



2021-2025

STRATEGIC PLAN

Infused in all aspects of daily life on campus, Information Technology Services (ITS) supports learning and teaching, research and creative endeavors, outreach, administration and student affairs.

The Information Technology Services department functions as Iowa State University's central IT unit, responsible for technologies and services that are used broadly across campus along with diligent IT support. ITS also cooperates with local or collegiate IT units that often offer discipline-specific services and support.

MISSION

Information Technology Services is the enterprise core that provides secure, relevant and sustainable technology services and solutions.

VISION

ITS is the trusted campus partner that enables excellence in education, research, outreach and university operations.

VALUES

Respectful

We maintain a supportive work environment that values people.

Innovative

We deliberately adopt emerging technologies to provide meaningful solutions.

Dependable

We provide quality, reliable services and support.

Customer-focused

We listen, communicate, and care.

Campus partner

We develop connections and opportunities for collaboration.

OBJECTIVE 1

Enhance the comprehensive educational experience

- Goal 1.1** Deliver and enable customer-focused, innovative educational technologies
- Goal 1.2** Effectively address technology barriers for students, staff, faculty, and visitors
- Goal 1.3** Provide IT support to enhance the safety, health, well-being, and security of students, faculty, staff, and visitors

OBJECTIVE 2

Enable our partners in research

- Goal 2.1** Evaluate evolving IT support requirements to advance research
- Goal 2.2** Deliver, coordinate and support solutions that meet researchers' needs

OBJECTIVE 3

Deliver and support high quality enterprise services

- Goal 3.1** Ensure services are successfully addressing customer needs
- Goal 3.2** Deliberately and collaboratively adopt emerging technologies, standards, and practices
- Goal 3.3** Coordinate training and user support for services
- Goal 3.4** Ensure service sustainability (environmental, fiscal, and support)
- Goal 3.5** Enhance system and data security

OBJECTIVE 4

Enrich the ITS employee and customer experience

- Goal 4.1** Prioritize ITS employee training and development
- Goal 4.2** Emphasize continuous improvement culture centered on customer satisfaction
- Goal 4.3** Build trust and increase transparency