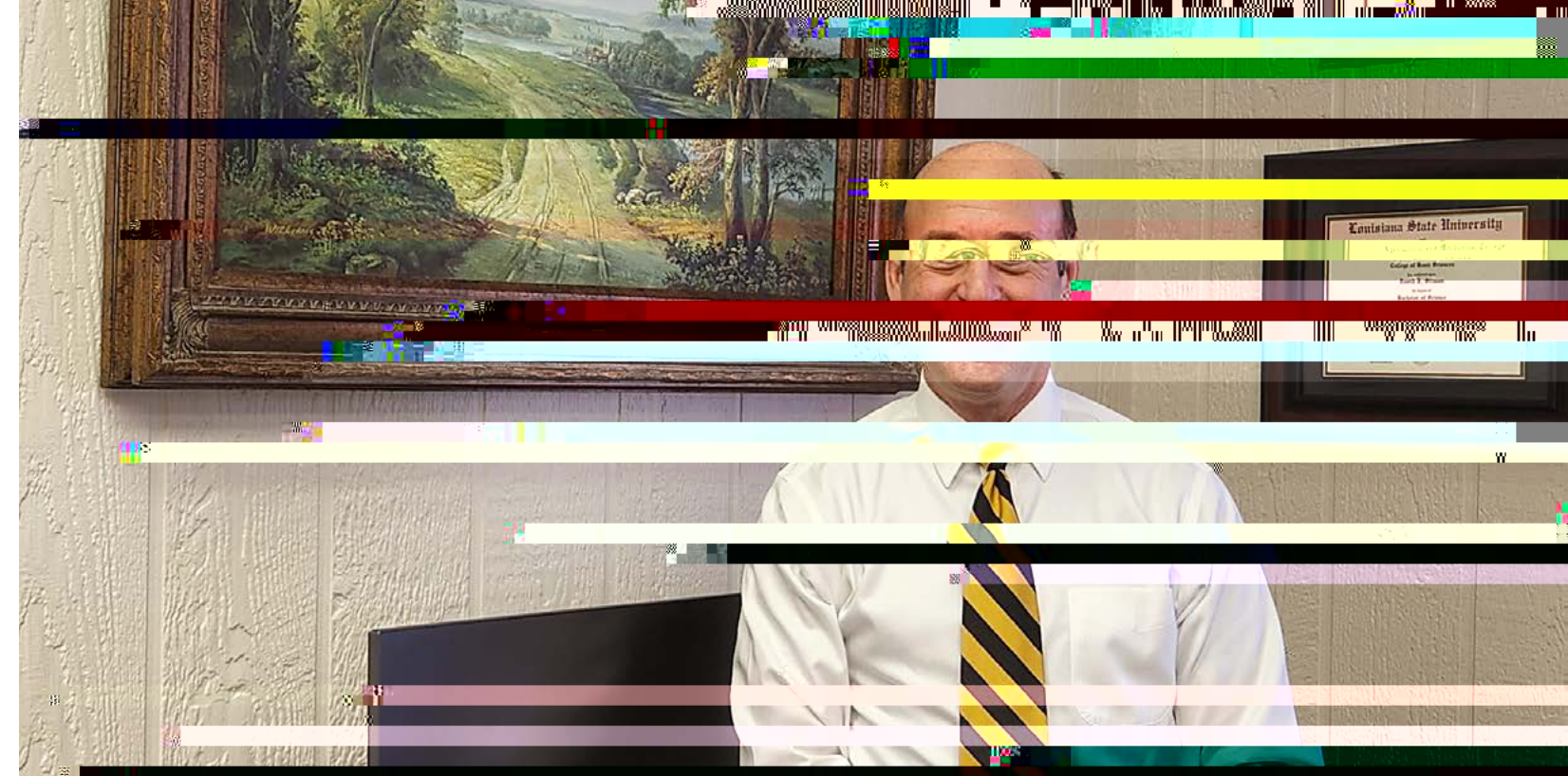


INFORMATION TECHNOLOGY STRATEGIC P022 - 2025

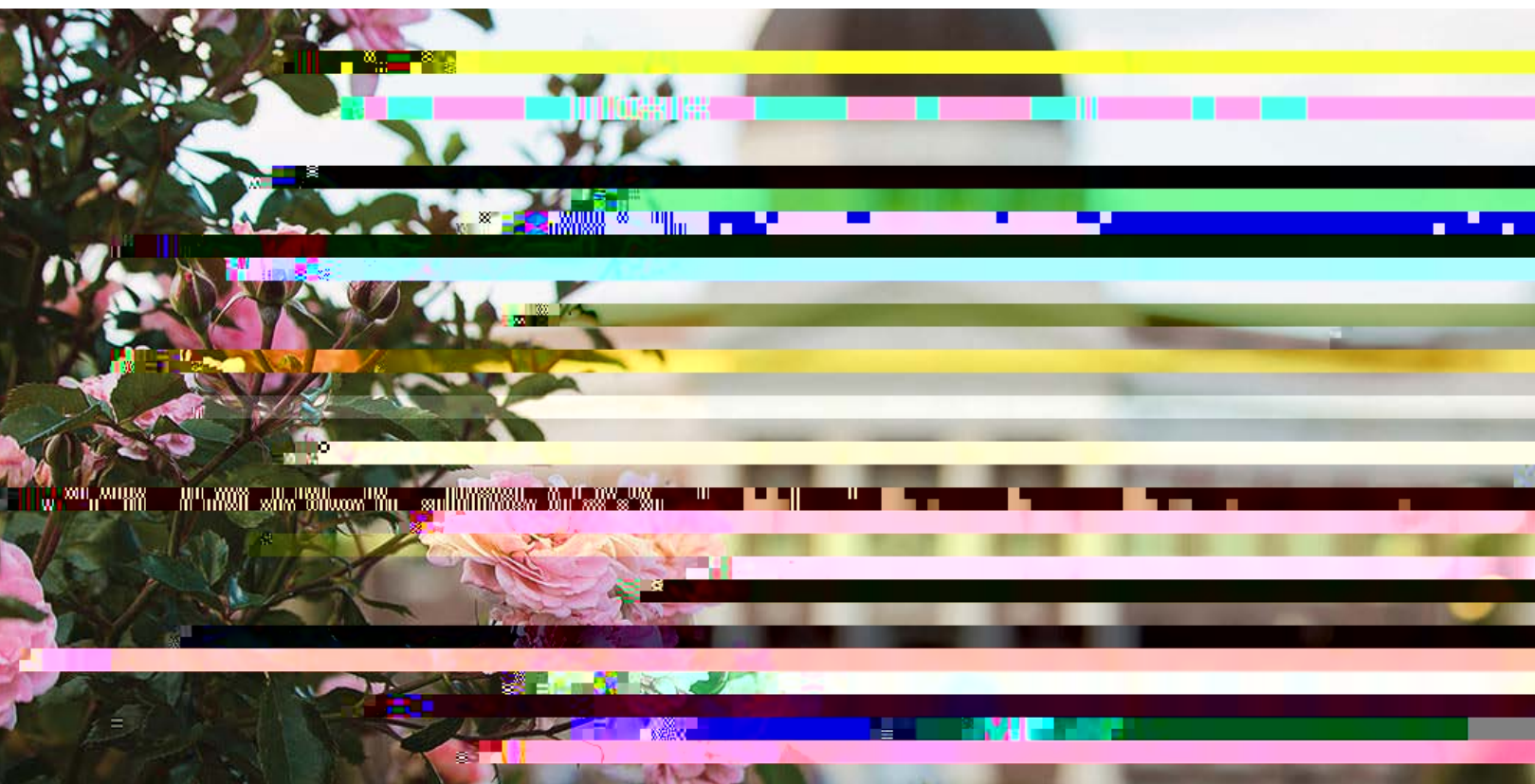




The Information Technology Services department is committed to providing technology solutions that support education, research, and service at The University of Southern Mississippi. I am pleased to present this update to our IT Strategic Plan that outlines technology objectives to be completed over the next few years. This plan, in collaboration with many university constituents, demonstrates our commitment to ensuring that we continue to identify those goals, initiatives, and strategies that are most important to the University.

