# Mission and Vision

OIT Mission Statement

- The Office of Information Technology collaborates with faculty, staff, and students across the Institute to become a trusted partner and service provider to global constituents – delivering human-centric technologies that are reliable, secure, and scalable, and enable the Institute to further its core mission of advancing technology and improving the human condition.

OIT Vision Statement

- Over the next five years, the Office of Information Technology will position itself as a trusted provider of enterprise digital services and technology solutions -empowering students, faculty, and staff to address global challenges through the development of science and technology.

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# Lead by Example

**Goal 1:** Be a leading example of, and champion for, collaborative, open, and continuously improving IT systems, services, practices, and operational processes.

- Objective 1: Stabilize and clearly define all services with their objectives, intended uses, expected availability, support level, access requirements, lifecycles, deprovisioning conditions and plan, in a standard format.
- Objective 2: Create predictable and stable platforms and resource environments which enable OIT and distributed IT to provide the right service at the right time and the right cost for their constituents.
- Objective 3: Enable, encourage, and promote automation, integration, and augmentation to and of services.
- Objective 4: Be a model of open continuous improvement enabled across the GT IT community.
- Objective 5: Empower the IT community to come together to solve problems and drive positive changes.

**Goal 2:** Build a customer centric culture across the organization from needs assessment through design and development of IT services and be invested in customer success.

- Objective 1: Pursue a data driven approach to managing the services portfolio, aligning capabilities and resources with customer expectations.
- Objective 2: Adopt both a data-driven and human-centered approach to the design and development of services that actively seek continuous customer feedback.
- Objective 3: Proactively engage GT community expertise at large in the decision making, design, development, and support of services.

# Lead by Example

**Goal 3:** Create a data democratization culture where everyone is empowered to advance the Institute mission by leveraging data assets safely and responsibly.

- <u>Objective 1</u>: Develop a data culture which balances the desire for data democratization and frictionless access, with governance, data security, data management, data quality, and privacy.
- <u>Objective 2</u>: Provide human-centered, innovative, reliable, performing, and self-service analytical solutions and services.
- <u>Objective 3</u>: Promote awareness of data and services, educate and enable its use to inform decisions in an effective and responsible manner.

**Goal 4:** Create a diverse and inclusive culture while hiring, developing, and retaining the best IT talent.

- <u>Objective 1</u>: Recruit, Recognize, Promote, Retain, and Compensate fairly and inclusively
- <u>Objective 2</u>: Define, develop, and promote an inclusive IT culture
- <u>Objective 3</u>: Develop the full IT community technical, soft-skills, empathy, and leadership skillsets to meet current and future demands.

# Amplify Impact

**Goal 1:** Provide campus with user centric services that facilitate and respond to Institute goals, solve problems, and supports accomplishing our shared mission.

- <u>Objective 1</u>: Be transparent with services provided to the campus community to allow for better adoption.
- <u>Objective 2</u>: Be a trusted partner by providing reliable, secure, easy to use services to the campus community.

**Goal 2:** Foster an inclusive culture through communication, alignment, and collaboration with constituents.

- <u>Objective 1</u>: Be evangelists for our services by educating, assisting with adoption and implementation lifecycles.
- <u>Objective 2</u>: Be active listeners and pursue opportunities to be empathetic and present where and when our constituents need our services.
- <u>Objective 3</u>: Be a trusted resource of knowledge for campus technology needs. Be the connoisseur.

**Goal 3:** Cultivate organizational agility in response to evolving Institute needs.

- <u>Objective 1</u>: Be metric driven for strategically applying resources (People, Ongoing training, product funding, etc.)
- <u>Objective 2</u>: Build a more dynamic workforce by investing constituents for services provided or planned
- <u>Objective 3</u>: Be on the lookout for changing needs of the constituents (students, staff, faculty, extended communities).

# Champion Innovation

**Goal 1:** Empower student, faculty, and staff innovation through improved access to OIT resources.

- Objective 1: Be a developer of the processes, capabilities, and resources that can quickly support innovation requests from the campus community.
- Objective 2: Be a champion for campus IT resources by making clear to all what services are available, how to get access, and how to use them appropriately & securely.
- Objective 3: Be proactive in identifying new service opportunities by soliciting feedback from constituents and anticipating constituent needs.
- Objective 4: Be an inclusive champion of innovation by providing support to non-traditional areas of computing like the arts, social sciences, and humanities disciplines.

**Goal 2:** Promote innovation in the enterprise by adopting novel approaches or uses of technology within OIT.

- Objective 1: Be the leader in the higher-ed IT space by developing or integrating tools to manage the IT enterprise while maintaining a stable and predictable platform with defined and well-known services levels upon which campus constituents can build innovation.
- Objective 2: Be a leader in internal innovation by partnering with distributed IT teams on campus.

**Goal 3:** Provide best in class technology to enable learning and success for all students.

- Objective 1: Be a partner with students and student-facing organizations by providing technology solutions that improve student success.
- Objective 2: Provide technology needed by faculty to create innovative learning opportunities.

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# Expand Access

**Goal 1:** EXPANDING SERVICES: Increase accessibility and remove barriers within and beyond the existing Georgia Tech Community

- <u>Objective 1</u>: Increase engagement and support the success of students from underrepresented, physically-challenged, and disadvantaged communities.
- <u>Objective 2</u>: Raise awareness of OIT-related service offerings that are available.
- <u>Objective 3</u>: Reduce the "digital divide" in communities served by Georgia Tech by improving access to technology.
- <u>Objective 4</u>: Improve the experience and service offerings for pre-applicants and lifelong (i.e. "K through Gray") learners.
- <u>Objective 5</u>: Improve our global stance by facilitating service interactions in all regions regardless of time zones, language barriers, etc. Improve collaboration and access with satellite campuses and other higher-ed institutions.

**Goal 2:** EXPANDING KNOWLEDGE: Empower the GT community for a digital world by gathering, curating, sharing and disseminating knowledge.

- <u>Objective 1</u>: Improve access to and leverage GT-published works (research and academic publications) throughout the community.
- <u>Objective 2</u>: In a secure fashion, increase availability and awareness of applied, technical, and localized/historical knowledge within Georgia Tech by reducing barriers of entry for community members to access and understand this knowledge.
- <u>Objective 3</u>: Drive student and faculty success through mentorship of the GT community in technology-enhanced teaching and learning.
- <u>Objective 4</u>: Lay the foundation for expanding knowledge offerings towards lifelong learners, local and global entities.

# Expand Access

**Goal 3**: EXPANDING INVOLVEMENT: Encourage contributions and partnership with the broader community through increased collaboration among a diverse workforce.

- <u>Objective 1</u>: Develop OIT marketing and communication initiatives focused both within and outside Georgia Tech to raise awareness of learning and partnership opportunities.
- <u>Objective 2</u>: Increase levels of community trust through increased transparency by actively seeking community input, engagement, and involvement in decision-making.
- <u>Objective 3</u>: Diversify the OIT workforce and improve OIT's competitive stance for employee recruiting and retention.
- <u>Objective 4</u>: Streamline experience and services to eliminate roadblocks to participation.
- <u>Objective 5</u>: Build relationships and partnerships with organizations including other higher-ed, government, and both for-profit and non-profit institutions.

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