



VALDOSTA STATE UNIVERSITY

STRATEGIC PLAN

Mission

To provide quality, reliable, and secure IT services to our customers.

Vision

To be the premier provider of IT services for VSU, ensuring the highest quality of service and the most effective use of resources.

Tactics

- Proactively know your customer's needs and ensure they are met
- 360° communication and collaboration
- Sustain a stable IT environment
- Challenge the IT status quo
- Stay ahead of Cyber threats
- Build and execute sustainable controls, policies, processes, and procedures
- Develop and enhance partner relationships
- Develop the trust and confidence our customers have with delivered IT services
- Train and develop IT employees
- Be a fiduciary with the IT budget by maximizing its value proposition

STRATEGIC PLAN

Governance Pillars

IT Backbone : Delivery of a stable and scalable IT footprint allowing all other pillars to be successful (*Infrastructure Services and IT Purchasing, Asset Mgt. & Telecommunications*)

Customer Focus : Delivery of IT solutions that enhances students, faculty, and staff's ability to achieve VSU's vision (*Technical Support Services and Enterprise Applications*)

Information Security : Delivery of a secure IT solution allowing all other pillars to achieve their goals (*Information Security & Networking*)

Project Management : Sustain and develop a methodology that supports IT project prioritization and execution (*Enterprise Applications & Project Mgt.*)

Impact : Delivery of IT and IT Security solutions that supports impacting student success (*All*)

Risk Management : Identification and management of university risks that could impact the ability to support a student's success (*CIO & Administration*)

IT Budget : Develop, manage, encumber and dynamically allocate necessary IT related funds to ensure customer expectations can be met (*All*)

DIVISION of INFORMATION TECHNOLOGY

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