We remain committed, through our values of transparency, collaboration, respect, continuous improvement, and service to the delivery of quality technology solutions in support of the University's mission. We are dedicated to providing proactive and modern tools for the needs of our students, faculty, and sta .

From student recruitment to alumni engagement to global outreach, information technology plays a vital role. Whether it is authenticating to a wireless network locally or from halfway around the world, iTech strives to directly support the university's commitment to excellence and advanced technology.



CORE VALUES

iTech commits to fostering a community of:

TRANSPARENCY

We cherish open communication and welcome evaluation of business processes.

RESPECT

CONTINUOUS IMPROVEMENT

SWOT ANALYSIS

STRENGTHS

WEAKNESSES

OPPORTUNITIES

THREATS

COLLABORATION

SECURITY

SERVICE

USM CONTEXT

UNIVERSITY STRATEGIC GOALS DRIVE THE IT STRATEGIC PLAN

UNIVERSITY STRATEGIC GOALS

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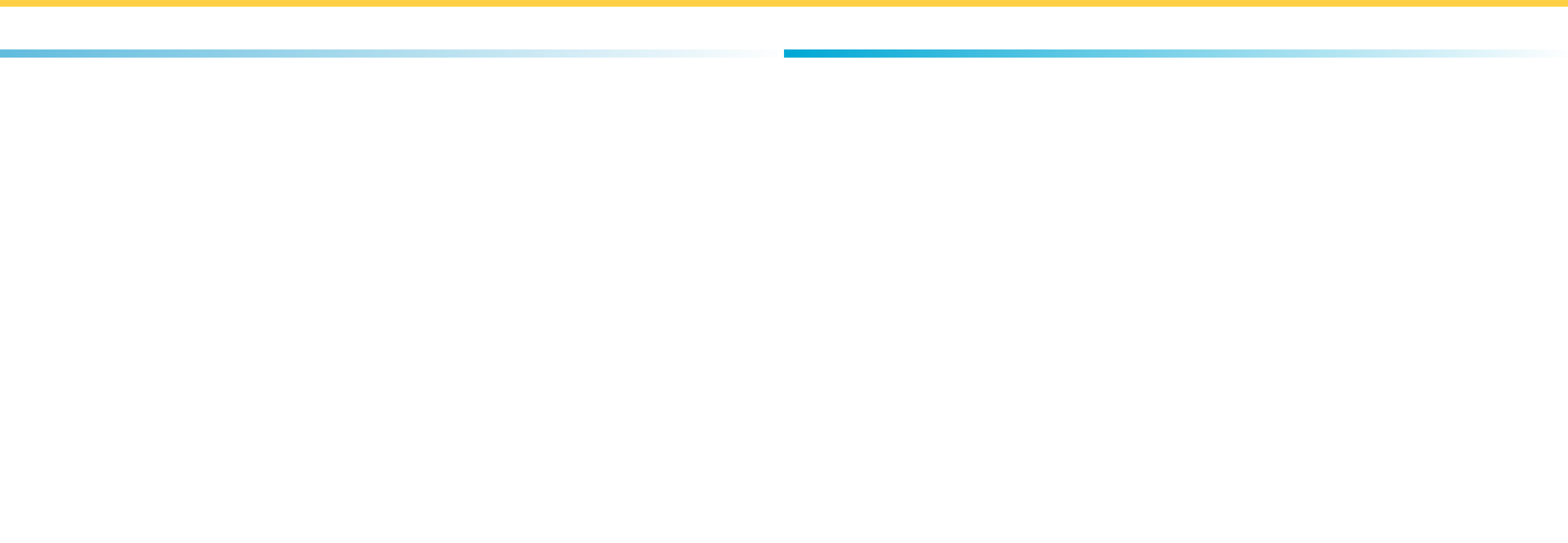
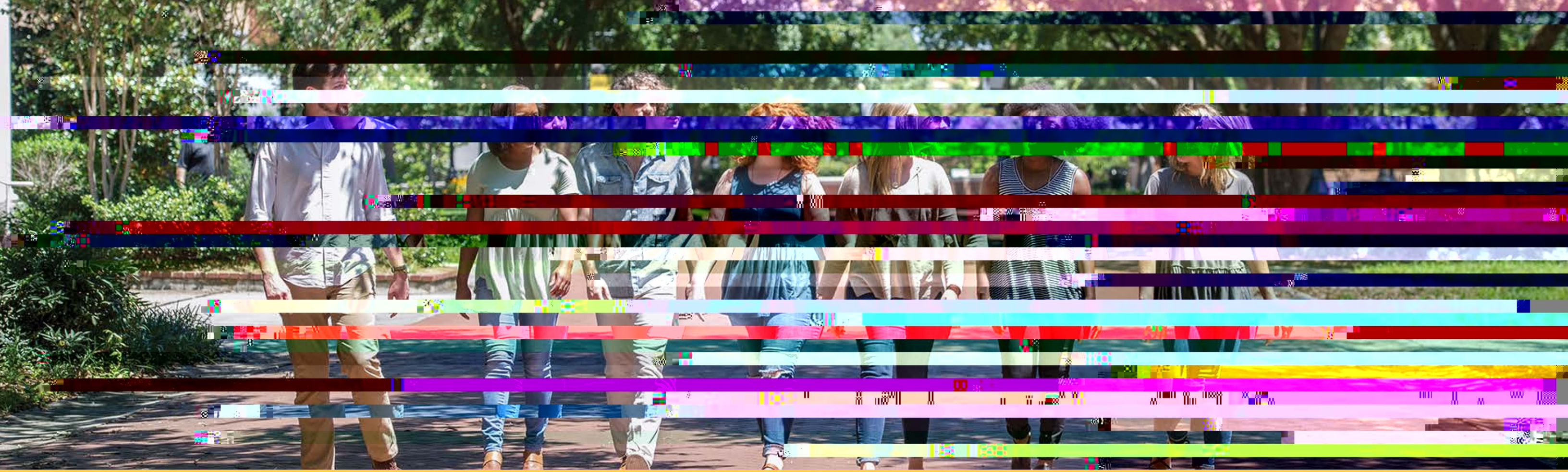
IT STRATEGIC OBJECTIVES

