**ITS Goal Priorities for 2012/13**

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

**ITS-wide goals:**

* Identify ‘best practices’ for interacting with customers, and design ways to incorporate these principles into team discussions at every level across ITS
* Focus on ways we can be more responsive to each other regarding internal-to-ITS requests and issues
* Dialog with users about what we are and aren’t doing that they would find useful, e.g., focus groups, advisory groups
* Create SLAs for user-facing, service oriented activities. Create an ITS standard format for these. Integrate their content across ITS web sites.
1. **Work Judgments**

**ITS-wide goals:**

* Complete the service and system documentation portion of the change management system
* Train more staff in how to request and/or carry out appropriate change management in compliance with our adopted procedures
* 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
* Re-engage in documenting and intentionally, systematically improving internal processes
* Champion process improvement training and methods for IT Projects
* Explore practical ways to manage our time better
* Learn to write effective and thorough testing plans
1. **Quality of Work**

**ITS-wide Goals:**

* Focus on completing the SCCM roll-out; what lessons do we want to learn about how we could do things more efficiently?
* Formalize the list of benchmarks and assessments about our own services that we will publish to campus on an ongoing basis (each area should pick a few that reflect resource consumption or service levels); create dependable processes for gathering data for these benchmarks; publish the data
* Determine where ITS and the campus would benefit from establishing standards for the way we do things; select a few that offer the highest return on effort; develop the standards, obtaining broad input; formalize the standards.