# Information Delivery Roadmap

## Mission
Create and deliver world-class innovative information technology solutions that contribute to the vision of the university, promoting revenue momentum, expense reduction, and infrastructure capacity in support of business growth.

## Vision
- Robust and reliable services to meet University needs
- Rapid response to evolving University demands
- Leverage new technology capabilities to create a competitive advantage

## Information Security
User transparent with instant information availability while protecting the confidentiality and integrity of our data

### Imperatives

<table>
<thead>
<tr>
<th>Managed (Diversity, Community)</th>
<th>Secure (Integrity)</th>
<th>Efficient and Reliable (Innovation, Academic Excellence, Research)</th>
<th>Student-focused (Student Centered, Community)</th>
<th>Measured</th>
<th></th>
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<tbody>
<tr>
<td>Single global management capability</td>
<td>Ubiquitous secure connectivity</td>
<td>Common and consistent architectures</td>
<td>Thrill our students</td>
<td>Coherent and measurable 6 sigma performance standards</td>
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## Technical Operations
Integrated voice, data and video, available anytime and from anywhere

## App. Dev. & Support
Build truly engineered applications and processes that are University driven

<table>
<thead>
<tr>
<th>Stakeholder Committees for major sys</th>
<th>Autoate existing processes</th>
<th>Predictive Analytics</th>
<th>Key performance Indicators</th>
<th>Process and Systems Dashboards</th>
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<tr>
<td>Single Source of Identify</td>
<td>Federated Services for External Applications</td>
<td>Role Based Application Access</td>
<td>PCI Compliant</td>
<td>Expanded Security Tools in Learning System</td>
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<td>VSTS IDE development tool</td>
<td>SharePoint</td>
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![Diagram of Information Delivery Roadmap](https://via.placeholder.com/150)

### Imperatives continued

- **Secure**: Device Encryption and Protection, Data Loss Prevention (DLP), Database Encryption, Device / Asset Security, Network Encryption / Security
- **Efficient and Reliable**: Security Architecture, Governance/Policies and Procedures, Business Continuity Planning, Cloud Based Backups, Infrastructure as a Service
- **Student-focused**: Mobile Device Management, Security Awareness Training, Information Security Awareness, HD Teaching Enabled
- **Measured**: Compliance with Regulatory Req., Alignment with Industry Frameworks, Security Standards

### Additional services and capabilities

- **Stakeholder Committees for major sys**
- **Autoate existing processes**
- **Predictive Analytics**
- **Key performance Indicators**

- **Compliance with Regulatory Req.**
- **Alignment with Industry Frameworks**
- **HD Teaching Enabled**
- **Change Management**
- **Quality Assurance Discipline – Automated Regression testing scripts**
- **Artificial Intelligence**
- **Progressive Upgrades to Student Systems**
- **Mobile Friendly**

- **Service Standards**
- **IT Ticketing System**
- **Service Request Forms**
- **Increased service support footprint (NearShore)**
- **Artificial Intelligence**
- **Progressive Upgrades to Student Systems**
- **Mobile Friendly**

- **Disaster Recovery Preparedness**
- **Executive analytical Dashboards Power BI**
- **Contract Management and Docusign systems**
- **Artificial Intelligence**
- **Progressive Upgrades to Student Systems**
- **Mobile Friendly**