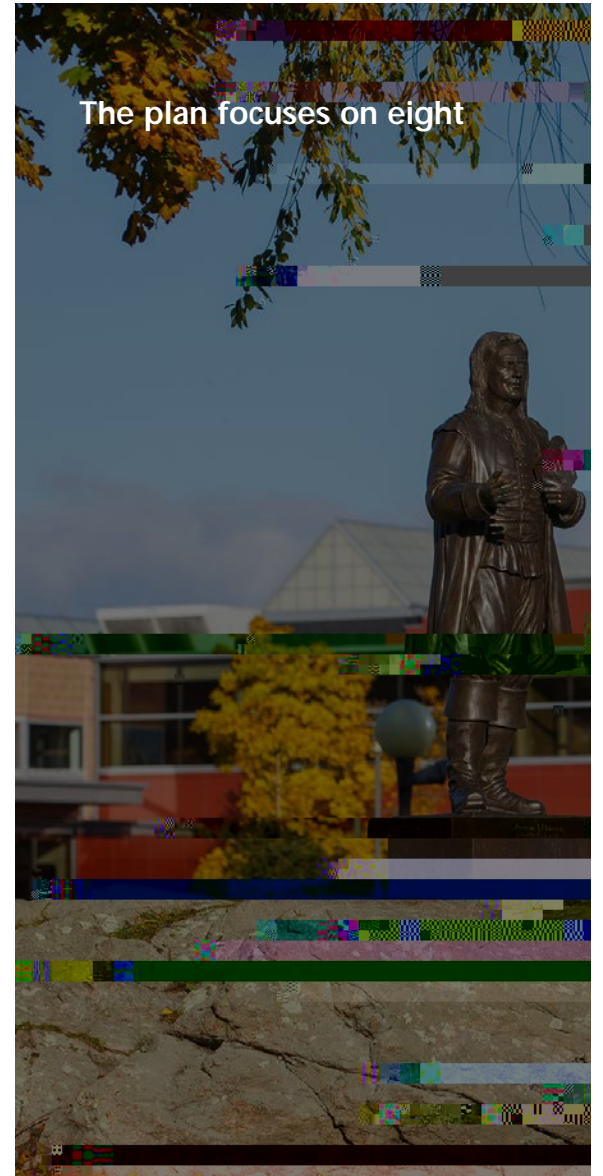




The plan focuses on eight

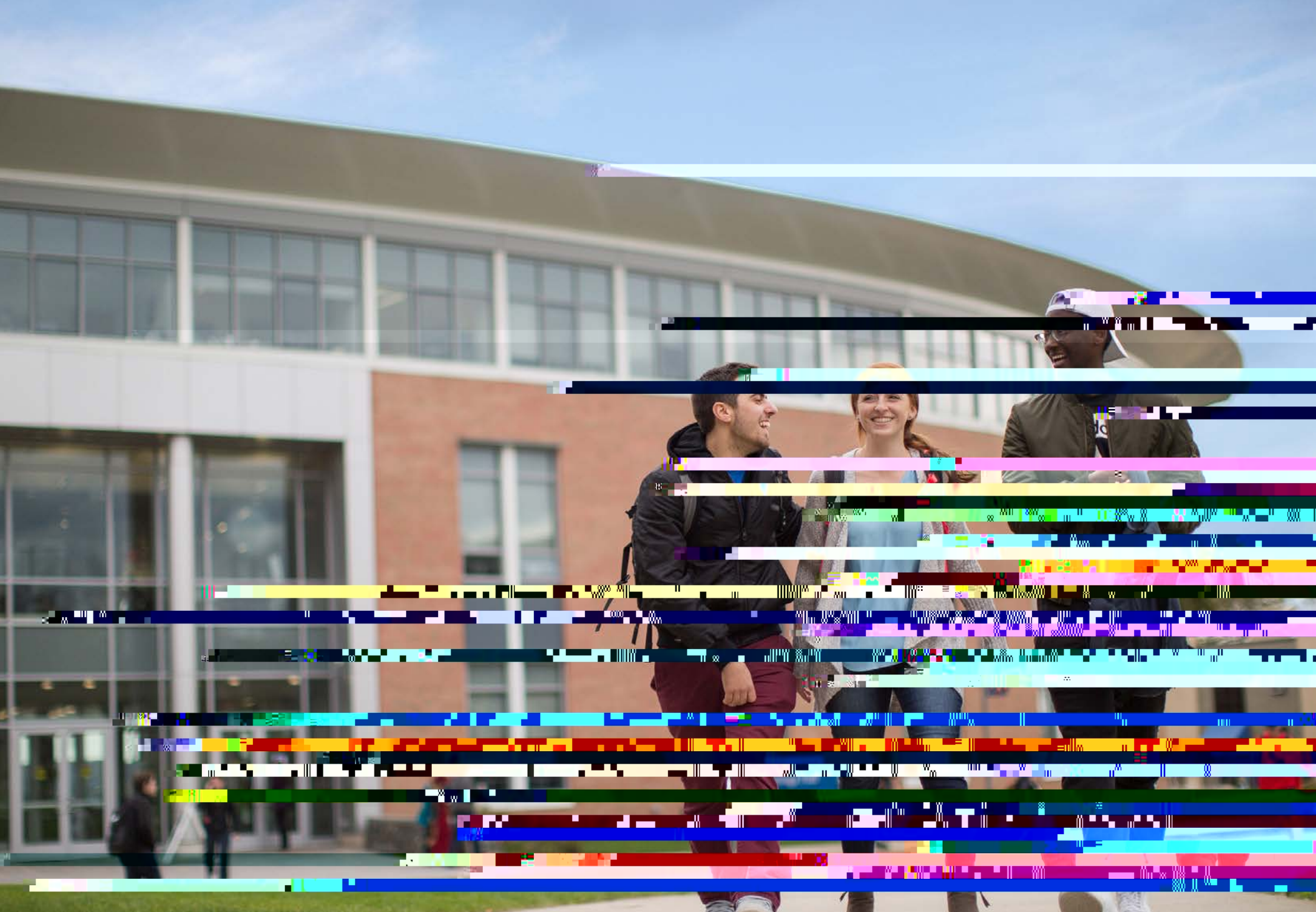


RWU IT VISION STATEMENT

The Information Technology Department delivers empowering teaching, learning, research, administrative, and communication technologies through a commitment to excellence in infrastructure, customer support, training, and technical leadership in fulfillment of the institutional mission and core values.

RWU IT INCLUSION STATEMENT

The Information Technology Department understands and appreciates the important differences all people possess in culture,



ADMINISTRATIVE SERVICES | CUSTOMER SERVICE | INFORMATION SECURITY | INFRASTRUCTURE | DATA ANALYTICS AND BUSINESS INTELLIGENCE
| INSTRUCTIONAL TECHNOLOGY | REMOTE WORK | DIVERSITY, EQUITY, AND INCLUSION

INFORMATION SECURITY

Securing the personal and sensitive data of our students, faculty, and staff is paramount. RWU IT has implemented a program designed to comprehensively protect our information