

## **ITS Goals for 2014-15**

ITS goals for the coming academic year have been driven by the campus ITS priorities identified in the ITS Roadmap that was developed towards the end of 2013. The roadmap document can be [downloaded](#) as a PDF from the ITS website.

### **Performance Measurement**

ITS will research and select at least five benchmarks that reflect a quality of work or level of service that is visible and meaningful to campus. These benchmarks, and our progress towards meeting them, will be published to campus via dashboards on the ITS website.

### **New Service Introduction Process Improvement**

ITS will complete the current process improvement initiative for establishing a new service. This initiative includes the establishment and implementation of significant improvement goals and determining the methods for, and tracking progress towards, achieving those goals.

### **Expanding Mobile Services**

ITS will develop a mobile app that delivers key portal and student services functionality to mobile devices. This app will be introduced in the context of a broader roll-out of a Bring Your Own Device (BYOD) environment.

### **Maximize Return on PeopleSoft Investment**

ITS will meet with stakeholders across campus to identify opportunities that will enable us to make better use of PeopleSoft functionality we already have. We will collaborate with at least two functional areas to implement a “PeopleSoft First” approach.

### **Better Understand ITS Costs**

ITS will conduct an in-depth analysis of the cost study we recently undertook with analyst firm Gartner and communicate the results, as well as the ITS Roadmap for 2014-2016, both within ITS and across campus via an executive summary.

### **Standardize Departmental File Shares**

ITS will develop a tracking list of all campus departments and their current file share status. This list will be used to identify and set up or convert at least four department shares; the storage capacity and staff time required to do this will then be used to model the requirements to complete the process.