LTS Strategic Plan
Starting FY 2011

LTS Vision
LTS strives to be a unit of dedicated and motivated people that, through collaboration with the University community, provides and supports the effective use of informational and instructional technologies to advance curriculum and enhance student learning.

LTS Mission
LTS provides the campus community with instructional and informational technology tools as well as a robust networking infrastructure and the support to foster all aspects of student learning and academic excellence.

Core Values; We believe. . .
- People—our employees and clients—are the campus’ most valuable assets and what we say and do concerning them is most important to us.
- Clients and colleagues should be treated in a kind, courteous, and fair manner that reflects our values of equity, diversity, and inclusion.
- We enhance quality and sustainability by following a standard methodology of documenting needs, by documenting requirements and by using continuous improvement strategies.
- Our success is measured by stable, predictable, long-term client satisfaction.
- The university emphasis on teaching and learning holds for all units and especially for LTS.
- Decisions that benefit only individuals may have an adverse effect on the whole; we consider the overall University community when making decisions.
- The cost of reliable and accessible services should be consistent with client needs.
- The Total Cost of Ownership guides decision making; expenditures of human and monetary resources are viewed holistically.
- A participatory work environment and a network organizational structure places decision-making at the best-suited level and avoids excessive and cumbersome rules and procedures.

The Purpose of the Plan
The purpose of the strategic plan is to communicate the goals on which LTS will focus for the next 5 years. The plan outlines LTS’s proposed actions in the current and projected fiscal climate and in consideration of and consistency with the University’s Strategic Plan, the PEEQ recommendations, and the recommendations from the Higher Learning Commission. Of course, our ability to meet these goals successfully is fully dependent on proper funding, adequate staffing, and sufficient space and equipment.
Goals
In brief, our goals include (alignment to specific University endeavors are in parentheses).

Goal 1: Customer Satisfaction
LTS will maintain a high level of customer satisfaction by providing high quality ideas, reliable products, and efficient and courteous services (University Goals 4, 6).

Objectives
1. LTS will maintain for clients a central point-of-contact for the unit’s learning and technology services.
2. LTS will have in place an efficient process by which client technology requests and problems are passed to the appropriate staff member who can resolve them in an expedient timeframe.
3. LTS will continue its Campus Solutions conversion project.
4. LTS will continue to research and explore cost saving, quality hardware and software for campus.
5. LTS will examine the training and documentation needs of the campus and respond accordingly.
6. LTS will examine the photo, graphics, and sound needs of the campus and will respond accordingly.

Assessment for Goal 1: The LTS Client Survey provides data for analyzing LTS success with Goal 1.

Goal 2: Operational Excellence
LTS will provide a robust networking and communication infrastructure in a secure, 7x24 environment (University Goals 5-7).

Objectives
1. LTS will develop and maintain a master plan for the University’s technology needs.
   a. Network capacity will be planned to meet future needs.
   b. Hardware and software solutions will take into consideration the latest developments in the industry and the needs of faculty, staff, and students.
   c. Disaster recovery plans will be updated and tested regularly.
   d. Emergency notification plans will be updated regularly.
2. LTS will provide cost effective delivery of services for the infrastructure network including
   a. Integrated workstations, servers, operating systems, mobile devices, and software.
   b. Planned technology hardware rotation.
   c. Planned network rotation.
d. VoIP (Voice over Internet Protocol) and unified communications implementation.

3. LTS will supply data assurance by providing data to those that need it in accordance with the University’s mission while protecting the data from exposure that would be in violation of federal and/or state laws and/or in violation of UW-Eau Claire policies. Such data assurance will include:
   a. Encryption and other technology aids.
   b. Backup and restoration procedures.
   c. Antivirus, spyware, phishing, spoofing technologies.
   d. Engage users in knowing and following the best practices in higher education for data security and privacy.

**Assessment for Goal 2:** Written plans, server and network statistics, and rehearsals of disaster recovery and emergency notification can be used as metrics for this goal.

**Goal 3: Enriching Learning Opportunities**
LTS will provide information and instructional technologies that meet the needs of the campus for education, research, communication, and administration (University Goals 1-3, 5).

**Objectives**
1. LTS will assist faculty and other units in the development of a comprehensive Classroom Technology Strategic Plan.
2. LTS will provide and support the information and technology resources appropriate for meeting the campus’ teaching and learning needs.
3. LTS will partner with faculty, students, and other units to plan, implement, and maintain technologically rich learning spaces that match the needs of faculty and students.
4. LTS will partner with faculty, students, and other units to plan, implement, and maintain general access computer labs and lab virtualization that match the needs of faculty and students within the available funding.
5. LTS will plan, implement, and support distance education facilities for academic and administrative use.
6. LTS will support the e-learning initiatives across the campus.
7. LTS will provide support for faculty, staff, and students as they integrate technology into their work and study environments.

**Assessment for Goal 3:** Client surveys, Educause surveys, NSSE and FSSE data.

**Goal 4: Collaboration and Sharing**
Establish collaborative relationships and partnerships to ensure success of LTS and campus initiatives (University Goals 4, 6)

**Objectives**
1. LTS will develop Service Level Agreements as needed.
2. LTS will utilize change control boards as needed.
3. LTS will work closely with units whose processes are involved in the Campus Solutions project.
4. LTS will work closely with academic departments when planning for classroom and laboratory needs.
5. LTS will use value stream mapping and other process improvement tools, and will work with other units to ensure a smooth and effective integration of information technology (PEEQ, Rec. 6).
6. LTS will work with departments and units to provide enhanced, efficient, and universally accessible Web services using CommonSpot as the primary Web Content Management System.
7. LTS will collaborate with departments and units to use Qualtrics, the campus survey tool, efficiently to collect data for unit/department/program self-assessment (PEEQ, Rec. 2).
8. LTS will assist other campus entities in delivering a campus emergency response system.
9. LTS will establish strategic partnerships, as appropriate, with community entities, other UW-System campuses, and other state agencies.

Assessment for Goal 4: Unit annual reports, an analysis of SLA’s, and client survey questions can be used as metrics for this goal.

**Goal 5: Workplace Excellence**
LTS will build and maintain a compelling work environment for LTS staff (University Goal 4).

**Objectives**
1. LTS staff will have current job descriptions so they know their areas of responsibility.
2. LTS managers will provide feedback to staff on a regular basis. Career path planning will be one component of the review.
3. LTS will continue to distribute the LTS Climate Survey and use the data to improve the work environment.
4. LTS will encourage staff members to seek professional development activities and will assist with tuition for work-related courses.
5. LTS will participate in staff development workshops related to equity, diversity, and inclusiveness.
6. LTS will use value stream mapping tools to improve its internal processes.
7. LTS will provide hands-on experience, problem solving, and team building skills for student employees and interns.

Assessment for Goal 5: Retention statistics, percent of budget delegated to professional development, the LTS climate survey, and exit interviews can be used as metrics for this goal.
Goal 6: Environmental Sustainability
LTS will provide services and products using methods best suited to a sustainable environment (University Goal 7).

Objectives

1. LTS will research, test, and implement tools that result in energy conservation and cost savings.
2. LTS will design learning spaces with sustainability in mind.
3. LTS will design and build an energy efficient data center.
4. LTS staff will model and promote sustainable practices.

Assessment for Goal 6: Unit annual reports and statistics on energy usage can be used as metrics for this goal.