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UNO Website: IS - Information Services Strategic Plan

UNO Information Services University of Nebraska at Omaha

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Information Services Strategic Plan

Creating lasting partnerships across campus

Mission

Information Services creates campus-wide technology partnerships providing focused services that add measurable value in fulfilling UNO's goals as a student-centered metropolitan university with strong academics and creative community relationships.

Vision

Information Services will be a valued partner and leader in the innovative and effective use of technology resources at UNO as well an engaged contributor to technology leadership within the greater Omaha community and beyond, including UNO's metropolitan university peer group.

Guiding Principles

1. Quality service, integration, and academic and business process improvements are essential elements that will drive all initiatives.

2. Staff, technologies and services exist to meet campus needs, either in direct support of learning, research or community engagement, or to support those individuals who are responsible for these activities.

3. Projects, processes and operational issues are openly shared to provide transparency and strengthen the partnership between Information Services and the University community.

4. Technology decisions affecting the University's common good are made through shared leadership.

5. Decisions regarding services are informed by total cost of ownership and cost/benefit analyses to ensure effectiveness and sustainability.

6. Open standards, interoperability and reuse are keys to systematic integration and serve as criteria in decision making.

7. Staff are the most important key to deploying and supporting technology in the educational, research and engagement endeavors of the campus. Information Services is committed to hiring and developing staff that have both a thorough knowledge of and commitment to the University.

8. Building lasting partnerships creates social capital, fosters trust and enhances productivity.

Goals and Strategies

Goal 1: Information Services will continually improve student technology-based services.

A) IS will provide services that deliver relevant content that can be easily accessed by all students.
B) IS will partner in supporting business intelligence solutions that address the decision making needs of the campus.
C) IS will partner with UNO colleges and departments in integrating systems and seeking out those solutions that will enhance the student experience.

Goal 2: Information Services will provide premium support for instruction and research.

A) IS will partner in securing funding for technologies found to be valuable in supporting UNO's instructional and research activities.
B) IS will develop and deepen partnerships with vendors, UNO colleges and departments as well as other educational institutions in leveraging technologies to further instruction and research.
C) IS will seek out new and innovative technologies that enable UNO faculty to teach and conduct research.

Goal 3: Information Services will be increasingly active in UNO's outreach and community relationships.

A) IS will provide infrastructure, logistics and consultation support for UNO-sponsored on-campus activities and events.
B) IS will provide logistics and consultation support for UNO-sponsored off-campus events.

Goal 4: Information Services will facilitate the growth and use of campus technology by promoting standardized information technology (IT) architecture and best practices.

A) IS will engage the campus in developing and utilizing a shared IT architecture roadmap that includes delivery of content across a wide variety of devices.
B) IS will provide a consistent, integrated and uniform delivery of services.
C) IS will continue to build and integrate a reliable, scalable and sustainable technical infrastructure.
D) IS will be a partner with the campus to leverage technology in refining academic and business processes.
E) IS will implement a comprehensive IT security plan.
F) IS will partner to improve procurement processes in order to leverage the technology spend for the campus.