# THOMPSON RIVERS UNIVERSITY

# Information Technology Services
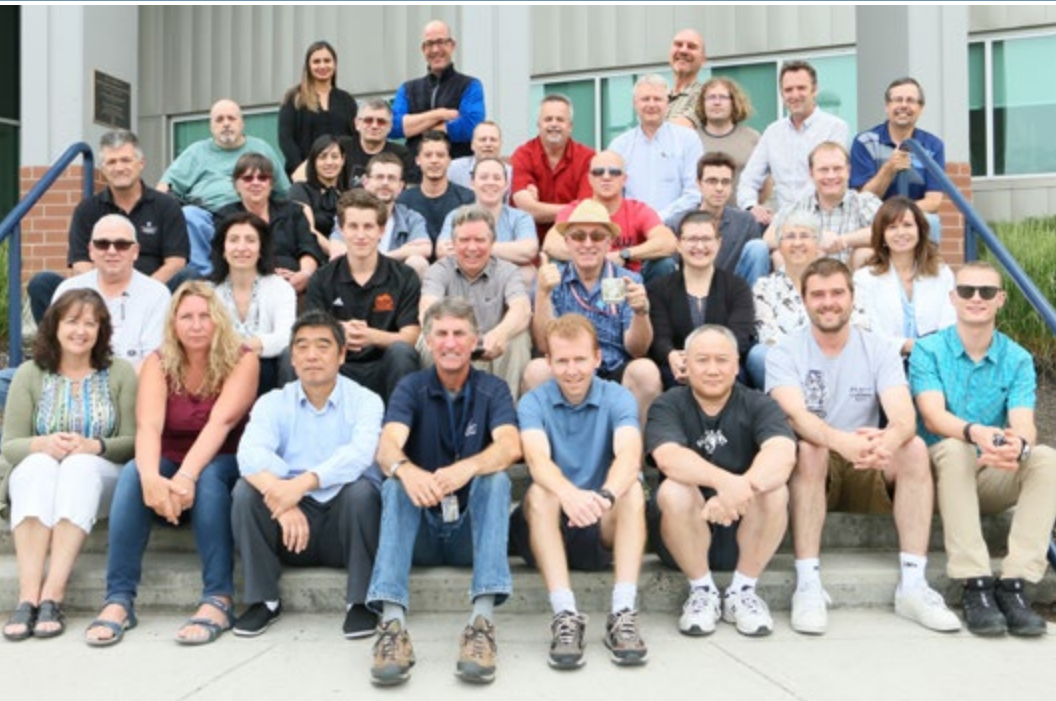
## STRATEGIC PLAN 2017/18

# Vision

ITS leads TRU's Digital Strategy
to achieve excellence.

# Mission

### LEADING DIGITAL

We provide cost effective reliable
technology, innovative solutions
and strategic guidance.

## Values

Always On

Outside-In

Empowered

Better Together

Inclusive

Integrity

Respectful

Courageous

Yes Before No

More on the ITS values **here**.

Click **here** to view:

## TRU's emerging Digital Strategy

# 2017/18 Goals

## INCREASING STUDENT SUCCESS

- Technology for TRU Trades and Technology building
- Technology Plan for new Engineering School
- Implement next generation wireless network
- Replace Luminis Portal with new Solution
- Develop learning analytics capabilities
- Upgrade Campus Digital Signage
- Provide Virtual Access to Educational Applications
- Undertake a review of Classroom Technologies
- 3D Printing, AR/VR for TRU Schools
- Expand Mobile Application Functionality
- DegreeWorks Campus
- Replace Ellucian Flex Reg
- Move towards one learning environment
- Technology related to Student Services Review

## INCREASING SUSTAINABILITY

- Evolve TRU's Digital Strategy (Academic, Research)
- Develop a project management office for TRU
- Improve IT Security: Ransomware, Cloud, Two Factor Authentication
- Archibus On-Demand Work and Preventative Maintenance Modules
- Improve Identity and Access Management (IAM)
- Support TRU World applications
- External Review of IT
- BCNET Moodle Hosting
- Kamloops EduCloud
- TRU to gain efficiencies through effective workload planning
- Faculty Technology Survey: implement improvements
- Banner XE, Student Registration, HR, Finance
- Support improvement to Advancement Solutions

# Performance Measures

| Student Satisfaction with IT Services | 2016 | 2017 Target |
|---|---|---|
| Campus Satisfaction with IT Service Desk | Exceeds average | **Exceed sector average satisfaction ratings** |
| Open Learning | No Data | |
| Computer Support Services | No Data | |
| On-Line Course Management Systems | No Data | |
| University Email | No Data | |
| On-Campus Wifi | No Data | |

| Employee Satisfaction with IT Services | 2016 | 2017 Target |
|---|---|---|
| Overall perception of value | 76% | **No survey Planned. Note results from Faculty Technology Use Survey** |
| Overall satisfaction | 76% | |

| Level of Self Registration | 2016 | 2017 Target |
|---|---|---|
| Campus | 57% | **60%** |
| Open Learning | 64% | **70%** |

| Problems Solved on First Contact | 2016 | 2017 Target |
|---|---|---|
| Number of Support Calls Resolved on First Contact with the Service Desk | 60% | 80% |
| Improvement over Industry Benchmark (52.70%) | 114% | 152% |

| Ticket Volume Related to Password Resets | 2016 | 2017 Target |
|---|---|---|
| Total Volume of Password Resets as a percentage of all tickets | 33% | 30% |

| Employee Training | 2016 | 2017 Target |
|---|---|---|
| IT Training Sessions Per Year (attendees) | 1,355 | 1,500 |

| Green IT | 2016 | 2017 Target |
|---|---|---|
| Data Centre Power Usage Savings over Baseline of 62KVA | 23% 48 KVA | 26% 43 KVA |

| Information Security | 2016 | 2017 Target |
|---|---|---|
| BC AG ITGC Maturity Rating compared to sector | No Audit | Meet or exceed all controls |

**THOMPSON**
**RIVERS**
**UNIVERSITY**

Information
Technology
Services

## IT SERVICE DESK

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