WHAT CSU INFORMATION TECHNOLOGY LEADERS WILL DO TO HELP PRESIDENTS FURTHER THE INSTITUTIONAL AGENDA

Unanimously endorsed by the CSU’s technology leaders at their meeting on 8/16/01

BACKGROUND

In the mid 1990’s, the California State University system developed a coherent policy framework, the Integrated Technology Strategy (ITS), for using information technology as a tool that could be leveraged in support of the academic mission and administrative imperatives of the institution.

The four goals of the ITS are:

- Excellence in Teaching and Learning
- Personal Productivity
- Quality of the Student Experience
- Administrative Productivity and Quality

The Trustees endorsed the ITS in March of 1996 and campus Presidents and Chancellor’s Office executives were charged with its implementation. Each campus President looks to a Chief Information/Technology Officer or its equivalent to carry out campus technology activities including the ITS implementation. Because of this strong support role played by the CIO’s, they have re-committed themselves to support the Trustee and Presidential mandate for technology support in the CSU.

THE CALIFORNIA STATE UNIVERSITY IT LEADERS’ COMMITMENT:

What Chief Information Officers (CIOs) will do:

The CSU is undergoing a transition from a period of acquiring and installing technology to one of expanding its uses and integration throughout the entire fabric of the institution. Technology is one tool that CSU presidents have to help meet the daunting academic and fiscal challenges of the 21st century. CSU’s information technology leaders commit to being active players in assisting each president and the CSU system to use technology in the ways that best suit the campus culture and the CSU systemic needs. It is our belief that through such an explicit commitment, the CSU can continue to be a recognized leader in leveraging information technology to attain effectiveness and efficiency in meeting its mission.

Therefore, the information technology leadership of the CSU commits to measure its collective success by the degree to which, individually and collectively, they:

- Provide IT systems and services perceived by students, faculty and staff as responsive, innovative and visionary.
- Establish IT as the critical academic and administrative support resource for students, faculty, and staff.
- Lead collaborative and cooperative CSU-wide initiatives when such initiatives can be best served through enterprise-wide solutions (i.e., access, security, knowledge management, authentication, etc.).
- Advance the value proposition that CSU-wide and individual campus IT resources will need to collaborate and co-exist in order to serve a full range of systemic and unique stakeholder applications.
- Leverage the scope, size and diversity of the CSU to optimize IT resource utilization and eliminate unnecessary duplication of effort.
- Demonstrate, through a series of programs, projects, and initiatives that IT provides a credible, high quality platform and functional capability for achieving the CSU’s goals and objectives.

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Promulgate clear and efficient processes for making current and future investments in IT services and resources and promote the understanding that new investments and maintenance of existing resources are an essential and ongoing cost of doing business in the CSU.

Demonstrate that investment in IT and maintenance of resources is essential to learning and teaching in the 21st century.

Insure that individual CSU campuses and the CSU system clearly understand the total cost of ownership associated with IT purchasing and standards decisions.

Conduct business according to recognized standards and benchmarks and seek to instill a consistent and pervasive high level of professionalism in staff and leadership.

Use IT tools and applications to engage in institutional executive decision-making, resource planning and allocation.

Ensure that there are clear and well-understood policies and policy frameworks in place for the appropriate, acceptable and secure use of all information resources and intellectual property that enable teaching and learning and support the critical operational functions of the CSU. At a minimum, these policies will be incorporated into a clearly articulated and widely distributed Acceptable Use for Information Technology Resources Policy at both the system level and at each campus.

Implement the CSU’s “Integrated Technology Strategy”.

**How CIOs will support their President and leverage resources by acting in concert:**

Every CIO will ensure that the campus information technology planning and review process includes consultation with those offices and personnel responsible for faculty development, library services, media services, academic computing, and distance education. At the system level, the ITAC will ensure liaison with the Vice Presidents for Academic Affairs, Academic Technology Advisory Committee, and the Council of Library Directors.

Every CIO commits to discuss new initiatives and problems with the Information Technology Advisory Committee (ITAC) to ensure that due consideration is given to leveraging the CSU and finding common solutions.

Each CIO will commit to seek appropriate campus resources to find and fund such common or systemic solutions. Resources include personnel time and travel.

Every CIO will keep the President fully informed about campus and system information technology issues and activities.

Every CIO will collaborate with his/her campus leadership, and with the leadership of the system, to foster efficient and effective investments in IT initiatives, projects and programs. Each CIO will insure that these investments are fully understood and supported by the institution, and that they are aligned with the core mission of the campus and the system.