

Information Technology Services

STRATEGIC PLAN 2018/19

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

2018/19 Goals

INCREASING STUDENT SUCCESS

- Support the development of next generation learning spaces: Master Data Science, Engineering, Nursing Population Health and Trades.
- Evolve TRU's Digital Strategy
- Transition multiple learning environments to Moodle
- Increase the use of Degreeworks for program planning
- Provide an Innovative Solution for Digital Exams
- Increase enrollments and the Student Experience for non-traditional students i.e. OL, trades
- Provide Students with Improved Cloud Services
- Expand Virtual Desktop Capability. Provide virtual access to educational applications.

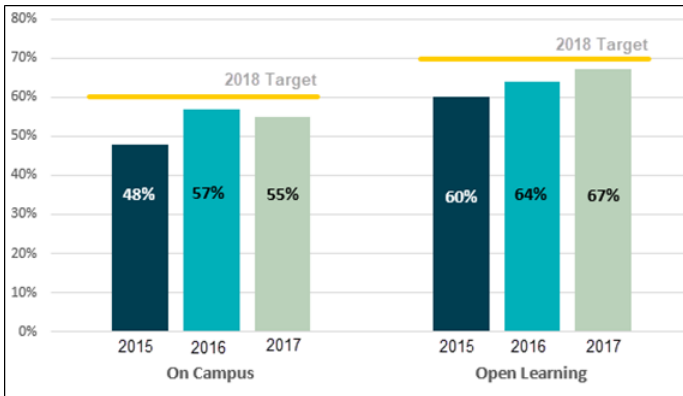
INCREASING SUSTAINABILITY

- Increase investment in Improving TRU's Cyber Security Program
- Identify an ongoing IT Evergreen infrastructure fund
- Provide Faculty and Researchers with the ability to innovate with technologies
- Reduce the paperwork and delays related to travel/expense form processing
- TRU to gain efficiencies through effective workload planning
- Improve strategic enrollment management and student retention processes (CRM)
- Develop a program to enhance TRU's security framework and compliance
- Establish a process framework for quality, compliance and process maturity (COBIT 5.0)
- Evolve TRU's disaster recovery and business continuity capability
- Improve IT staff engagement and retention
- Improve strategic and operational decision making by providing and/or enhancing an Enterprise Data Lake

Performance Measures

Student Satisfaction	2017	2018 Target
Campus Satisfaction with IT Service Desk Open Learning Computer Support Services On-Line Course Management Systems University Email On-Campus Wifi	Exceeds average No Data No Data No Data No Data No Data	Exceed sector average satisfaction ratings
Employee Satisfaction with IT Services	2017	2018 Target
Overall perception of value Overall satisfaction	No Survey. Note results from Faculty Technology Use Survey	80%

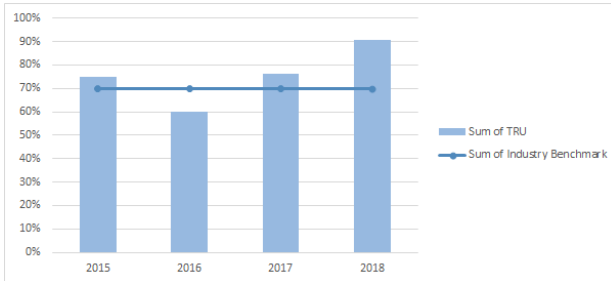
Level of Self Registration



Self-registration refers to students who register online versus through the in-person services available on campus. More service automation for students improves their satisfaction with our services, supports TRU business processes, and reduces delays and errors.

In 2017, approximately 55% of students self-registered for On Campus courses compared to 67% of Open Learning students. Between 2015 and 2017, there has been a 7 percentage-point increase in On Campus self-registration. Open Learning students whom self-registered steadily increased over the last 3 years by 7%. On Campus self-registration is below the 60% target by 5% and Open Learning is almost meeting the 70% target by less than 3%.

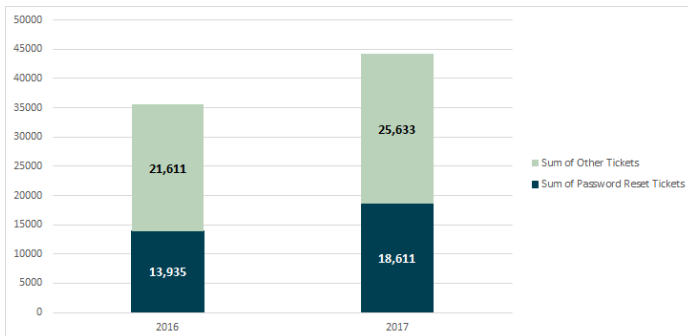
Problem Solved First Contact



Problems solved on first contact reflects the service management culture in the ITS unit. Our goal is to make the IT Service Desk the single point of contact, with most client requests and issues resolved without delay by our Service Desk Analysts. This supports student and employee productivity.

Over 3 consecutive years, TRU has been exceeding the [Industry Benchmark](#) of 70%. In 2017, TRU surpassed the Industry Benchmark by 5% percentage-points. By 2018, TRU aims to solve problems at first point of contact by 91%, which will be a 130% improvement over the Industry Benchmark.

Password Resets



Currently, password resets represent a major activity for the IT Service Desk. With initiatives like the T-ID project to reduce the number of credentials required to use TRU's seven major student-facing systems, and with new technology like password self-healing through automated password resets utilities, the goal is to reduce this workload so that IT Service Desk personnel can focus on higher value-added services like solving more complex IT issues and perform system monitoring and early detection of problems.

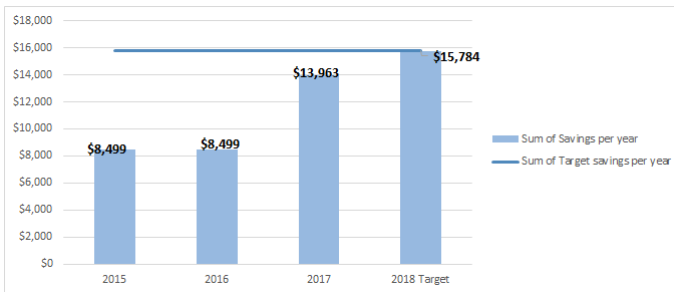
The IT Service Desk password reset ticket target for 2018 is to account for less than 38% of total tickets. Of the 44,244 tickets created in 2017, 42% were for password resets. There was a 3 percentage-point increase of password reset tickets from 2016 to 2017.

Employee Training

	2015	2016 Target	2017 Actual	2018 Target
Information Security	515	800	1,438	1,500
Other	975	975	770	800
Total Training (# of attendees)	1,217	1,775	1,208	2,300

Given the rapid changes in technology and the PCI requirement for annual employee information security and privacy training, this service measure reflects the number of personnel trained each year.

Green IT



IT Services supports the TRU sustainability program of reduced energy use by constantly examining opportunities for using greener technologies like server and desktop virtualization. This measure reflects the reduction in power in the TRU data center.

Between 2015 and 2017, IT Service has saved TRU an aggregated total of \$30,861 by reducing the amount of Kilovolt-amps (kVA) used. By 2018, IT Services aims to save approximately \$15,784 for TRU. This would add an additional \$1,821 of savings targeted for 2018 compared to 2017.

Information Security	2017	2018 Target
BC AG ITGC Maturity Rating compared to sector	No Audit	Meet or exceed all controls



**THOMPSON
RIVERS
UNIVERSITY**

Information
Technology
Services

IT SERVICE DESK

Tel: 250.852.6800

Toll free: 1.888.852.8533

Fax: 250.852.7292

ITServiceDesk@tru.ca

tru.ca/its