Appendix C

California State University, Chico
Office of the Vice Provost for Information Resources

Information Resources Strategic Plan
2009-2014

August 2010
Information Resources Strategic Plan 2009-2014

Mission
Information Resources provides technologies, resources, and services to support learning, research, and the business operations of the university.

Vision
Our vision is to be a leading organization of high caliber professionals that align campus needs with relevant, sustainable, innovative, and cost effective technology solutions and resources. The organization has a continuously evolving service portfolio strategically leveraging technology opportunities to provide value to our constituents.

Values
- Service
- Innovation
- Learning
- Teamwork
- Excellence
- Integrity
- Resource stewardship

Priorities
- Design and deliver services, programs, and resources to enhance student learning
- Leverage technology to increase effectiveness of campus communication and administrative processes
- Provide secure, effective, and sustainable campus technology infrastructure services
- Cultivate excellence in our staff and library faculty
- Strategically manage our resources in support of mission, vision, and shared values
Priority #1: Design and deliver services, programs, and resources to enhance student learning.

Goals:
- Promote successful integration of pedagogy and technology through faculty development and training opportunities
- Collaborate with faculty to deliver active and transformative pedagogies
- Provide technologies to meet the teaching, learning, research, and accessibility needs of the campus community
- Contribute to the development of students that can use information and learning tools effectively
- Provide time-of-need help, support, and research assistance
- Provide systems that reduce administrative time required for course delivery
- Support physical learning environments
- Deliver and support virtual learning environments

Priority #2: Leverage technology to increase the effectiveness of University administrative processes.

Goals:
- Streamline administrative processes through automation, redesign, and standardization
- Develop and maintain business intelligence tools to facilitate evidence-based decision making
- Secure, consolidate, and manage data sources and delivery strategies to improve business processes
- Explore emerging technologies and adopt tools that mitigate labor intensive processes
- Expand web-based technologies to enable self-service for administrative and student activities
- Partner with appropriate campus units to meet accessibility requirements for all users
- Partner with appropriate campus units to design and produce campus communication and marketing media (e.g. video, graphic, and web materials).

Priority #3: Provide secure, effective, and sustainable campus technology infrastructure services.

Goals:
- Provide reliable networking and telecommunication services
- Provide effective messaging, collaboration, and document management services
- Ensure secure, consistent, and maintainable desktop computing productivity environment
- Ensure availability of secure, reliable, and scalable server, database, and web infrastructure
- Provide secure and reliable directory and identity management services
- Provide effective technology support through a centralized service desk
- Develop and support services that leverage mobile technology
- Manage secure storage and delivery of data
Priority # 4: Cultivate excellence in our staff and library faculty.

Goals:
- Recruit, develop, and retain a diverse, engaged staff and library faculty
- Promote professional development
- Provide opportunities for staff to move into new strategic areas/technologies
- Cross train staff who are developing and supporting critical services
- Develop staff and library faculty for future leadership roles
- Create a culture of effective project planning

Priority # 5: Strategically manage our resources in support of mission, vision, and shared values.

Goals:
- Adopt and implement environmentally sustainable technologies
- Realign our resources to meet existing and emerging strategic priorities
- Manage IRES expenditures in line with base budget
- Employ effective business practices throughout IRES
- Update our IT strategic plan to meet changing needs on an annual basis
- Promote a culture of evidence based planning and decision making across all units
- Explore grant and contract opportunities to offer our expertise to outside agencies