

## I. History

The College of Arts and Sciences at Illinois State University is the largest college on campus and represents the academic core of the institution. Housing 47% of the University's full-time faculty and producing 50% of all credit hours, the College delivers the bulk of the University's acclaimed general education program. The 17 academic units in the College provide 28 bachelor's degrees, 16 undergraduate minors, 21 master's programs, 19 secondary education teacher certifications, a graduate certificate, and 5 doctoral programs in disciplines spanning the humanities, social sciences, and sciences.

As the use of information technologies for research, instruction, and administration within the academy has evolved during the past two decades, a variety of technical support units emerged within the College. These independent units assumed a wide variety of functions based on the needs of the individual disciplines. As time went on, this led to duplication of services in some areas, while other areas were under-served. In order to ensure adequate service to students, faculty, and staff all across the College, to reduce unnecessary duplication of services, to take advantage of the administrative and budgetary efficiencies afforded by centralization where appropriate, and to build a more cohesive IT team within the College, existing units were merged into a single unit in January 2005. This unit is called CAS-IT and reports to an Associate Dean.

CAS-IT staff provide support for a variety of computing-based services to enhance teaching, research, and administration, and they work closely with university-wide services and with departmental technical staff to ensure high levels of communication and cooperation.

After the creation of CAS-IT, the then Dean, Gary Olson, charged CAS-IT to craft their own strategic plan—building on *Educating Illinois* and the CAS Strategic Plan—to ensure that the service and support necessary to advance the aspirations of our students, faculty, and staff were provided. The result was the CAS-IT Strategic Plan 2005-2010.

In the summer of 2009, the members of CAS-IT resolved to revise our strategic plan. We did this because from 2005 to 2009 we experienced a number of organizational changes and outgrew the original strategic plan for 2005-2010. Through a series of discussions and mini-retreats we have devised the Strategic Plan for 2010-2015.

I am grateful to every member and associate of CAS-IT for their contributions to the College and to this strategic plan, which will enable us to play a key role in the growth and development of the College in the coming years.

Ann R. Beck, Ph.D.  
Senior Associate Dean for Research, Technology, and Facilities  
Director of CAS-IT

At the time of the Strategic Plan 2010-2015 was written, CAS-IT included the following IT professionals:

*Badri Rajagopalan, Assistant Director CAS-IT*

*David Crutchley*

*Daniel Enomoto*

*Jason McCrone*

*Michael O'Brien*

*Eric Schuller*

*Todd Thomas*

*Sarah Walczynski*

The following departmental IT professionals work closely with their colleagues in CAS-IT and also contributed to this document:

*Ross Bogue, Physics*

*William Shields, Geography-Geology*

*Michael Regilio, School of Communication*

## II. Mission

- To improve the working life of CAS employees through the implementation of state-of-the-art technology.

## III. Vision

To be a critical resource to the College by:

- Providing superior customer support
- Encouraging and supporting the technological growth of faculty and staff
- Facilitating the growth and quality of the College's IT infrastructure
- Guiding and shaping technology through research and development
- Supporting professional growth of CAS-IT staff members
- Ensuring that we are considered a valuable entity within the ISU technology community
- Marketing our services

## IV. Values

CAS-IT holds the following values:

- *Service:* We design our systems and provide our services to be as user-friendly as possible understanding that the academic mission comes first. We maximize efficiency through centralization and standardization where appropriate, while providing localized support and specialized services to meet the needs of students, faculty, and staff in diverse disciplines.
- *Professionalism:* We conduct ourselves with dignity and dedication and are committed to professional development as members of a community of life-long learners.
- *Teamwork:* We work together to arrive at solutions, provide cross-training to each other to enhance the effectiveness of the organization, and are available for consultation and assistance across all areas of the college consistent with our areas of expertise.

