Information Technology Services Objectives and Key Results (OKRs) for 2022-2023

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 2022-2023 are grouped in the following three areas:
- Enterprise Risk Management
- Continuous Service Improvement
- Building Future Capabilities

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Detail:

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

**O1:** Complete E911 deployment – this is the last stage of our telephone replacement project, necessary to bring us into compliance with Kari’s Law and Ray Baum’s act, which require that callers who dial 911 are able to be located by emergency personnel.

**KR1** – Update employee location data for campus workers by September 2022
**KR2** – Incorporate remote and hybrid workers by October 2022
**KR3** – Implement data curation plan to ensure accuracy moving forward by November 2022

**O2:** Implement solution for Identity and Access Management – this will ensure that access to information is provided and revoked appropriately according to modern protocols, a necessary step in preparing for the replacement of PeopleSoft

**KR1** – Build systems by December 2022
**KR2** – Identify first system(s) to convert and test (e.g., PeopleSoft) by March 2023
**KR3** – Complete implementation by June 2023

**O3:** Achieve compliance with new Federal Trade Commission Regulations

**KR1** – Achieve compliance by December 15, 2022
Continuous Service Improvement

**O1:** Reduce classroom response time with “remote first” classroom support (Ties to Goals 1,3)
  - KR1 – Test and pilot solution and communication plan in fall 2022
  - KR2 – Evaluate pilot and refine support procedures over winter break
  - KR3 – Add rooms to pilot in Spring 2023
  - KR4 – Devise expansion plan (timing TBD)

**O2:** Transform Helpdesk (re-brand as Service Desk) to serve faculty, staff, and students (Ties to Goals 1,3). A newly hired service desk manager will use ServiceNow (SN) data to drive improvements in service as scope is expanded to include faculty and staff in addition to students.
  - KR1 – Onboard service desk manager in September 2022
  - KR2 – Conduct outreach on SN portal, hardware and software catalogs in spring 2023
  - KR3 – Develop and implement sustainable service level agreements by June 2023

**O3:** Conduct customer service training for all User Services staff (Ties to Goal 1)
  - KR1 – Contract for external skills training by March 2023
  - KR2 – Provide ITIL (Information Technology Infrastructure Library) training TBD
  - KR3 – ServiceNow training for new service desk manager in fall 2022

Building Future Capabilities

**O1:** Prepare for Enterprise Systems Transformation (Ties to Goals 1,3).
  - KR1 – Select new ERP (Enterprise Resource and Planning) system by November 2022
  - KR2 – Select IPaaS (Integration Platform as a Service) solution by November 2022
  - KR3 – Select IAM (Identity and Access Management) solution by December 2022
  - KR4 – Additional project details and timelines to be published in fall 2022

**O2:** Evaluate and select AVOIP solution for renovated PAC (Ties to Goals 1,3). Audio Visual Over Internet Protocol (AVOIP) is the next generation of classroom technology for content distribution.
  - KR1 – Evaluate vendor solutions in summer 2022
  - KR2 – Build test room in fall 2022
  - KR3 – Choose final vendor solution in January 2023
  - KR4 – Install PAC classroom equipment in spring and fall 2023 for spring 2024 opening

**O3:** Infrastructure upgrades (firewall, core network, wireless) (Ties to Goals 1,3).
  - KR1 – Identify next firewall solution (Palo Alto vs Fortinet) by fall 2022
  - KR2 – Install next firewall solution by June 2023
  - KR3 – Identify next core and distribution network architecture; order by November 2022 for Summer 2024 installation

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