

# Finance and Administration: Information Technology Services

Strategic Direction & Operating Plan - 2020-2021



**Vision:** Working collaboratively, embracing new technologies and innovative ways of operating, we will provide best-in-class service to the Carleton Community.

**Mission:** We contribute to Carleton's academic mission of teaching, research, & community service by providing professional services that are effective, efficient, and timely.

**Strategy:** We will achieve our **Vision** and **Mission** by reducing complexity (**Simplicity**), improving **Transparency**, gaining **Agility**, building **Resiliency** and/or maintaining **Continuity** in all of the initiatives that we undertake.

<b>Our Customers (Clients)</b>	<b>We will provide quality and responsive service with:</b> <ul style="list-style-type: none"> <li>Enhanced user support to O365 Suite</li> <li>Service Desk enhancements</li> <li>ISSC projects</li> </ul>	A C S A S T A R
<b>Stewardship of Resources</b>	<b>We will provide effective stewardship of University resources and manage risks that affect the University with:</b> <ul style="list-style-type: none"> <li>Effective management of financials (including zero-based budgeting &amp; service costing)</li> <li>New Microsoft licencing requirements</li> <li>Ongoing operations</li> <li>Infrastructure modernization (CIO) projects</li> <li>Renewed infosec program</li> <li>Incident response exercise x2</li> </ul>	T C T C C S T A R S T R R C
<b>The Way We Work</b>	<b>We will use effective planning to support the SIP and F&amp;A strategies and continuously improve our processes &amp; services with:</b> <ul style="list-style-type: none"> <li>Digital strategy</li> <li>Organization re-design</li> <li>DevOps framework</li> <li>Comprehensive intake process for all IT service requests</li> <li>Leveraging of existing project management &amp; financial tools</li> <li>Voice Services review</li> </ul>	S T A R S A R C S T A R S T A S T A S R C
<b>Our Employees</b>	<b>We will build an engaged and productive workforce with:</b> <ul style="list-style-type: none"> <li>Communications plan</li> <li>Individual learning plans</li> <li>Development opportunities</li> </ul>	T A R A