I. Introduction

The Information Technology Strategic Plan 2015 – 2018: Innovative Technologies, Engaged Partners presents the vision, values, goals and strategies related to the University’s information assets and the technologies that support them. This plan advances the vision and goals articulated in the University’s strategic plan, Educating Illinois. As the third information technology strategic plan at Illinois State, this plan builds upon recent achievements associated with information technology and presents a framework for the University to maximize the value from its information assets and technologies and successfully navigate a rapidly changing technology environment.

Illinois State has made significant investments and achievements in its information technology environment in the last several years:

- **Modernizing the IT infrastructure** by adopting a hybrid cloud environment, initiating the LEAPForward Initiative, expanding wireless technology throughout the campus, installing new instructional technologies in classrooms, creating websites that are viewable on all mobile devices, and transitioning to VOIP telecommunication technology.

- **Promoting the effective stewardship of resources** by utilizing virtual server environments, upgrading data centers, establishing disaster recovery sites, consolidating enterprise services, creating collaborative work spaces, and instituting an eRecycling program.

- **Adopting an IT Service Management (ITSM) culture** by creating the Data Stewardship and IT Services Council, strengthening data security policies and processes, and developing frameworks and processes related to change management, project management, business process review, and effective business partnerships.

In order to respond to a rapidly changing environment, this plan sets forth a strategic direction by which the University can remain flexible and responsive to information needs and new technological solutions. The goals articulated in this plan directly support the goals included in Educating Illinois and describe how our information assets and technologies will assist in the achievement of those goals. Following adoption of this plan, annual tactical plans will be developed that will articulate the action steps necessary to achieve the goals and strategies included in this plan.
II. Vision

Illinois State University will leverage its information technology assets to enrich student, faculty, and staff in learning, teaching, research, scholarship, creative expressions, and public service.

III. Values

• **Collaboration** – Members of the University community work collaboratively to meet the University’s information asset and technology needs. Processes associated with the evaluation and selection of solutions, and decision-making related to information assets and technologies are open and transparent.

• **Usability** – Information assets and technologies are easy to use, reliable, and accessible for all members of the University community and assist student learning, teaching, research, scholarship, creative expressions, and public service.

• **Agility** – Information assets and technologies are scalable, flexible, and adaptable to meet changing needs.

• **Preservation** – The University protects, maintains, and capitalizes on one of its most important assets – information. Information and technology solutions will follow sustainable business practices.

IV. Goals and Strategies

**Goal 1: Support a student-centered educational experience with information assets and technologies that advance students’ success**

• Provide access to information resources anytime, anywhere, on multiple devices
• Fully develop and utilize the capabilities of the new student information system and other information systems
• Utilize analytics to improve student outcomes
• Facilitate accessibility to information resources by all members of the University community
**Goal 2: Support rigorous, innovative, and high impact academic programs and facilitate University research with state-of-the-art information assets and technologies**

- Develop and support collaborative learning environments
- Provide information assets and technologies to support sustainable, mission-consistent growth in the research enterprise
- Evaluate the creation and deployment of new and innovative curricula delivery
- Ensure appropriate instructional technology is available in all scheduled learning spaces
- Support faculty development, growth, competency, and expertise in technology

**Goal 3: Support integration and collaboration regarding information assets and technologies throughout the University**

- Ensure a reliable, high performance communications network infrastructure
- Continue to formalize the planning structures and processes regarding information assets and technologies including enterprise systems, security, data access and use, and priority-setting
- Enhance internal communication and partnerships between, and among, business units and information technology service units
- Evaluate and support emerging technologies and innovative practices
- Support staff development, growth, competency and expertise in technology

**Goal 4: Enhance institutional effectiveness through the adoption of enterprise architectural principles**

- Leverage business intelligence to inform decision-making and increase efficiency and effectiveness
- Use best practices to manage risk related to our information assets
- Ensure a nimble, flexible, and environmentally sustainable information and technology infrastructure that can respond to changing University needs
- Develop an architectural framework that enables the electronic collection, protection, and dissemination of the University’s information assets and enables access to scholarship
- In expanding access to information assets, leverage existing technologies first, then purchase or subscribe to third-party products, and lastly develop in-house solutions
V. Implementation

Following adoption of this plan, annual tactical plans will be developed that prioritize the action steps needed to achieve the goals and strategies articulated in the IT Strategic Plan. These annual tactical plans will be developed by the University’s information technologies leadership working in concert with academic, administrative and support units and identify the associated resource requirements. The tactical plans will be submitted to the Data Stewardship and IT Services Council for approval annually and the Council will monitor the progress in implementing the tactical plans. The plans also will be subject to review and approval by the vice presidents. Progress in implementing the tactical plans will be reported in the annual report highlighting the University’s progress in implementing Educating Illinois.