

Texas A&M University at Galveston Technology Services Department Strategic Plan 2026 - 2030

I. Introduction, Mission, and Vision

The Technology Services (IT) Department at Texas A&M University at Galveston is committed to utilizing leading-edge technology to support teaching, research, administrative, and residential spaces on the Galveston campus. The IT department supports Galveston faculty, staff, and students as well as College Station faculty, staff, and students who are physically on our campus. The IT department supports all aspects of the classrooms to ensure each classroom is equipped with the proper teaching tools, and the space is conducive to learning. In addition, the IT department ensures the technology infrastructure is secure and monitored to ensure system availability and resources are sufficient to support operations.

II. Strategic Goals and Initiatives

Goal 1: Transformational Learning Environments (Classrooms & AV)

- **Life-Cycle Management:** Maintain an 80% target for replacing classroom instructor workstations and computer lab computers on a **4-year cycle**.
- **AV Modernization:** Replace Audio/Visual equipment on an **8-year cycle**.
- **HyFlex & Universal Design:** Every classroom should support seamless, high-equity experiences for both in-person and remote students (auto-tracking cameras, beamforming ceiling mics).
- **AI-Enhanced Accessibility:** Integrate real-time AI captioning and translation services into the classroom AV stack to support ESL students and ADA compliance.
- **VR/AR Readiness:** Pilot 1 immersive classroom by 2027 with high-bandwidth wireless to support Virtual Reality simulations, vital for maritime and marine biology training.

Goal 2: Operational Efficiency

- **Service Level Standards:** Maintain exceptional service delivery by ensuring a minimum of **80%** customer satisfaction across all IT services, while actively limiting dissatisfied responses to less than **5%**.
- **Proactive Endpoint Management:** Fully utilize **Microsoft InTune** and **JAMF** to manage all endpoints across the campus.
- **Organizational Unity:** Advocate to campus leadership for co-location of IT staff by FY30, with a formal space request submitted by FY29. Co-location of IT staff will improve communication and workflow efficiency.

Goal 3: Cybersecurity and Data Resilience

- **Framework Alignment:** Integrate security into all IT aspects by developing policies that align with the **Texas Cybersecurity Framework** and TAC 202.
- **Vulnerability Reduction:** Maintain a target of addressing vulnerabilities as they happen with automated tools where possible. Critical vulnerabilities patched within 72 hours; high vulnerabilities within 14 days, in alignment with TAC 202 requirements.
- **Infrastructure Security & Modernization:** Use proactive hardware replacement (5–7-year cycle for networking) to prevent security vulnerabilities before they are exploited. Concurrently, execute the campus-wide rollout of Wi-Fi 6E Access Points and supporting multi-gigabit switches to ensure the network is robust, secure, and capable of handling modern operational demands.
- **Adopt Zero Trust Architecture (ZTA):** Shift from "perimeter security" to a model where no device or user is trusted by default, regardless of whether they are on the campus Wi-Fi or at home.

Goal 4: Support for Research and Emerging Technology (AI)

- **AI Adoption:** Promote the adoption of AI tools included in a TAMUS-vetted inventory; maintain a local campus resource page and provide guidance to faculty, staff, and students on approved tool access and use.

- **Research Infrastructure:** Maintain and expand high-speed, redundant storage and a 10–40Gbps network backbone to support data-intensive research initiatives.
- **Data Analytics:** Leverage secure data analytics to drive predictive decision-making and fortify organizational resilience against emerging operational and cybersecurity challenges.
- **Technical Expertise:** Develop staff to help support high-density compute power and specialized research applications.
- **AIOps (AI for IT Operations):** Use AI tools to advance operational efficiency. Possible areas of interest are to predict hardware failures in classrooms before they happen and to automate the "Tier 1" helpdesk tickets (resetting passwords, Wi-Fi onboarding).

III. Financial Framework

The budget must directly mirror these strategic priorities. Based on existing cost summaries, funds should be allocated as follows:

- **Audio/Visual & Classroom Tech (30% of budget):** This remains the largest expense to support classrooms and conference rooms.
- **Servers & Infrastructure (20% of budget):** Prioritizing VMware infrastructure and cloud where appropriate.
- **Networking (20% of budget):** Maintaining a **99.999% uptime target** through a 5-year refresh cycle.
- **Cybersecurity (10% of budget):** Fund the ongoing implementation of Zero Trust Architecture, vulnerability management tools, and TAC 202 compliance initiatives to protect campus systems, data, and research infrastructure.
- **Personnel & Growth (5% of budget):** Prioritize staff development for staff retention.

IV. Measuring Success

The plan will be "anchored" by institutional effectiveness data. Success will be defined by:

1. **Metric Achievement:** Maintain a minimum 80% customer satisfaction rating with fewer than 5% dissatisfied responses across all IT services, while sustaining a 99.999% network uptime target through disciplined infrastructure management.
2. **Maturity Benchmarking:** Adopt the NIST Cybersecurity Framework (CSF) as the primary benchmark for institutional security. We aim to reach a Tier 3 (Repeatable) implementation level, ensuring our security processes are consistently updated based on the evolving threat landscape and changing departmental needs.
3. **Governance:** Maintain transparent, collaborative oversight of the IT Strategic Plan through presentations to the Executive Team and Academic department heads, incorporating stakeholder feedback to ensure the plan remains aligned with institutional priorities and evolving campus needs.