WESTERN INFORMATION TECHNOLOGY SERVICES (ITS) STRATEGY MAP: 2015 – 2020

MISSION
We provide exceptional technology solutions, resources and services to support students, faculty and staff within the Western Community.

VISION
We are Western’s preferred technology partner, leveraging current and emerging technologies to inspire and advance extraordinary teaching, learning and research outcomes.

STUDENTS WILL:
- Be empowered to connect, communicate, collaborate, learn and contribute to academic communities, on campus and beyond.
- Be able to leverage technology to confidently achieve desired learning outcomes and be prepared for their chosen career.
- Feel engaged and involved in university life.

FACULTY WILL:
- Be supported to integrate technology with research and pedagogy to advance academic outcomes.
- Be able to effectively connect, communicate, collaborate and contribute across multiple communities, disciplines and borders.
- Feel supported in the production and dissemination of research.

ADMINISTRATIVE STAFF WILL:
- Be enabled with the necessary tools and technology to perform their roles, including timely access to shared services, critical information and analytics to support planning and decision making.
- Be empowered to connect, communicate, collaborate, learn and contribute to academic communities, on campus and beyond.
- Feel supported in the efficient and effective operation of Western administrative functions.

PILLARS OF EXCELLENCE

**Strategic Partnerships**
We will forge strategic partnerships across the Campus and beyond.

**Infrastructural Management**
We will efficiently manage complex IT infrastructure systems.

**Customer Service Excellence**
We will deliver excellent customer service.

**Leadership & Innovation**
We will cultivate an environment of IT Leadership and Innovation.

**Resource Management**
We will effectively coordinate and deploy skilled central IT resources.

**Communications & Collaboration**
We will facilitate transparent communication and collaboration across the Campus.

**Project Management**
We will seamlessly integrate Project Management best practices into IT solutions delivery.

**Cyber Security Risk Management**
We will champion Cyber Security and Information Risk Management best practices across the Campus.

**Data & Information Management**
We will provide technology support to Western’s Research Data and Information objectives.

BUILDING FOR SUCCESS

We will develop a collaborative culture that fosters continuous team learning, accountability, the pursuit of excellence, and pride in our collective contributions to Western.

We will attract, develop, and recognize ITS employees who have the talent, competencies and motivation to enable Western to succeed.

We will develop a consistent set of Information Technology standards, policies and best practices to efficiently guide our daily work.

We will ensure ITS employees have the required tools and support to enable them to effectively deliver value-added IT solutions and services to Western.

STRATEGIC RESOURCE AND INVESTMENT PRIORITIES

**We use our RESOURCES wisely,**
We will develop training and personal environment plans for ITS employees that are strategically aligned to enable their future success at Western.

We will invest in resource capacity and workload planning mechanisms to efficiently deploy ITS staff resources.

We will invest in new engagement and communications mechanisms to facilitate continuous improvement of bi-directional campus IT collaboration.

We will actively solicit opportunities to engage with others on Campus to assess and evaluate new and innovative technologies.

**We use our RESOURCES wisely,**
We will develop strategic partnerships across the Campus and beyond.

We will efficiently manage complex IT infrastructure systems.

**We use our RESOURCES wisely,**
We will deliver excellent customer service.

**We use our RESOURCES wisely,**
We will cultivate an environment of IT Leadership and Innovation.

**We use our RESOURCES wisely,**
We will effectively coordinate and deploy skilled central IT resources.

**We use our RESOURCES wisely,**
We will facilitate transparent communication and collaboration across the Campus.

**We use our RESOURCES wisely,**
We will seamlessly integrate Project Management best practices into IT solutions delivery.

**We use our RESOURCES wisely,**
We will champion Cyber Security and Information Risk Management best practices across the Campus.

**We use our RESOURCES wisely,**
We will provide technology support to Western’s Research Data and Information objectives.

GUIDING BELIEFS
Information Technology can fundamentally transform and enhance teaching, learning, and research at Western. ITS employees will be supported and prepared to carry out their work in a highly complex and rapidly changing environment.

The voices and needs of our stakeholders will inspire and guide our work and priorities.

We will forge strong working relationships with all members of the Western community in order to be successful. We cannot work alone. The better we communicate and collaborate, the greater the results will be for ITS and Western.

**So we can operate EFFECTIVELY and with EXCELLENCE,**
- Proactively engage and build relationships across the institution to understand needs and create high value campus technology solutions.
- Develop synergistic relationships with key IT vendors and other University and Higher Education organizations.
- Build a secure and stable IT infrastructure that is able to support the evolving Campus needs for learning, teaching, and research.
- Develop standardized processes to efficiently and effectively manage change.

**And, build a STRONG & PREPARED IT TEAM,**
We will develop a collaborative culture that fosters continuous team learning, accountability, the pursuit of excellence, and pride in our collective contributions to Western.

We will attract, develop, and recognize ITS employees who have the talent, competencies and motivation to enable Western to succeed.

We will develop a consistent set of Information Technology standards, policies and best practices to efficiently guide our daily work.

We will ensure ITS employees have the required tools and support to enable them to effectively deliver value-added IT solutions and services to Western.

**And, anticipate and meet the needs of the PEOPLE we serve,**
We will forge strong working relationships with all members of the Western community in order to be successful. We cannot work alone.

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**Thus, achieving our VISION,**
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