Wesleyan University

Information Technology Services

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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

Enterprise Risk Management	Continuous Service Improvement	Building Future Capabilities
O_1: Complete E911 deployment	O_1: Reduce classroom response time with "remote first" support	O_1: Prepare for Enterprise Systems Transformation
O_2: New solution for Identity and Access Management	O_2: Transform Service Desk to serve faculty, staff, and students	O_2: Evaluate and select AVOIP solution for renovated PAC
O_3: Achieve compliance with new FTC Regulations	O_3: Conduct customer service training for all User Services staff	O_3: Infrastructure upgrades (firewall, core, wireless)

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

August 25, 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 2022e
    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 Goals1,3). 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.