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IT STRATEGIC OBJECTIVE #3

Enhance the overall University IT infrastructure and classroom technology by following industry best practices, setting technology standards, utilizing the ITIL framework, and project management.

Investing in the IT infrastructure is nothing new for the University. With constant security threats, recent weather events, and the ongoing pandemic, iTech knows that investing in and maintaining a healthy IT infrastructure is an important departmental function. Having a current and modern IT infrastructure allows the University to adapt to internal and external

IT STRATEGIC INITIATIVES

- Expand the use of the Virtual Desktop infrastructure to include more areas of the university and increase the number of classrooms that have computers available for the presenters.
- Establish an IT or CIO Governance Council from different areas across the university to meet regularly so functional users can discuss data and technology with IT leadership.
- Continue to reduce the number of aging personal computers in the university's inventory.
- Manage key initiative implementations using a project management framework and business analysis processes combined with stakeholder sponsorship to deliver successful completion.

IT STRATEGIC OBJECTIVE #4

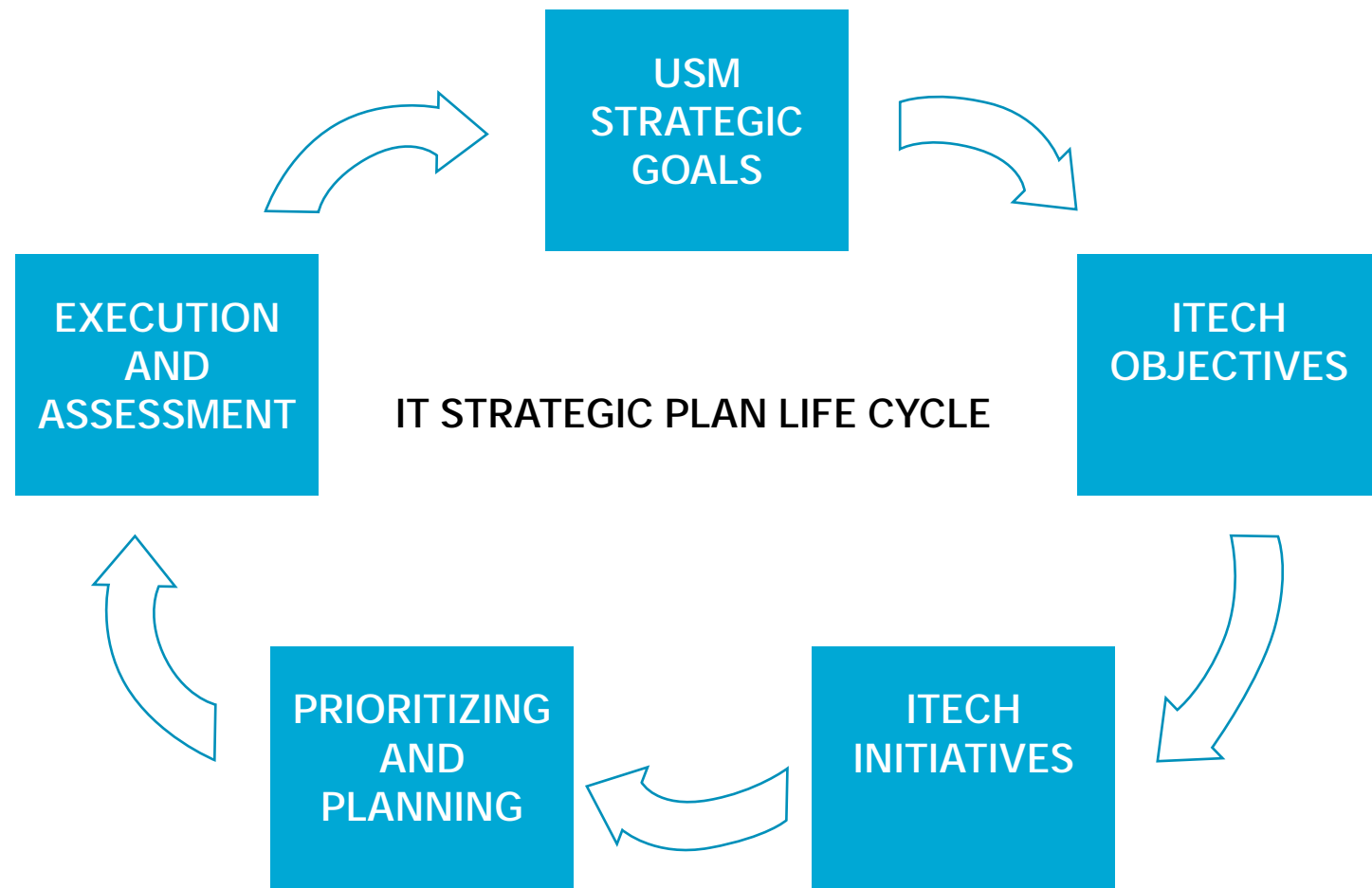
Perform continuous service improvement to increase the efficiency, reliability, and cost effectiveness of university enterprise applications and processes.

