

## **Information Technology Strategic Plan 2019-2024**

### **IT MISSION:**

Information Technology is to provide South Georgia State College (SGSC) students, faculty, and staff with a reliable and secure technology infrastructure that supports the student learning process, academic and student programs, and the administrative service functions of the College.

In support of this mission, we will:

- Provide oversight of the college network and administrative systems, computer labs, and classroom and office technology.
- Deliver training on the use of the technology and software programs.
- Demonstrate technical and operational excellence through a commitment to professionalism and continuous improvement.

### **IT VISION:**

Information Technology will leverage information technology to advance the mission of the college, to help achieve the goals identified in the South Georgia State College Strategic Plan, and to shape the future direction for information technology initiatives to create a competitive advantage for SGSC.

### **IT GOALS:**

- 1) Leverage our reliable, secure, and efficient information technology infrastructure.  
(Supports SGSC Strategic Plan Goal 1 and 3.)

#### **Objectives:**

1. Maintain and enhance the IT infrastructure to support the operations of the College.

#### **Key Measures:**

- i. Maintain and upgrade data center hardware and software to ensure scalability to meet future needs.
- ii. Provide a robust, resilient, and reliable wired and wireless data network infrastructure.
- iii. Provide a robust and dependable voice communications infrastructure.
- iv. Provide a reliable video surveillance infrastructure.

2. Provide a secure computing environment that ensures privacy, integrity, and mitigates cyber-security threats.

#### **Key Measures:**

- i. Create a comprehensive IT security position to help address the challenges with information security, network security, disaster recovery, and compliance issues.
- ii. Educate the campus community about information security issues through various training opportunities.
- iii. Continue to develop an information security framework based on accepted best practices and standards established by the University System of Georgia.

3. Align funding and explore new funding sources essential for IT operations and new strategic initiatives.

#### **Key Measures:**

- i. Continue to develop a long-range capital plan for IT including funding for lifecycle replacement of hardware, systems, and classroom technology.
- ii. Identify opportunities for cost-savings through licensing and operational efficiency.
- iii. Explore opportunities for external funding for technology projects.

**Budgetary Impact:** High

- 2) Continuous improvement to business processes through effective implementations of information technology.

*(Supports SGSC Strategic Plan Goal 1 and 3.)*

**Objectives:**

1. Support, upgrade, and enhance current business processes, tools, and administrative systems.

**Key Measures:**

- i. Provide ongoing support for existing processes and systems.
- ii. Streamline workflow and automate business processes to improve efficiency and reduce the use of paper.
- iii. Enhance interfaces between administrative systems to optimize efficiency and ensure the integrity of shared data.

2. Ensure excellent service to enable the effective use of technology, resources, and systems.

**Key Measures:**

- i. Develop and enhance training using various modalities for students, faculty, and staff.
- ii. Work with departments to provide training on enterprise technologies.

**Budgetary Impact:** Moderate

- 3) Continue to advance the academic mission of the College with effective technology resources and services.

*(Supports SGSC Strategic Plan Goal 1 and 3.)*

**Objective:**

1. Provide technology systems and services to enhance student learning and to foster curricular innovation.

**Key Measures:**

- i. Provide dependable IT-enhanced classrooms and computer labs.
- ii. Provide training options and diverse training modalities for faculty and students.
- iii. Provide a robust Learning Management System (LMS) and instructional technology to support.

**Budgetary Impact:** Moderate

- 4) Maximize IT staff potential through acquisition and workforce development.

*(Supports SGSC Strategic Plan Goal 2.)*

**Objective:**

1. Ensure a strong IT workforce capable of achieving the information technology goals.

**Key Measures:**

- i. Provide technical and leadership professional development opportunities for IT employees.
- ii. Provide flexibility in scheduling and projects to allow staff time to work with innovative technologies.
- iii. Recruit, develop, and retain a strong permanent staff and student staff.

**Budgetary Impact:** Moderate