Executive Summary of the Information Technology Strategic Plan

The UMaine IT Strategic Plan is the culmination of a comprehensive IT assessment and planning process, which included input from over 100 University stakeholders representing students, faculty, staff and senior administration in 2011-12.

The project was sponsored by Susan J. Hunter, Senior Vice President for Academic Affairs and Provost, and Janet E. Waldron, Senior Vice President for Administration and Finance. The sponsors’ intention in directing this effort was to establish a strategic plan for addressing academic, research, public service, administrative, and operational IT needs within a unified framework for IT management.

Drafted by a collaborative team of University leaders representing academic, administrative, and student interests, the Plan is intended to be adaptive, flexible, and sustainable in order to address UMaine’s needs now and in the future. The Plan does this by establishing IT management and planning structures that will lead to greater focus on academic needs, improved collaboration, and better use of resources. The Plan also identifies opportunities for UMaine to improve and expand existing IT services and resources in a cost effective manner with an emphasis on leveraging IT to support the University’s mission. Collectively, the components of the Plan form a foundation that will support the essential role of technology and the growing need for technology leadership at UMaine.

The Plan was developed to be bold yet pragmatic in an environment where resources and expenditures are expected to remain near steady despite increased demands for technology services. Along with establishing strategic themes to guide IT decision-making and emphasizing increased collaboration efforts, this Plan seeks to optimize the University’s resources and leverage its strengths to meet growing demands while recognizing the fiscal realities that UMaine will face in the years to come.

The Plan identified 13 strategic initiatives. All of the initiatives presented in the plan are important. However, the first three initiatives concerning IT leadership and governance are considered foundational in supporting the success of the remainder of the Plan and are therefore emphasized. Without first implementing these core elements, the changes that are sought will be difficult to attain.

A full copy of the plan may be found here: http://umaine.edu/it/files/IT_Strategic_Plan_051012.pdf
IT Strategic Plan Initiatives:

1. IT Leadership and Governance
Establish a new CIO role to champion UMaine’s IT vision and a University-wide IT governance structure that fosters a transparent process for oversight, communication, and the strategic direction of IT at UMaine.

2. Fiscal Management
Develop a campus-wide IT funding model that focuses limited dollars on strategic spending while reducing non-strategic IT spending over the next five years.

3. Organizational Alignment
Assess and align IT classified and professional resources at UMaine in order to improve collaboration and optimize the delivery of IT services.

4. Training and Professional Development
Establish a consistent educational development model that provides faculty, staff, and students with baseline IT knowledge as well as ongoing IT training and professional development opportunities that support innovation.

5. Help Desk
Establish a single point of contact (SPOC) for the help desk in order to proactively measure, manage, and respond to user demands for IT support.

6. Learning Space IT Support Model
Establish a learning space technology support model that improves the effective use of IT to support pedagogy.

7. Technology Support for and Collaboration with Distance and Online Learning
Expand IT support and collaboration for distance and online learning.

8. IT for Research
Develop a campus-wide strategy to improve the IT infrastructure for research in Maine.

9. IT Refresh and Reassessment
Develop the existing IT refresh program to include a comprehensive refresh model that is informed by an ongoing technology reassessment policy.

10. Application Virtualization
Expand application virtualization to improve access to common software for remote and mobile users, and to improve license management.

11. IT Service Catalog
Extend UMaine’s current IT Service and Resource Catalog to establish a comprehensive first-stop resource that promotes awareness for and use of IT services and resources.

12. Learning Management System
Establish standards for a Learning Management System that aligns with the needs of UMaine.

13. E-Mail
Investigate strategies for minimizing the number of e-mail systems that all faculty, staff, and students use.