



THOMPSON  
RIVERS  
UNIVERSITY

Information Technology Services

# Strategic Plan

2016/17

## 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
- Empowering Growth
- We Care
- Better Together
- Listening
- Happy Workplace
- Yes before No
- Resourcefulness
- Courage and Integrity



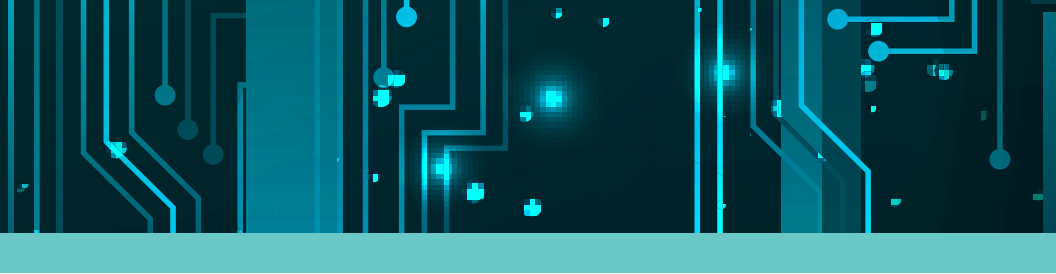
## 2016/17 Goals

### **Increasing Student Success**

- Enable mobile device access to services and systems by all students (and employees)
- Enhance the strategic enrolment management process through effective CRM methods and tools
- Support the transformation of the student advising process on campus (Degree Works)
- Establish universal mobile services across campus
- Address IT related issues and recommendations from the Student Services Review
- Move towards one learning environment for TRU through a phased approach with Open Learning (Moodle); implement a synchronous learning system (Big Blue Button)
- Improve and update campus wireless infrastructure

### **Increasing Sustainability**

- Establish an integrated audit, privacy and security team
- Plan and recruit successor to the Director, Network and Technical Services
- Test the Disaster Recovery Plan and update as necessary
- Compliance on Annual Financial IT Audit Recommendations
- Banner XE Modules Live

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- Improve visibility of TRU's physical assets and build out a connected digital campus (Archibus)
  - Continue to strengthen internal communications and collaboration through a single solution. New Student and Employee Portal live (Share Point)
  - Improve and Expand Technology Training
  - Replace end-of-life core firewalls to ensure long-term data security, functionality and visibility
  - Achieve PCI Compliance
  - Develop Data Storage Strategy for the next five years
  - Implement a travel/expense claim processing system
  - Inventory on-premises and cloud solutions in use and identify opportunities for enterprise solutions
  - Develop a "rapid-response" implementation team/process for working with clients and developing, exploring and testing solutions
  - TRU Shared Services: LMS and EduCloud hosting

### **Increasing Research Capacity**

- Facilitate access to big-data analytical platform (Hadoop)
- Rapidly enable computing environments for researchers (EduCloud)

# Performance Measures

<b>Student Satisfaction with IT Services</b>	<b>2015</b>	<b>2016 Target</b>
Campus Satisfaction with IT Service Desk	No data	<b>Exceed sector average satisfaction ratings</b>
Open Learning	No Data	
Computer Support Services	Exceeds average	
On-Line Course Management Systems	Exceeds average	
University Email	Meets average	
On-Campus Wifi	Exceeds average	

<b>Employee Satisfaction with IT Services</b>	<b>2015</b>	<b>2016 Target</b>
Overall perception of value	76%	<b>80%</b>
Overall satisfaction	76%	<b>80%</b>

<b>Level of Self Registration</b>	<b>2015</b>	<b>2016 Target</b>
Campus	48%	<b>55%</b>
Open Learning	60%	<b>70%</b>

<b>Problems Solved on First Contact</b>	<b>2015</b>	<b>2016 Target</b>
Number of Support Calls Resolved on First Contact with the Service Desk	75%	<b>80%</b>
Improvement over Industry Benchmark (52.70%)	142%	<b>152%</b>
<b>Ticket Volume Related to Password Resets</b>	<b>2015</b>	<b>2016 Target</b>
Total Volume of Password Resets as a percentage of all tickets	44%	<b>35%</b>
<b>Employee Training</b>	<b>2015</b>	<b>2016 Target</b>
IT Training Sessions Per Year (attendees)	1,217	<b>1,500</b>
<b>Green IT</b>	<b>2015</b>	<b>2016 Target</b>
Data Centre Power Usage Savings over Baseline of 62KVA	23% 48 KVA	<b>27%</b> <b>45 KVA</b>
<b>Information Security</b>	<b>2015</b>	<b>2016 Target</b>
BC AG ITGC Maturity Rating compared to sector	Meets/Exceeds in 8 of 9 control areas	<b>Meet or exceed all controls</b>



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