

**MINNESOTA STATE COLLEGES AND UNIVERSITIES
BOARD OF TRUSTEES**

Agenda Item Summary Sheet

Committee: Technology Committee

Date of Meeting: November 15, 2011

Agenda Item: Service Delivery Strategy

Proposed
Policy Change

Approvals
Required by
Policy

Other
Approvals

Monitoring

Information

Cite policy requirement, or explain why item is on the Board agenda:

The Board of Trustees Technology Committee accomplished a goal last year to sponsor the development of a strategy for delivery of technology services. Vice Chancellor Huish will share progress on the implementation of this strategy.

Scheduled Presenter(s):

Darrel Huish, Vice Chancellor and Chief Information Officer

Outline of Key Points/Policy Issues:

Background Information:

The Board of Trustees Technology Committee sponsored the development of a strategy for delivery of technology services so that these services can be provided efficiently while also sustaining an institution's ability to innovate and differentiate student and community services. The final Service Delivery Strategy was presented at the June 22, 2011 meeting.

**BOARD OF TRUSTEES
MINNESOTA STATE COLLEGES AND UNIVERSITIES**

INFORMATION ITEM
Technology: Service Delivery Strategy

BACKGROUND

The Board of Trustees Technology Committee sponsored the development of a strategy for delivery of technology services so that these services can be provided efficiently while also sustaining an institution's ability to innovate and differentiate student and community services. The final Service Delivery Strategy was presented at the June 22, 2011 meeting.

Date presented to the Board: November 15, 2011