resources. The program is based on industry standards and best practices including endpoint and infrastructure controls, policy and regulatory controls, information security training, ongoing data security communications, and varied online materials.

Security awareness and threat prevention training is integral to the overall success of the Data Security Program. RWU IT has enacted online security training modules using the industry recognized

DATA ANALYTICS AND BUSINESS INTELLIGENCE

To become a data-driven institution, data quality, data integrity, and data security must be a continuous focus. RWU IT will construct governance mechanisms to ensure RWU has reliable information to make informed business decisions.

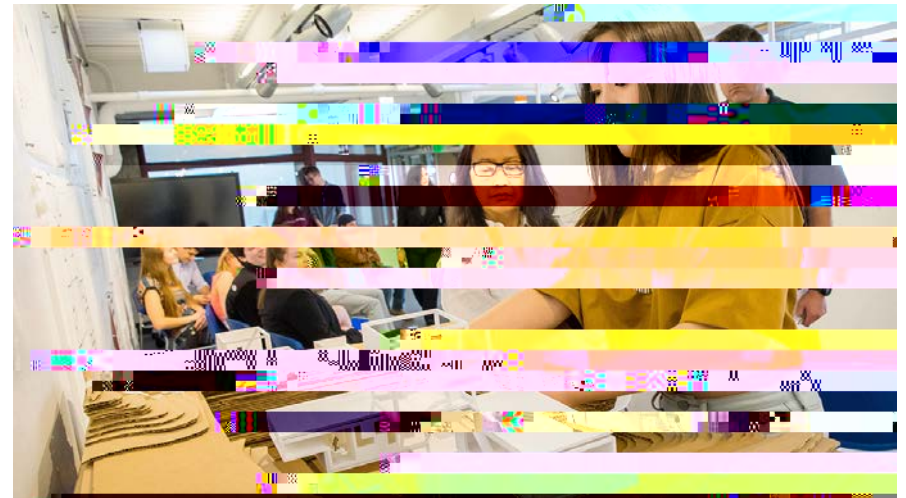
RWU IT is committed to improving data analytics tools and training for the RWU community. Working with our institutional partners and data owners, we will create a self-service reporting environment to move RWU forward.

