

BITS Strategic Planning Framework Summary

A plan to collect, secure, preserve, and provide access to University business knowledge

Vision

Leading provider of administrative **knowledge** at Illinois State University. BITS will also be recognized as the campus leader and sought out for its expertise in implementing innovative information technology strategies, solutions, and methodologies.

Values

- *Accountability*
- *Collaboration*
- *Loyalty*
- *Quality*
- *Service*

Strategic Goals

Create innovative, customer-focused knowledge solutions to meet the needs of the University community

Implement performance metrics to demonstrate the effectiveness of administrative information technology

Implement good practices to ensure high quality product development

Improve service delivery leading to increased satisfaction with administrative knowledge throughout the University

Increase workplace productivity and team member satisfaction throughout the department

Strategic Initiatives

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| <ol style="list-style-type: none"> 1. Establish the Business Application Competency Center as the first level of contact with customers 2. Use Uniform Modeling Language (UML) and other techniques to fully document business processes 3. Routinely communicate with customers to ensure they understand the priorities of the organization 4. Include customers in all facets of the product development life cycle 5. Establish customer service baseline and routinely update customer service metrics 6. Leverage internal and external relationships to create innovative knowledge solutions 7. Create the Business Intelligence Competency Center to focus on the knowledge needs of all levels of the University | <ol style="list-style-type: none"> 1. Implement standardized project management methodologies to enhance departmental performance 2. Create application portfolio and service catalog to advertise services to the University community 3. Establish a resource capacity tracking system to ensure effective use of department resources 4. Improve intra-departmental communication on the status of the application portfolio and resource utilization 5. Establish a formal change management process that makes department work more predictable 6. Implement pattern-based strategy to effectively level resource allocation across the year | <ol style="list-style-type: none"> 1. Establish the Change Advisory Board (CAB) to fully define the scope of changes and to increase inter-department cooperation 2. Align code documentation with the business process documentation 3. Establish and maintain an effective Quality Assurance process to increase customer confidence 4. Enforce user acceptance testing before production release of code 5. Implement version control throughout the product development team 6. Cross-train all members of the product development team on two or more platforms | <ol style="list-style-type: none"> 1. Institute formal Identity and Access Management to protect the knowledge assets of the University 2. Establish formal service-level management, to include enforcement of service-level agreements 3. Negotiate Operating Level Agreements (OLA) with key technology partners to ensure appropriate internal processes are followed 4. Implement formal incident management to ensure services are maintained at a high level of availability 5. Create processes for formal event and problem management to ensure proper resources are utilized to maintain service 6. Create a configuration and asset database to eliminate redundant product development | <ol style="list-style-type: none"> 1. Create a career progression program that provides opportunities for career advancement 2. Develop an individual training plan for each departmental employee to ensure training needs are met 3. Implement a performance appraisal program that includes mutually agreed upon goals and a constructive rating system 4. Provide appropriate computer hardware and software for each team to accomplish its vision 5. Set clearly defined roles within the department to reduce job ambiguity 6. Recruit, retain, and promote outstanding employees committed to the values of the University |
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