## **V. Goals**

In accordance with our mission, vision, and values, we have set the following goals:

- Our customers will be satisfied with and impressed by our services
- We will be the College advocates for the procurement of appropriate technology across the College
- CAS-IT professionals will increase their level of professional development and will be appropriately challenged by and compensated for their work
- The broader ISU technology community will consider us a valuable entity

## VI. Strategies to Meet Goals

- **Goal 1: Our customers will be satisfied with and impressed by our services**
  - Strategy 1: Address client concerns effectively and efficiently
    - Continue to refine ticket system
      - Perform one product review per year
    - Refine primary job responsibilities for desktop support
      - Create soft policies for what is outside our responsibility
      - Create soft policies regarding technology that CAS-IT supports
    - Create a faculty advisory board for Web Services
      - Meet once a semester to discuss new services offered, to learn of new services needed, and to review existing services.
  - Strategy 2: Provide training for new and existing technologies
    - Improve CAS-IT website
      - Increase number of helpful handouts and tips
      - Ensure accuracy and currency of information on website
    - Refine and improve new faculty orientation session
      - Increase number of attendees
      - Create script to ensure smooth flow of appropriate information
    - Redesign physical training area of Web Services space
      - Get new partitions in place
      - Outfit training space with appropriate furniture
      - Outfit training space with appropriate technology
    - Increase presentations to departments/schools
      - Meet with each department/school at least once every two years
    - Provide informative printed material
      - Brochures
      - Handouts
      - Tips
      - New procedures
  - Strategy 3: Maintain positive customer oriented approach to service
    - Monitor feedback from areas

- Establish formal procedure for seeking input from chairs and office staff
- Conduct annual survey of faculty and staff regarding satisfaction with CAS-IT support and services offered
- Strategy 4: Establish formal marketing plan
  - Web site
    - Ensure website properly promotes CAS-IT
    - Increase user-friendliness
  - Brochure
    - Print new, updated brochures
  - Business cards
    - Purchase business cards for all CAS-IT staff members

- **Goal 2: We will be the College advocates for the procurement of appropriate technology across the College**
  - Strategy 1: Work with CAS Dean to update, refine, and implement recapitalization plan for faculty/staff computers
    - Set limit on the number of cascades that a new computer purchase will trigger.
    - Set an age limit for computers that will be deployed
    - Create financial model to facilitate faculty/staff computer recap plan.
  - Strategy 2: Work with CAS Dean to develop and implement recapitalization plan for labs
    - Set limit on the number of cascades that a new computer purchase will trigger
    - Set an age limit for computers that will be deployed
    - Create financial model to facilitate lab computer recap plan
  - Strategy 3: Develop and implement advancing technology for server infrastructure
  - Strategy 4: Develop plans to roll-out new technology across College
  - Strategy 5: Advocacy with Dean's office
    - Director of CAS-IT should remain an Associate Dean or report directly to the Dean

- **Goal 3: CAS-IT professionals will increase their level of professional development and will be appropriately challenged by and compensated for their work**
  - Strategy 1: Ensure appropriate continuing education/professional development
    - Each CAS-IT staff member should take advantage of at least one opportunity per year for professional development offered at ISU
    - CAS-IT will hold at least two intra-unit trainings per year
    - At least one representative of CAS-IT will make a conference presentation per year.
  - Strategy 2: Work with CAS Dean to ensure adequate levels of pay reward and benefit
    - Work with Dean and HR to implement plan for increase in base salary
  - Strategy 3: Ensure that position allows sense of accomplishment and meaningfulness
    - Each CAS-IT staff member will engage in at least one special project and/or assignment (e.g., inventory screen, revamping ticket system, managing CAS-IT desktop support credit card bills, etc.) every other year.
  - Strategy 4: Ensure workload is appropriate and equally distributed across CAS-IT
    - Hire second programmer to create redundancy throughout CAS-IT
    - Implement formal student internship programs/academic tie-ins

- **Goal 4: The broader ISU technology community will consider us a valuable entity**
  - Strategy 1: Increase involvement in cooperative projects with other groups (e.g., Web Services work with COB)
    - Work on at least one cooperative project per year
  - Strategy 2: Increase campus visibility
    - Hold an open house for other technology groups every 3 years
    - Host round table for campus IT groups
    - Offer services on campus technology initiatives (e.g., Clickers, Second Life)