Working with departments, RWU IT will continue to integrate new data sources into the Data Warehouse and develop the documentation, user groups, and training materials to enhance overall institutional data analytical capabilities.

INSTRUCTIONAL TECHNOLOGY

Technology in the classroom has become one of the cornerstones of the teaching and learning experience. RWU IT is committed to outfitting classrooms and other learning and collaboration spaces with state-of-the-art technology for in-class and distance learning environments.

Providing the RWU community with industry best-in-breed tools for instruction and learning is core to the mission of RWU IT. We will continue to improve our Learning Management Systems (LMS), Student Information Systems (SIS), and classroom tools with a framework that gives flexibility and access.

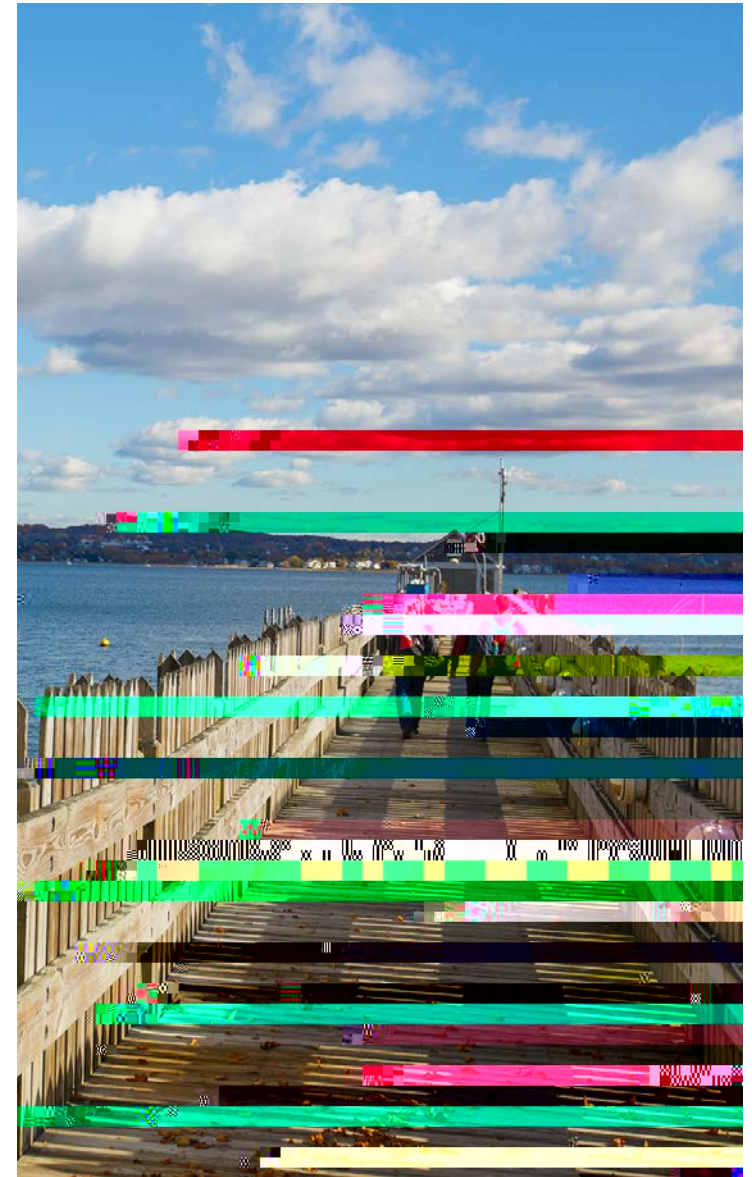


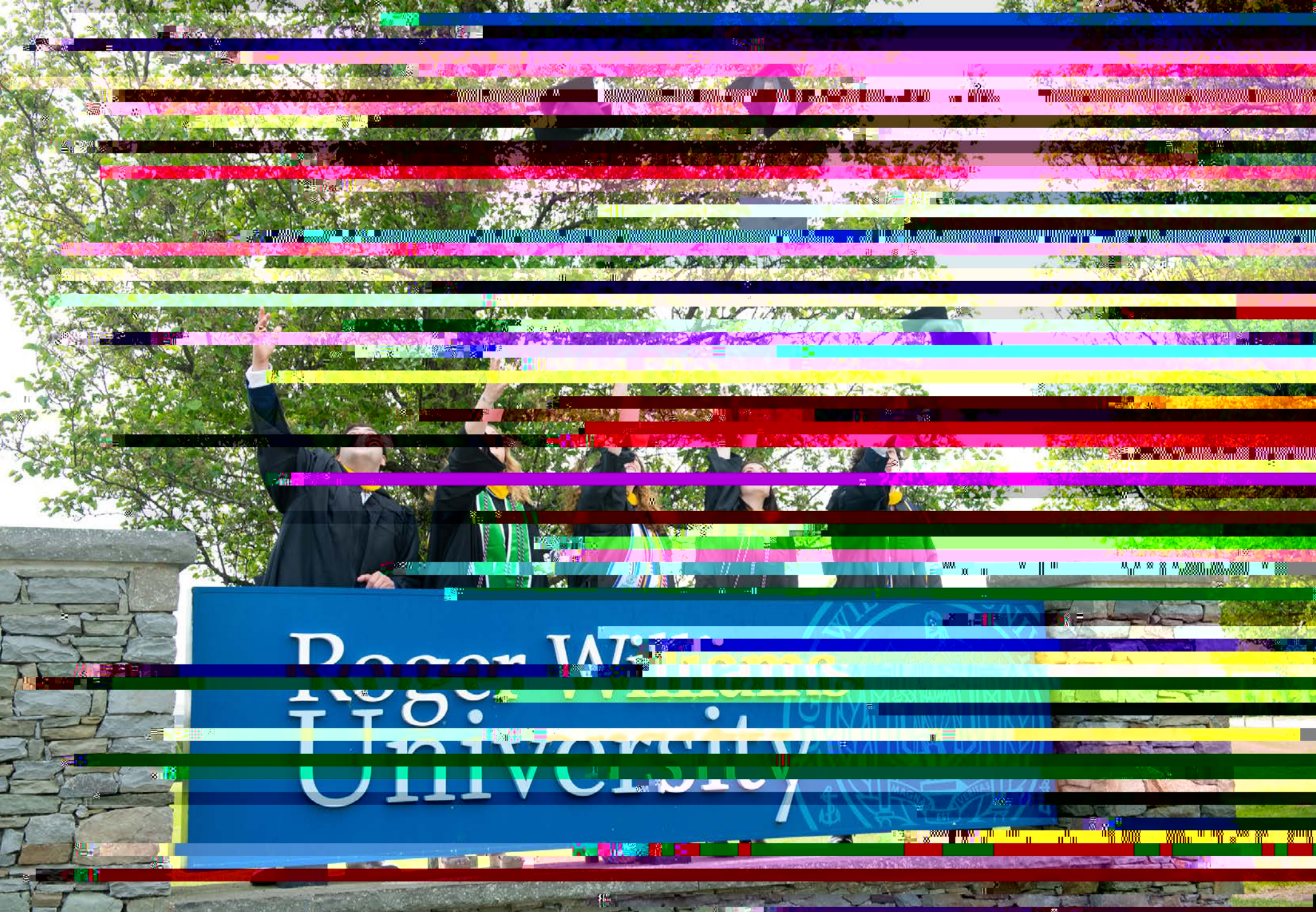
REMOTE WORK

RWU recognizes the importance of providing a seamless and productive experience for our remote workers. As such, RWU IT is committed to the continuous improvement of our mobile and web-based applications.

RWU IT aims to establish a secure mobile framework in which the RWU community can securely access university systems and information from their mobile devices and web platforms from anywhere in the world.

