

Information Technology Services

55 High Street
Middletown, CT 06459

Information Technology Services Objectives and Key Results (OKRs) for 2025-2026

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 2025-2026 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 |
|--|--|--|--|--|--|
| | O₁: Hire new CISO | | O₁: Implement Workday Student System | | O₁: Install technology in new science building |
| | O₂: Increase capacity in InfoSec and IAM | | O₂: Redesign employee service center | | O₂: Build AI capacity through Success@Wes, Small Cohort, and Ambassador Programs |
| | O₃: Review and update data classification and governance | | O₃: Improve support with “NowAssist” AI in ServiceNow portal | | O₃: Begin wireless network upgrade (multi-year) |

Enterprise Risk Management (All objectives in this area tie to Goal #3 above in that mitigating risk reduces potential loss)

O₁: Hire new Chief Information Security Officer

KR₁ – Post job in Workday by 9/1/2025

KR₂ – Contract with VISO by 9/1/2025

KR₃ – Conclude search and onboard new CISO by 11/15/2025

O₂: Increase capacity in Information Security and Identity and Access Management

KR₁ – Document existing regular security activities, including priority, frequency, and backup staff to handle such work when necessary, by 9/1/2025

KR₂ – Recruit and hire an information security analyst to provide increased capacity and backup to the CISO and the Identity and Access Administrator, by 1/31/2026

KR₃ – Onboard and train new information security analyst by 4/1/2026

O3: Review and update data classification and governance – Recent and ongoing changes to campus systems of record (e.g. PeopleSoft to Workday), along with considerations of the appropriate use of AI to analyze institutional data, compels us to review our data classification, security, and access.

KR1 – Conduct a data governance model maturity assessment by 12/1/2025

KR2 – Update data classifications and assigned stewards within Workday by 2/1/2026

KR3 – Develop a long-range plan for the technology stack by 6/30/2026

Continuous Service Improvement (All objectives in this area tie to Goal #1)

O1: Implement Workday Student System – following the launch of Workday for HR and Finance on 7/1/2024, the Workday Student implementation began in January 2025. The success of the Workday Student implementation is critical to operations and is the number one focus of Enterprise Systems over the next 18 months. Key to this is a successful transition from PeopleSoft to Workday, effective change management, and community engagement. A detailed project description and timeline are on the project [website](#).

KR1 – Complete “Architect and Configure” phase and begin End-to-End testing by 11/15/2025

KR2 – Move to production with Stellic registration by 4/1/2026

KR3 – Move to production with onboarding students from Slate by 6/1/2026

O2: Redesign employee service center (WesSupport) - with nine campus offices now utilizing ServiceNow for managing support requests, we are upgrading the employee service center in WesPortal and on the WesSupport app. In addition to providing a single point of service, we are adding AI capabilities (see O₃ below) to help users more efficiently find the help they need.

KR1 – Re-design SN Service Catalog user interface for end user simplicity with a goal of a single place of entry to submit requests for all SN supported areas. This will provide the Wesleyan Community with a unified portal to access services, communications, apps, and tasks, enhancing self-service and productivity. Due 9/1/2025

KR2 – Socialize the rebranding of the SN Service Portal as the Wesleyan Service Portal (as opposed to ITS centric) by 10/1/2025

KR3 – Establish and implement SLA (Service Level Agreements) for time to first response for all ITS staff assignments by 11/1/2025

O3: Improve support with “NowAssist” AI in ServiceNow portal – NowAssist is the AI agent provided with ServiceNow. It enables the user to ask questions using natural language to find answers about any service documented within ServiceNow.

KR1 – Configure external data source connectors for Service Now Assist AI. We will begin with SharePoint, adding additional sources where possible – Due 9/1/2025

KR2 – Optimize the Knowledge Base and Service Catalog for AI sourcing (produce Knowledge/Documentation that is optimized for AI); This is a.k.a. AI Readability Optimization – Due 9/1/2025

KR3 – Build and organize SharePoint data source location for non-ITS source materials – We require information from Finance, HR, etc. to populate source material. Due 10/1 2025

Building Future Capabilities (All objectives in this area tie to Goals #1 and #2)

O1: Install technology in new science building - Successfully oversee and complete the A/V installation and testing in the New Science Building to support the May 2026 soft opening and Fall 2026 semester operations.

KR1 – Finalize cart designs and initiate fabrication by Fall 2025

KR2 – Complete device installation in all classroom spaces by March 2026

KR3 – Complete A/V system installation and testing by April 2026

O2: Expand generative artificial intelligence programming and professional development opportunities for staff; Building on the success of the AI ambassador program in Spring 2025, we will offer more training through Success@Wes and an AI Small Cohort program beginning in Fall 2025

KR1 – Update and deliver Intro to AI sessions through Success@Wes in Fall 2025

KR2 – Launch AI Small Cohort program by 10/15/2025

KR3 – Revamp and offer AI Ambassador program for agentic AI in Spring 2026

O3: Improve wireless performance and management with move from Aruba wireless to Juniper Mist

KR1 – Validate Mist configuration templates and onboarding processes, Aug 2025

KR2 – Publish a comprehensive Juniper Mist migration roadmap and visual tracker/map for stakeholder reference, Dec 2025

KR3 – Decommission 20–25% of Aruba access points, starting with the oldest and End-of-Life (EOL) models, Dec 2025

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