

# Minnesota State Colleges and Universities



## Enterprise Information Technology Services Strategic Priorities

FY 2015 (July 1, 2014-June 30, 2015)

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## **Goal 1: Develop an enterprise IT organization that anticipates our changing environment and facilitates quality of service and improved relationships with our customers.**

- **Design, adopt and implement an IT Service Management (ITSM) process-based practice that makes sense for MnSCU ITS.**
- **Increase the maturity level of our IT organization to at least a level 3 as measured by the Capability Maturity Model and/or a level 2 as measured by the Gartner IT Maturity Scale.**
- **25% of ITS employees will obtain and maintain currency in an appropriate certification to support our mission.**

### **Desired Outcome(s) by June 2015**

- Obtain and begin deployment of basic Incident Management & Change Management software and processes.
- Determine a baseline measure of ITS information technology maturity using available tools.
- Develop an action plan for increasing IT maturity that is complementary to our ITSM changes.
- Identify all key systems and institute application governance for 1 identified key systems (ISRS) by June 2015
- Complete the first draft of a strategic plan/roadmap for ISRS vetted by appropriate constituencies.
  - Begin preparation of an ISRS upgrade/replacement business case (Fall 2016) in order to be included in the FY18/19 biennial budget request.
- Begin the process of creating an IT strategic plan, building on the work of the previous 'Service Delivery Strategy' effort.
- Make necessary changes to the ITS organizational structure in support of Goal 1.
- Ensure that all ITS employees have a growth plan on file that contains work towards new/improved skills and/or certification.
- Identify and obtain resources that will lead to better communications internally and externally by ITS.
  - Fill a position whose primary responsibility is IT communication management.
  - Complete a draft external communication plan.



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## Goal 2: Develop and implement enterprise IT architecture that responds to changing conditions and new opportunities.

- Create an Enterprise Architecture Process Model that supports ongoing planning and design of information systems critical to our system and aligned with our organization's strategic goals.
- With improved technology and a shared service model, provide high value by driving down cost, increasing service levels and choosing technologies that best serve our customers.
- Enable students to move seamlessly across our enterprise systems with a single identity.

### Desired Outcome(s) by June 2015

- Move the system office to Microsoft Office 365 cloud service and create a model that enables MnSCUs colleges and universities to avail themselves of the opportunity in an integrated way.
- Begin multi-year effort for replacement of aging and unsupported technologies that underpin ISRS (VMS) with a modern and supported Operating System (Linux).
- Develop a plan for creating a technology operations center to monitor IT systems, security and operations.
- Formalize and pilot an architectural framework and processes for re-designing existing and onboarding newly developed systems and technologies within ITS.
- Pilot backend technology that enables StarID based inter-campus network roaming.
- Provide enhancements, improvements, maintenance and ongoing operations to our infrastructure, ERP, application and data warehouse systems so that services are maintained in a mission critical, highly available, supported and certified environment.



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### **Goal 3: Improve the organization's (system office and campuses) capability to use analytics to help drive critical system/institutional decisions and outcomes.**

- **Enhance the System Data Warehouse to meet the majority of the Business Intelligence and Analytics needs for the System Office and Campus stakeholders through the use of standards, governance, emerging technologies and a shared service model that can provide a consistent set of metrics to measure performance a guide business outcomes.**
- **Define and adopt data quality management that defines responsibilities, policies and procedures concerning the acquisition, maintenance and dissemination of data.**

#### **Desired Outcome(s) by June 2015**

- Work with stakeholders and partners (ASA, Finance, Colleges & Universities and others) to begin to develop an analytics strategic plan.
- Begin the process of identifying enterprise Business Intelligence tools that supplement or replace our (system office) existing tools [Hyperion].
- Provide day to day analytics capabilities and reports in support of Charting the Future and organizational activities.



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**Goal 4: Enhance risk management and information security practices to protect system/institutional IT resources/data and respond to regulatory compliance mandates.**

- **Improve the system’s Situational Awareness by performing activities that allow a better understanding of its security risk posture and improve our ability to measure risk with performance metrics.**
- **Increase the system’s proactive security and risk management capabilities through education, the enhancement of our enterprise security program and the procurement and deployment of appropriate tools and preventative controls.**
- **Further develop policies, procedures and guidelines that support the system’s enterprise security program and are responsive to the changing technology landscape.**

**Desired Outcome(s) by June 2015**

- Pilot a tool to improve database auditing.
- Provide support to campuses to address risks discovered by the Information Security Assessment program.
- Obtain and begin deployment of a firewall management toolkit.
- Improve security plans for identified key enterprise systems.
- Continue security reviews for system office managed web platforms.
- Continue the retirement and replacement of unsecure and outdated system office managed web systems and apps.
- Address outstanding audit findings.
- Create/modify policy, procedure and guidelines in support of the enterprise security program.
  - Create guidelines for system “enterprise” services.





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### **Goal 5: Support innovation in teaching and learning.**

- **It is acknowledged that innovation in teaching and learning is the domain of the colleges and universities and the faculty and staff who work with and in support of our students.**
- **ITS is committed to supporting teaching and learning by;**
- **Working with the campuses to reduce/shift /eliminate administrative computing burdens so their resources can be focused on academic computing.**
- **Creating processes where innovation at the campus level can be leveraged across the enterprise at the system level.**
- **Work closely with all stakeholders to enhance academic systems hosted by the system office.**
- **Work to stay abreast of information technology tools and trends so that the system office can provide timely guidance and assistance with emerging technologies.**

#### **Desired Outcome(s) by June 2015**

- Many of the outcomes of Goals 1 &2 speak directly to reduction in administrative computing burden and the enhancement of processes, procedures and tools that can further the student experience.
- Create a committee within the CIO community focused specifically on Teaching/Learning and Classroom support.
- Devote ½ FTE to focus specifically on emerging technology.