

Information Technology Services

STRATEGIC PLAN 2017/18

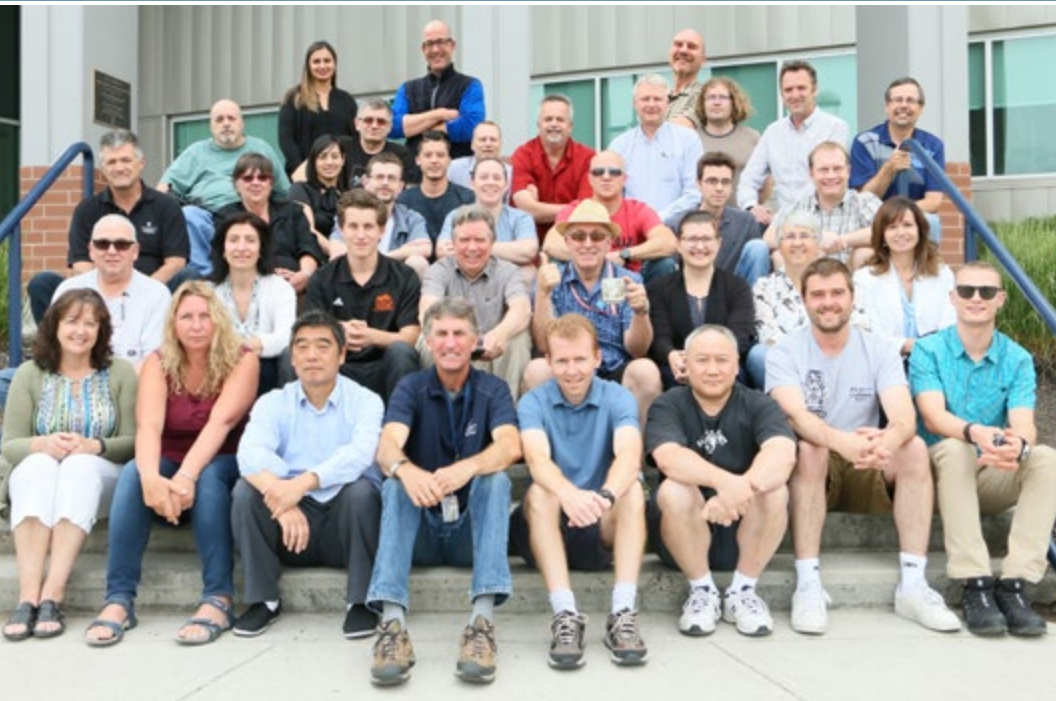
Vision

ITS leads TRU's Digital Strategy
to achieve excellence.

Mission

LEADING DIGITAL

We provide cost effective reliable
technology, innovative solutions
and strategic guidance.



Values

Always On
Outside-In
Empowered
Better Together
Inclusive
Integrity
Respectful
Courageous
Yes Before No

More on the ITS values **here**.

Click **here** to view:

TRU's emerging Digital Strategy

2017/18 Goals

INCREASING STUDENT SUCCESS

- Technology for TRU Trades and Technology building
- Technology Plan for new Engineering School
- Implement next generation wireless network
- Replace Luminis Portal with new Solution
- Develop learning analytics capabilities
- Upgrade Campus Digital Signage
- Provide Virtual Access to Educational Applications
- Undertake a review of Classroom Technologies
- 3D Printing, AR/VR for TRU Schools
- Expand Mobile Application Functionality
- DegreeWorks Campus
- Replace Ellucian Flex Reg
- Move towards one learning environment
- Technology related to Student Services Review

INCREASING SUSTAINABILITY

- Evolve TRU's Digital Strategy (Academic, Research)
- Develop a project management office for TRU
- Improve IT Security: Ransomware, Cloud, Two Factor Authentication
- Archibus On-Demand Work and Preventative Maintenance Modules
- Improve Identity and Access Management (IAM)
- Support TRU World applications
- External Review of IT
- BCNET Moodle Hosting
- Kamloops EduCloud
- TRU to gain efficiencies through effective workload planning
- Faculty Technology Survey: implement improvements
- Banner XE, Student Registration, HR, Finance
- Support improvement to Advancement Solutions

Performance Measures

Student Satisfaction with IT Services	2016	2017 Target
Campus Satisfaction with IT Service Desk	Exceeds average	Exceed sector average satisfaction ratings
Open Learning	No Data	
Computer Support Services	No Data	
On-Line Course Management Systems	No Data	
University Email	No Data	
On-Campus Wifi	No Data	

Employee Satisfaction with IT Services	2016	2017 Target
Overall perception of value	76%	No survey Planned. Note results from Faculty Technology Use Survey
Overall satisfaction	76%	

Level of Self Registration	2016	2017 Target
Campus	57%	60%
Open Learning	64%	70%

Problems Solved on First Contact	2016	2017 Target
Number of Support Calls Resolved on First Contact with the Service Desk	60%	80%
Improvement over Industry Benchmark (52.70%)	114%	152%
Ticket Volume Related to Password Resets	2016	2017 Target
Total Volume of Password Resets as a percentage of all tickets	33%	30%
Employee Training	2016	2017 Target
IT Training Sessions Per Year (attendees)	1,355	1,500
Green IT	2016	2017 Target
Data Centre Power Usage Savings over Baseline of 62KVA	23% 48 KVA	26% 43 KVA
Information Security	2016	2017 Target
BC AG ITGC Maturity Rating compared to sector	No Audit	Meet or exceed all controls



**THOMPSON
RIVERS
UNIVERSITY**

Information
Technology
Services

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