With the increase in remote workers, RWU IT aims to provide the ongoing support necessary to maximize productivity. New tools, information, and training will be deployed to minimize user interruptions and to ensure a positive experience for RWU's remote workforce.





AREA ONE: ADMINISTRATIVE SERVICES

Design and deliver an effective and efficient information framework that supports the business needs of the University.

	OBJECTIVE	INITIATIVES	TIMEFRAME
1	Business Process Enhancement	<ul style="list-style-type: none"> Streamline business processes to improve business efficiency and continue to reduce the use of paper Improve customer experience and enhance self-service capabilities Collaborate with business units to conduct user/system needs assessment and optimize business processes to achieve efficiency, eliminate challenges, and promote automation 	2022-2026
2	Establish ERP Governance	<ul style="list-style-type: none"> Establish an accountable and transparent working committee to discuss ERP standards, procedures, and promote collaboration between all stakeholders Review and update the university Application Portfolio to ensure all applications on campus are accounted for and being used efficiently and cost-effectively Reconvene a data standards committee ensuring data custodians from all key university departments are represented 	2022-2024

	OBJECTIVE	INITIATIVES	TIMEFRAME
3			

AREA THREE: INFORMATION SECURITY

Create a security architecture and program that comprehensively asserts confidentiality, integrity, and availability to the University's information assets.

AREA FOUR: INFRASTRUCTURE

AREA FIVE: DATA ANALYTICS AND BUSINESS INTELLIGENCE

Create a data-driven campus culture that advances the student experience, improves student retention, and informs business operations decision-making.

	OBJECTIVE	INITIATIVES	TIMEFRAME
1		<ul style="list-style-type: none"> • Provide better training for our primary reporting and analysis tools • Acquire adequate licensing for our primary reporting and analysis tools so that users can develop their own data-driven reports/dashboards • Provide periodic enduser training for reporting tools and maintain updated training materials on the technology training website 	2022-2026
2	Data Governance	<ul style="list-style-type: none"> • Strengthen data quality standards by working with the end users and develop a Data Warehouse User Group for collaboration within the entire community 	

AREA SIX: INSTRUCTIONAL TECHNOLOGY

Construct and nurture a teaching and learning environment that enriches the student experience.

	OBJECTIVE	INITIATIVES	TIMEFRAME
1		<ul style="list-style-type: none"> Transition to less reliance on third-party/fee-based repair/upgrade services Create manufacturer-based training plan for staff Build student employee skill base program 	2022-2026
2		<ul style="list-style-type: none"> Collaborate with planning teams and campus stakeholders to support the classroom master plan Research, plan, and deploy a new classroom technology standard, considering new and innovative hardware, software, and design solutions Establish an annual funding model for upkeep and replacement of classroom technology 	2022-2026
3		<ul style="list-style-type: none"> Strengthen campus partnerships with Academic Affairs, Instructional Design and Capital Projects Further develop relationships and partnerships with vendors and manufacturers Engage staff with related professional organizations and provide networking opportunities with colleagues at other institutions Work with our partners to support, strengthen, and expand the university's online learning environment 	2022-2026

AREA SEVEN: REMOTE WORK

Cultivate a model where information can be accessed securely from any Internet connected device.

	OBJECTIVE	INITIATIVES	TIMEFRAME
1	Enhance Remote Work Capabilities	<ul style="list-style-type: none">• Implement hotspot and laptop loaner program for faculty and staff• Enhance Single-Sign-On (SSO) and web-based access capabilities	2022-2024
2	Secure Access to RWU	<ul style="list-style-type: none">• Conduct annual audits of remote work apps, network access, and user access• Amend RWU Written Information Security Plan (WISP) to include remote work policies and procedures• Require MFA for all remote work devices	2022-2025
3			

AREA EIGHT: DIVERSITY, EQUITY, AND INCLUSION

A special thank you to all those involved in the IT strategic planning process. The plan is the result of a collaborative effort replete with rich and insightful information from a variety of sources throughout the Roger Williams University community. The Information Technology Department is proud of the strong relationships we've built with all our constituents and look forward to continued productive partnerships.

- The Technology Strategy Board
- The Technology Strategy Board IT Strategic Planning Subcommittee
- The Technology Council
- IT Leadership Team
- The Roger Williams University Marketing and Communications Department

Design: DonnaDeForbesCreates.com

