national and global IT events

**Strategic Objective**
2 Establish and maintain strong communication channels within CNPD
   
   Organizational Goal: 2.1 The provision of prompt and clear notifications of any IT issues affecting CNPD, UND, or NDUS
   
   Organizational Goal: 2.2 Participate in CNPD leadership and faculty groups as appropriate
   
   Organizational Goal: 2.3 Provide and nurture an open door policy for any questions and concerns

**Strategic Objective**
3 Maintain working partnership with UND and NDUS IT entities
   
   Organizational Goal: 3.1 Coordinate on classroom design to meet UND standards
   
   Organizational Goal: 2.2 Participate in all IT Managers meetings
   
   Organizational Goal: 2.3 Provide consultation and assistance to IT entities that request help
   
   Organizational Goal: 2.4 Work with campus entities on student technology purchasing and deployment