

# Information Delivery Roadmap I<sup>2</sup>T

## Mission

Create and deliver world-class innovative information technology solutions that contribute to the vision of the university, promoting revenue momentum, expense reduction, and infrastructure capacity in support of business growth

## Vision

- Robust and reliable services to meet University needs
- Rapid response to evolving University demands
- Leverage new technology capabilities to create a competitive advantage

### Information Security

User transparent with instant information availability while protecting the confidentiality and integrity of our data

### Technical Operations

Integrated voice, data and video, available anytime and from anywhere

### App. Dev. & Support

Build truly engineered applications and processes that are University driven

## Imperatives

**Managed** (Diversity, Community)  
Single global management capability

- Identity and Access Management
- Role Based Security
- Single Sign On
- Security Event Monitoring
- Insider Threat Protection Program

- Device Life Cycle Management
- Financial / Contract Management
- Services Management
- Data Center Management
- Network Management

- Stakeholder Committees for major sys
- Automate existing processes
- Predictive Analytics
- Key performance Indicators
- Process and Systems Dashboards

**Secure** (Integrity)  
Ubiquitous secure connectivity

- Device Encryption and Protection
- Data Loss Prevention (DLP)
- Database Encryption
- Vulnerability Management
- Confidential Data Auditing
- Application and Database Security
- Cloud Security

- Device / Asset Security
- Data Protection / Recovery
- Network Encryption / Security
- Dual Factor Authentication
- Mobile Device Management
- Enhanced Endpoint Protection
- Portable Device Data Encryption

- Single Source of Identify
- Federated Services for External Applications
- Role Based Application Access
- PCI Compliant
- Expanded Security Tools in Learning System
- VSTS IDE development tool
- SharePoint

**Efficient and Reliable**  
(Innovation, Academic Excellence, Research)  
Common and consistent architectures

- Security Architecture
- Governance Policies and Procedures
- Business Continuity Planning
- Technology Disaster Recovery Gov.
- Security Service Catalog
- Risk Based Security Strategy
- Crisis and Security Incident Management

- Cloud Based Backups
- Infrastructure as a Service
- Desktop Collaboration Tools
- Hyper Virtualized Environments
- Disaster Recovery Preparedness
- Real Time Replication
- Executive analytical Dashboards Power BI

- Automated Course Creation
- Self Service Web Content
- Enhanced System Monitoring
- Proactive Risk Mitigation
- Agile Framework – Scrum / Kanban
- Azure
- Contract Management and Docusign systems

**Student-focused** (Student Centered, Community)  
Thrill our students

- Mobile Device Management
- Security Awareness Training
- Information Security Awareness
- CEC Cyber-Security Partnership

- HD Teaching Enabled
- Student Focused Support
- Nova.edu Phase 3 ADA
- OIIT Innovation Lab

- Artificial Intelligence
- Progressive Upgrades to Student Systems
- Canvas LMS & Zoom
- Mobile Friendly

**Measured**  
Coherent and measurable  
6 sigma performance standards

- Compliance with Regulatory Req.
- Alignment with Industry Frameworks
- Security Protocols and testing in SDLC
- Continuous Improvement w/Identified Security Risks

- Service Standards
- IT Ticketing System
- Service Request Forms
- Project Request Forms

- Change Management
- Quality Assurance Discipline – Automated Regression testing scripts
- Six Sigma Analysis
- Increased service support footprint (NearShore)