Texas A&M University at Galveston Information Technology Department Strategic Plan 2020 - 2025

Introduction

Texas A&M University at Galveston (TAMUG) is an institution that specializes in the areas of marine sciences, maritime transportation and marine engineering on the Gulf Coast. TAMUG has a unique vision of being "the future of innovation, education, service, and communities of, on, and by the sea." Graduates of our programs enter the fields of the "Blue Economy" which impacts all areas of the US and global economies.

The Information Technology (IT) department is responsible for supporting all the information technology infrastructure and services that are utilized by the faculty, staff, researchers and students at TAMUG. IT permeates the entire TAMUG campus so a strategic plan that ranges five years must support the academic, research, and administrative missions while being adaptive to rapidly changing technology. The IT department has the mission to provide high quality, responsive computing and information services for students, faculty, researchers, and staff. The IT vision is to provide a computing environment that exceeds our customers' requirements. The mission and vision of the IT department helps promote a culture of supporting student success by the IT staff. IT staff members can directly relate what they do on a day-to-day basis to support student success. IT staff provide classroom support, faculty support, computer lab support, and support for the students who call or walk into our helpdesk.

The IT department is the first line of technology support for the campus community. There are distinct teams that are responsible for the core services that IT provides for the campus, including cybersecurity, disaster recovery, and business continuity. As a branch campus of Texas A&M University (TAMU), we collaborate with TAMU on many IT projects allowing leverage of TAMU staff and resources.

Information Technology Infrastructure Library (ITIL) best practices are at the core of meeting the strategic goals for the department. All Information Technology goals and strategies will adhere to current, and future, information security requirements as defined by the federal and state governments, as well as the Texas A&M University System.

TAMUG IT will continuously reduce risk due to increased cyberattacks and ransomware by increasing security visibility, reducing unmanaged critical systems, and expanding the reach of well-managed layers of security and IT services. We will ensure that campus and wide-area network capabilities are highly available, highly secure, and highly resilient. We will work to create a culture data management for faculty, staff, and researchers by providing solutions for data backup, data security, and data availability.

Strategic Goals:

- Provide and support technology to create an innovative learning environment.
- Strive for excellence in customer service, training, and support.
- Support research.
- Utilize technology to improve our internal and external communications.

GOAL 1 – Provide and support technology to create an innovative learning environment.

Strategy 1 – Provide appropriate furnishings and computer hardware to support the use of technology in the classroom.

> Tactic: Annual renovation of the highest need classrooms and coordinate all classroom furniture and technology. Seventy thousand in general and departmental funds are budgeted annually to support classroom upgrade projects. Annual evaluation of all technology is performed campus wide along with keeping a four-year replacement cycle for faculty, staff, and classroom computers.

Strategy 2 – Provide access to high quality technology infrastructure for faculty, staff, students, and researchers.

> Tactic: Annual evaluation of all IT infrastructure and prioritize upgrades and replacements. This includes increasing our Virtual Desktop Infrastructure (VDI), redundant network infrastructure, and strategic use of cloud computing.

Strategy 3 – Support the use of Canvas and eCampus the TAMU/TAMUG learning management system (LMS).

> Tactic: IT department has two full time staff members devoted to faculty support, which includes LMS support.

GOAL 2 – Strive for excellence in customer service, training, and support.

Strategy 1 – Establish and monitor service level standards, with a focus on continuous improvement.

> Tactic: Use Service Now ticketing system to track mean time to resolution to all helpdesk requests. Use Solarwinds and TAMU WAN MRTG systems to monitor LAN and WAN network utilization and availability.

Strategy 2 – Provide technology training opportunities and workshops.

> Tactic: IT staff provides technology based training and workshops on request.

Strategy 3 – Measure and assess impact of technology and adjust based on findings.

>   Tactic: Use of campus wide surveys to gather insights into how the faculty, staff, and students view our IT department and make adjustments based on this feedback.

GOAL 3 – Support research.

Strategy 1 – Provide a secure high performance environment for campus research.

>   Tactic: Develop a high speed and redundant storage system for researchers.

Strategy 2 – Support current and future "Big Data" research.

>   Tactic: Develop a high speed and redundant storage system for researchers.

GOAL 4 – Utilize technology to improve our internal and external communications.

Strategy 1 – Provide the tools that will enable owners to create and manage their content in an accurate, timely, and easily accessible format for the public web site.

>   Tactic: Use Cascade CMS to empower the end user to provide and update content on the web site in a timely manner. Dedicate a full time IT staff member to web development and accessibility coordination campus wide.

Strategy 2 – Development and implementation of IT Governance Structure.

>   Tactic: Schedule annual meetings to review IT strategic plans with stakeholders and make adjustments based on feedback.

Strategy 3 – Support implementation of collaboration tools for internal and external use.

>   Tactic: Zoom and Microsoft Teams are the current collaboration tools for campus.