IT Strategic Priorities
2018-2021

1. **Advance the academic and research missions of the university**
2. **Enhance the student digital experience**
3. **Improve administrative efficiencies**
4. **Establish a best-in-class service delivery**
5. **Provide a reliable and flexible technology infrastructure**

**Strategic Priority 1**
**Advance the academic and research missions of the university**
*The preeminent priority of the Division of Information Technology will be to make substantive contributions to the teaching and research missions of the university.*

**Objectives:**
A. Collaborate with teaching organizations across campus
B. Improve the efficacy of the classroom resources
C. Incorporate new tools into learning environments
D. Expand research and high-performance computing capabilities
E. Design and implement storage solutions that directly support research initiatives
F. Strengthen pre- and post-award processes and systems

**Strategic Priority 2**
**Enhance the student digital experience**
*The Division of Information Technology will equip students with the technology necessary to achieve academic success.*

**Objectives:**
A. Engage students in governance processes
B. Develop a wireless roadmap
C. Establish consistent use of learning tools
D. Develop a technology portal that combines various resources into one centralized, searchable location
E. Develop student-centric applications
Strategic Priority 3
Improve administrative efficiencies
We will work to streamline administrative systems and processes to minimize overhead and duplicated work.

Objectives:
A. Improve business processes
B. Integrate university systems
C. Improve business intelligence and analytics capabilities
D. Eliminate redundant technologies

Strategic Priority 4
Establish a best-in-class service delivery model
The services offered by the Division of Information Technology should be easily accessible, competitively priced, and repeatable.

Objectives:
A. Implement a robust Service Management program
B. Recruit, retain, and develop top talent
C. Develop sustainable billing/funding model
D. Identify and eliminate duplicate IT service offerings
E. Establish a solid governance model

Strategic Priority 5
Provide a reliable and flexible technology infrastructure
The Division of Information Technology will plan for future growth and innovation by providing a technology infrastructure that can be expanded, upgraded, and replaced to meet growing needs.

Objectives:
A. Develop Tier 2 data center capabilities
B. Develop and publish a cloud strategy (research, storage, applications)
C. Continually improve network capabilities
D. Implement massively parallel database environment
E. Maintain best-in-class information security programs

Would you like to help achieve these goals? Become a member of an IT governance group. For more information, visit sc.edu/it and click on the Governance link or email DoITcommunications@sc.edu.