



VALDOSTA STATE UNIVERSITY

STRATEGIC PLAN

Mission

To improve the quality of life, education, and economic development in the Southeastern United States by providing a high-quality, cost-effective education.

Vision

To be the premier provider of high-quality, cost-effective education in the Southeastern United States, recognized for its leadership in innovation, research, and service.

Tactics

- Proactively know your customer's needs and ensure they are met
- 360° communication and collaboration
- Sustain a stable IT environment
- Challenge the IT status quo
- Stay ahead of Cyber threats
- Build and execute sustainable controls, policies, processes, and procedures
- Develop and enhance partner relationships
- Develop the trust and confidence our customers have with delivered IT services
- Train and develop IT employees
- Be a fiduciary with the IT budget by maximizing its value proposition

STRATEGIC PLAN

Governance Pillars

IT Backbone : Delivery of a stable and scalable IT footprint allowing all other pillars to be successful (*Infrastructure Services and IT Purchasing, Asset Mgt. & Telecommunications*)

Customer Focus : Delivery of IT solutions that enhances students, faculty, and staff's ability to achieve VSU's vision (*Technical Support Services and Enterprise Applications*)

Information Security : Delivery of a secure IT solution allowing all other pillars to achieve their goals (*Information Security & Networking*)

Project Management : Sustain and develop a methodology that supports IT project prioritization and execution (*Enterprise Applications & Project Mgt.*)

Impact : Delivery of IT and IT Security solutions that supports impacting student success (*All*)

Risk Management : Identification and management of university risks that could impact the ability to support a student's success (*CIO & Administration*)

IT Budget : Develop, manage, encumber and dynamically allocate necessary IT related funds to ensure customer expectations can be met (*All*)

DIVISION of INFORMATION TECHNOLOGY

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