

# LARAMIE COUNTY COMMUNITY COLLEGE INTEGRATED TECHNOLOGY SERVICES (ITS) STRATEGIC PLAN 2017-2020

The Integrated Technology Services (ITS) team supports LCCC's strategic plan, including the stated mission, vision and goals. In addition to the College's strategic plan, ITS has developed a technology specific strategic plan to support, and provide leading edge technology solutions that provide opportunities for students, employees and community members to be successful in their individual goals.

## ITS MISSION

The mission of ITS is to provide resources to the college community, specifically students, employees and visitors, which allow for each constituent group the ability to engage, learn, and perform using the best technology resources available. In support of LCCC's mission, ITS provides, supports, and implements appropriate technology and services for stakeholders.

## ITS VISION

ITS vision is to be an innovative information technology team that inspires and enhances the learning of our students, the teaching of our faculty, and the performance of our employees by providing expertise, solutions, and encouragement to be successful. ITS wants to provide inspiration, empowerment and ease of use to all users of our technology so they are successful in achieving their desired goals.

## ITS Values

ITS values include professionalism, reliability, accuracy, integrity, innovation, collaboration and respect. ITS strives to collaborate with our stakeholders to identify solutions to address every situation.

## ITS STRUCTURE

ITS has identified six key functions that provide services to the campus community. These areas include Help Desk Operations; Institutional Database Management; Enterprise Software; Web Applications; Plan, Design, and Maintenance of Network, Telecom and Audio Visual; and Systems and Technology Support. While each of these functions have independence, they are also very integrated with each other, which allows ITS to successfully provide our stakeholders with robust technology systems and solutions.

ITS collaborates with a new governance group that helps the campus navigate and understand what technology resources and services are available at LCCC. The Information Technology Governance

development and revision of many information technology policies and procedures, established an inventory of educational software and hardware, examined technology projects for feasibility and usefulness, and began its review of information security measures.

ITS takes the responsibility of fiduciary management seriously and work to find the right balance for providing technology support and services within appropriate proportions and resources. ITS works to find the best solutions at the best value, while being mindful that too many changes can be frustrating and prohibitive to an individual's success.

## ITS GOALS - Operational

1. Support LCCC's planning for student success initiatives.  
There are several initiatives with LCCC.

