

## Strategic Initiatives

### Empower Student Success

#### ***Align IT goals to institutional student success outcomes***

- Partner with student services to better understand RPC needs and services
- Ensure ERP meets the needs of student support
- Leverage committees to sync goals and plans to IT operation

#### ***Support data-driven decision making***

- Maintain KPI dashboards that align with continuous improvement and student success
- Foster growth and relationship with Institutional Effectiveness
- Use data science to move from descriptive data to prescriptive data

#### ***Utilize integrated technology to enhance student equity***

- Partner with disability services to enhance accessibility
- Monitor and maintain dashboard creation for student equity gaps
- Embrace Institutional Research

#### ***Optimize organizational structure to better serve students***

- Establish service delivery standards
- Track progress, measure delivery
- Automate device management

### Enhance Enterprise Infrastructure

#### ***Ensure collaboration with departments to drive institutional and departmental visions***

- Create success teams to work with functional areas
- Align plans, ideas, and develop framework of cooperation
- Knowledge share with departments to empower end user's creativity

#### ***Create continuous quality improvement processes to better identify needs***

- Establish a modern IT structure that follows established practices
- Create measurements for help ticket analytics
- Create service level agreements for IT support requests base upon best practices

#### ***Maintain an IT roadmap designed to display key functions***

- Prioritize cybersecurity diagram
- Highlight key strategic responsibilities
- Project IT needs and capabilities

#### ***Design an effective ERP strategy that allows for a modern learning campus***

- Complete all ERP updates on time
- Develop application provisioning based upon roles and permissions
- Assess current capabilities
- Proactively manage updates as part of policy-driven change management

## Secure the Institution with Risk Management

### ***Create formal cybersecurity framework***

- Create policy-based, formal IT security program founded upon best practices
- Generate annual vulnerability training
- Provide meaningful reporting to Cabinet including annual report

### ***Proactively manage ERP security and patches***

- Maintain compliant operations including patch management and analytics
- Mandate process improvement controls for users
- Train users on data security and management

### ***Establish best practices for change management policy***

- Ensure standardized methods and procedures are used to enable beneficial change
- Create processes that will maintain or improve service stability and availability
- Develop annual review of policy

### ***Continue proactive approach to cybersecurity***

- Maintain security objectives for data integrity, privacy, and network security
- Ensure cyber insurance coverage
- Conduct annual cybersecurity audit including CrowdStrike data

## Exemplify Operational Excellence

### ***Pursue professional development opportunities to enhance knowledge***

- Promote training and shared governance
- Enhance innovation to improve work productivity
- Be proactive with training and opportunities

### ***Make data part of the operation***

- Define and collect KPIs
- Create actionable MIS reports for work optimization
- Utilize dashboards and data visualization for support services

### ***Leverage technology to maximize operational productivity***

- Strengthen management practices
- Train end-users on systems procedures
- Help automate processes and eliminate manual duties

### ***Make accessibility a priority for all of campus***

- Train staff on ADA compliance and accessibility
- Promote culture of respect and dignity
- Work with DEI committee and facilitate an awareness of acceptance