Wesleyan University

Information Technology Services
55 High Street
Middletown, CT 06459

Information Technology Services Objectives and Key Results (OKRs) for 2023-2024

OKRs for the coming year are outlined below, together with their alignment to the three overarching goals detailed in the "Wesleyan 2020" framework for strategic planning (see below).

Wesleyan 2020 Goals:
1. Energize Wesleyan's distinctive educational experience.
2. Enhance recognition of Wesleyan as an extraordinary institution.
3. Work within a sustainable economic model while retaining core values.

OKRs for 2023-2024 are grouped in the following three areas:
- Enterprise Risk Management
- Continuous Service Improvement
- Building Future Capabilities

Enterprise Risk Management	Continuous Service Improvement	Building Future Capabilities
O_1: Implement role-based-access in Workday and IAM systems	O_1: Implement Service Level Agreements for ITS support tiers 1 and 2	O_1: Workday Implementation (HCM and Finance)
O_2: Complete recommended Cohn-Reznick audit items	O_2: Develop training calendar for Workday, O365, etc	O_2: Public Affairs Center Technology Installation
O_3: Present options to modernize "Blue Light" phone system	O_3: Continue expansion of ServiceNow across campus	O_3: Replace campus network core, distribution, and firewalls

Enterprise Risk Management (All objectives in this area tie to Goal #3 above in that mitigating risk saves money)

O1: Implement role-based-access in Workday and Identity and Access Management (IAM) systems
KR1 – Work with Accenture to determine if Workday's built-in access control is sufficient or if we will use Grouper; Dec 2023.
KR2 – Build a process, with the tool identified above, to handle access provisioning and deprovisioning in Workday; June 2024.

O2: Complete recommended Cohn-Reznick audit items
KR1 – Complete the 2 of the 3 open items from the Cohn-Reznick IT General Controls audit; Oct 2023.
KR2 – Make significant progress on the remaining open item from the Cohn-Reznick IT General Controls audit so it can be completed by the targeted Dec 31, 2024.
KR3 – Complete the remaining 3 open items from the Cohn-Reznick Business Continuity and Disaster Recovery audit; Oct 2023.

O3: Present options to modernize "Blue Light" phone system
KR1 – Obtain cost information for retrofit and repair options; Sep 2023
KR2 – Present joint recommendation for action (Public safety, Facilities, and ITS); Sep 2023
KR3 – Develop maintenance and testing plan with Public Safety; Jan 2024

August 25, 2023

Wesleyan University

<u>**Continuous Service Improvement**</u> (All objectives in this area tie to Goal #1)

O1: Implement Service Level Agreements for ITS Tiers 1 and 2: Develop and implement clearly defined ITS service levels to drive improved performance in the key areas of initial responsiveness and time to resolution for ITS delivered service and support.
>   **KR1** – Consult and collaborate with ITS and Faculty and Staff constituent representatives to develop agreed service levels for improved responsiveness and resolution in ITS Service Delivery; Nov, 2023
>   **KR2** – Draft Service Level Agreements and configure applicable metrics and reporting capabilities in Service Now; Feb, 2024
>   **KR3** – Communicate and Socialize Service Levels with ITS and the Wes Community; Mar, 2024

O2: Develop training calendar for Workday, O365, and other major applications as required: Develop and deliver regularly scheduled training and instructional sessions for common ITS services and business applications to ensure faculty and staff have the regular opportunity to continually develop their knowledge of ITS tools and resources to continually improve their operational effectiveness and efficiency. *Coordinate Workday training with applicable Finance and HR SMEs.
>   **KR1** – Develop and test / demo training curriculum; Oct, 2023
>   **KR2** – Schedule training calendar and delivery modes in coordination with HR; Oct, 2023
>   **KR3** – Deliver training sessions across campus at regular intervals through the calendar year; Nov, 2023 – June 2024

O3: Continue expansion of ServiceNow across campus.
>   **KR1** – Deploy mobile app with emphasis on student; Oct, 2023
>   **KR2** – Develop Knowledge Base and support workflow for Workday (also ties to O2); June 2024
>   **KR3** – Application enhancements and version upgrade; May 2024

<u>**Building Future Capabilities**</u> (All objectives in this area tie to Goals #1 and #2)

O1: Workday Implementation (HR, Finance, Payroll, ACAF HR) – see project website.
>   **KR1** – Architect and Configure; Feb 2024
>   **KR2** – End to End Tenant Build; June 2024
>   **KR3** –Move to Production; July 2024

O2: Public Affairs Center (PAC) Technology Installation: New PAC will be open for classes for the spring 2024 semester. Over the course of the fall 2023 semester, we will install classroom technology to be ready for the opening. This will include a new computer lab, a fully hybrid lecture hall classroom, and all medium and large sized classrooms equipped with Zoom Room technology to facilitate remote collaboration. PAC will be the first building to utilize AVoIP for classroom technology. AVoIP provides technical advantages such as enhanced audio and video quality, seamless integration with online collaboration tools, and scalable connectivity for remote participants.
>   **KR1** – Finalize equipment decisions during Summer 2023
>   **KR2** – Installation of equipment in Fall 2023
>   **KR3** – Finish testing of equipment in Winter 2023
>   **KR4** – Train community on new equipment in Winter 2023 before the start of the semester

O3: Replace campus network core, distribution, and firewalls.

Wesleyan University

KR1 – Complete firewall migration to Fortigate; October 2023

KR2 – Complete core and distribution migration to EVPN design; Oct 2023

KR3 – Reconfigure data center to add a server distribution layer to protect our most mission critical machines from network anomalies.

Please contact Dave Baird, VP/CIO, at dbaird@wesleyan.edu with any questions on these initiatives.