

# IT Strategic Priorities

## 2018-2021

- 1. Advance the academic and research missions of the university**
- 2. Enhance the student digital experience**
- 3. Improve administrative efficiencies**
- 4. Establish a best-in-class service delivery**
- 5. Provide a reliable and flexible technology infrastructure**

### **Strategic Priority 1**

#### **Advance the academic and research missions of the university**

*The preeminent priority of the Division of Information Technology will be to make substantive contributions to the teaching and research missions of the university.*

#### **Objectives:**

- A. Collaborate with teaching organizations across campus
- B. Improve the efficacy of the classroom resources
- C. Incorporate new tools into learning environments
- D. Expand research and high-performance computing capabilities
- E. Design and implement storage solutions that directly support research initiatives
- F. Strengthen pre- and post-award processes and systems

### **Strategic Priority 2**

#### **Enhance the student digital experience**

*The Division of Information Technology will equip students with the technology necessary to achieve academic success.*

#### **Objectives:**

- A. Engage students in governance processes
- B. Develop a wireless roadmap
- C. Establish consistent use of learning tools
- D. Develop a technology portal that combines various resources into one centralized, searchable location
- E. Develop student-centric applications

## Strategic Priority 3

### Improve administrative efficiencies

*We will work to streamline administrative systems and processes to minimize overhead and duplicated work.*

#### Objectives:

- A. Improve business processes
  - B. Integrate university systems
  - C. Improve business intelligence and analytics capabilities
  - D. Eliminate redundant technologies
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## Strategic Priority 4

### Establish a best-in-class service delivery model

*The services offered by the Division of Information Technology should be easily accessible, competitively priced, and repeatable.*

#### Objectives:

- A. Implement a robust Service Management program
  - B. Recruit, retain, and develop top talent
  - C. Develop sustainable billing/funding model
  - D. Identify and eliminate duplicate IT service offerings
  - E. Establish a solid governance model
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## Strategic Priority 5

### Provide a reliable and flexible technology infrastructure

*The Division of Information Technology will plan for future growth and innovation by providing a technology infrastructure that can be expanded, upgraded, and replaced to meet growing needs.*

#### Objectives:

- A. Develop Tier 2 data center capabilities
- B. Develop and publish a cloud strategy (research, storage, applications)
- C. Continually improve network capabilities
- D. Implement massively parallel database environment
- E. Maintain best-in-class information security programs

**Would you like to help achieve these goals? Become a member of an IT governance group. For more information, visit [sc.edu/it](http://sc.edu/it) and click on the Governance link or email [DoITcommunications@sc.edu](mailto:DoITcommunications@sc.edu).**