**ITS Goal Priorities for 2013/14**

1. **Customer Relationship Management** (expansion of Public Contacts)

**ITS-wide goals:**

* Each team will identify and carry out at least one instance of dialoging with users in a structured manner about what we are and/or aren’t doing to assist and support them in the work they do for the university (e.g., focus groups, advisory groups, surveys)
* Create at least two additional SLAs for user-facing, service oriented activities, using the format established with the Desktop Support SLA. Integrate their content across ITS web sites.

1. **Work Judgments**

**ITS-wide goal:**

* Assess and measure how well we are adhering to change management procedures.

1. **Planning and Organization**

**ITS-wide goals:**

* Coordinate the way that we hire, train, assign, pay and utilize students across all the teams within ITS
* Select one major process internal to ITS which affects as many teams as possible, and utilize the concepts and resources from the Process Improvement Initiative to improve that process.
* Design a Capacity Management program for ITS
  + Explore models for capacity management programs; select the model that seems to fit our needs the best
  + Select a subset of our services, systems, and resources (including human resources) to run through the capacity management model we have selected
  + Adjust the model as appropriate, based upon our experience with the above subset.
  + Apply to the full set of ITS services, systems and resources.

1. **Knowledge of Work**

**ITS-Wide goals:**

* All teams will identify any new or additional skills they need to address our existing work and the work we see developing for us over the next several years, paying special attention to the changing technologies we need to support and the timing of when these skills will be needed.
* Using an aggregate list of the needed skills, we will identify potential resources for obtaining those skills.
* Create a prioritized, ITS-wide plan for acquiring these skills in a timely fashion.