Strategic Directions for ITD
2010-2013

Assumptions:
- ITD will continue to focus on the UoM priorities: student success (recruitment, retention, graduation, and quality), expanding research, and service excellence
- There will be more demand on ITD resources and services to support UoM operations and strategic directions
- The external environment will continue to move toward "cloud," "Web 2.x," "crowd sourcing," and other models for delivering both infrastructure and user-facing functions and services; as such, ITD will increasingly focus on managing services rather than provisioning services
- There will be more collaboration between ITD and functional users to accomplish desired outcomes
- There will be no additional UoM funding or staffing, so meeting UoM needs and expectations will require new staff skills as well as eliminating non-essential functions and services

General Vision for ITD's Future:

UoM will invest in a few selected IT "leading edge" technologies and services in support of strategic initiatives and centers of excellence that promote institutional strategic goals. UoM will pursue leading edge technologies where there is opportunity for competitive advantage in attacting the "best and brightest" faculty and students (eg. serving as a digital crossroads for high performance networking and computing in the Midsouth). In general, ITD will be an early and mid-adopter of technologies and services which are essential in support of UoM operations, both academic and administrative, providing reliable, stable, secure resources and services in an environment which supports collaboration, student and faculty success, customer service excellence, and accountability.

Strategic Directions and Actions:
- Ensure that ITD supports student success, primarily through the provision of the technology infrastructure that undergirds successful pedagogy, but also through the provision of self-service and "paperless" management of administrative functions that affect students
- Reinforce a culture of continual skills enhancement within ITD to ensure that everyone effectively contributes as the UoM technical environment evolves to meet changing needs and expectations
- Support business process improvement as a strategic and operational direction
- Continue to support & expand role as a network consolidator/provisioner in the Midsouth region
- Expand support for research computing/technology to increase funded research
- Develop models for and support online and hybrid classes and students, in collaboration with the ALC, academic departments, and Extended Programs
- Increase collaboration, both formal and informal, between ITD and other functional/administrative areas
- Continuously review the external environment for opportunities to reduce costs, generate revenue, and improve service
- Leverage TBR-wide and state-wide IT resources for UoM advantage, looking for opportunities to generate revenue, reduce costs, and improve services
- Make difficult decisions: stop doing things that don't move UoM forward