Change is constant, and that is very evident in the ever-changing world of information technology. Students, faculty, and staff prefer to use modern applications that are fast and mobile friendly. It is the intention of iTech to provide modern, flexible, and integrated enterprise applications to support the university and increase operational effectiveness and efficiency. iTech will strive to improve the efficiency and effectiveness of the university through business process reengineering, software acquisition, and continued digital transformation.

IT STRATEGIC INITIATIVES

- Investigate alternative Enterprise Resource Planning (ERP) and Student systems.
- Explore avenues to increase productivity with updated business processes.
- Increase the use of workflow and examine the use of third-party software integrations.
- Assist in the continued digitization of paper documents into electronic formats and pursue the use of electronic signatures.
- Improve the experience with MS Office 365 and expand the use of SharePoint and OneDrive.
- Emphasize the use of a standard encryption protocol across all platforms.
- Examine the benefits and drawbacks of consolidation of university technology under the responsibility and direction of iTech.

IT STRATEGIC PLAN LIFE CYCLE



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EMAIL: cioadmin@usm.edu

PHONE: 601.266.4190

PROPOSED PROJECTS

Information Technology Services (iTech) is constantly planning, monitoring, and upgrading the systems and infrastructure for the entire University. In addition to the daily technical services provided, projects that are planned, should funds be available, may be viewed on the [iTech website](#).

