TECHNOLOGY ASSESSMENT

STRATEGIC PLAN

MISSION STATEMENT

Support the Mission of Texas Tech University and the TTU Information Technology Division by providing timely and relevant information and assistance in current and emerging technologies and their practical applications.

VISION STATEMENT

Texas Tech University Technology Assessment will be recognized as the reliable and trusted source for the best application of relevant technology in higher education.

GOALS, CRITICAL SUCCESS FACTORS, and

OBJECTIVES (including Strategies and Assessments)

Goal 1. Services: Provide comprehensive and objective technology assessment services for Texas Tech University.

Critical Success Factors *(measures the degree of success over the next 5 years):*

- Increase the number of Level I, II, and III assessments performed by 25%.

- Improve the overall efficiency of assessments.

Objectives:

Objective 1.1:   Establish proven methodologies for technology assessments.
   Strategies:

- Offer three levels of assessment, each providing a different level of detail.

- Utilize and refine the most efficient and effective research strategies.

- Utilize standard templates, report formats, and graphic illustrations.

- Utilize surveys and statistical analysis.

- Utilize the most effective user buy-in strategies.

- Utilize the most effective and reliable information sources.

- Utilize technical writers and writing services.

Objective 1.2:   Establish proven methodologies for quality control.
   Strategies:

- Establish systems for checking and rechecking assessments for accuracy.

- Provide updated information on past assessments.

- Research and compare the methods used by other institutions and industry analysts with the methods used by TTU Technology Assessment.

- Conduct user satisfaction surveys, using the results to achieve measurable improvements.

Objective 1.3:   ***Establish a network of reliable and concise information sources.***

   Strategies:

- Through trial and error, determine the optimum sources for the most efficient dissemination of technology news.

- Experiment with advanced, automated information search and retrieval tools.

- Maintain subscriptions to selected respected research firm journals and services.

- Conduct research on the best practices of established advanced technology departments at other universities and corporations.

- Maintain close relationships with key vendors to promote early dissemination of product announcements and plans.

- Attend selected technology trade shows, expos, and user conferences on a regular basis.

- Utilize various local, state, and federal government information sources to keep apprised of legislation, laws, and regulations regarding the application of technology.

Objective 14:   ***Establish a periodic review and assessment of technology news and information.***

   Strategies:

- Determine the optimum interval for review and assessment.

- Devote the necessary staff resources with primary and backup responsibilities.

- Regiment the process.

- Measure and document the time and effort required.

Objective 1.5:   ***Establish criteria for determining the relevance and applicability of reviewed information.***

   Strategies:

- Determine relevant categories of technology and innovation as they relate to the institutional and divisional missions of Texas Tech University.

- Categorize news and information during its initial assessment.

- Experiment with and utilize information storage and retrieval tools and databases.

Objective 1.6:   ***Establish a standard technology assessment model.***

   Strategies:

- Use a constantly adapting and improving report format for standard assessments.

- Use clear and concise summaries that can be quickly understood.

- Provide sufficient detail following the summary to substantiate the assessment.

- Document the date, author, and source(s) of information in each report.

Objective 1.7: ***Establish a secured database of reports and assessments.***

Strategies:

- Utilize TTU IT Division servers and/or storage.

- Provide secured Web access to authorized users.

- Provide search tools.

Objective 1.8: ***Establish and maintain testing lab for certain hardware and software.***

Strategies:

- Maintain close relationships with key vendors to promote free trials of new technology.

- Maintain equipment for testing purposes.

- Utilize surplus equipment where applicable to reduce costs.

- Work effectively with other departments to conduct joint trials, utilizing TTU IT Division resources wherever possible.

- Model testing methods after the most respected and successful testing labs.

- Document the methodology for conducting trials and producing reviews.

- Seek to use new technology wherever possible in the daily operations of Technology Assessment.

Objective 1.9: ***Establish and maintain business models for measuring Return on Investment and Total Cost of Ownership.***

Strategies:

- Utilize latest business models from respected research and consulting firms.

- Keep apprised of industry news regarding ROI and TCO.

- Provide effective tools and models for information technology ROI and/or TCO reviews.

- Utilize business trade journals and technology journals geared toward CEOs and CIOs.

- Maintain a reference library of ROI and TCO studies conducted by other institutions.

- Understand the budgetary and fiscal operational policies and procedures at Texas Tech University.

- Assist in the IT Division review of Texas Tech University technology procurements.

Objective 1.10: ***Establish a regular periodic flow of relevant information to the TTU IT CIO and Directors.***

Strategies:

- Use regular reports during Division meetings, summarizing relevant technology news.

- Where research has revealed an innovation or solution to a local problem or need, utilize established relationships or proper chain of command to proactively suggest possible solutions.

- Explore the usefulness and user satisfaction of a Technology Assessment newsletter.

- Utilize direct e-mail of articles, research, and other relevant information.

Goal 2. Information Conduit to TTU: Increase the effectiveness of Texas Tech University by providing a conduit for information concerning the latest technology and innovation relevant to higher education and the specific mission and goals of Texas Tech University.

Critical Success Factors *(measures the degree of success over the next 5 years):*

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Objectives:

Objective 2.1: *Utilize the objectives and strategies of Goal 1, adapting them to the broader based constituency outside the TTU IT Division.*

Strategies:

- Utilize the tools, information resources, and databases established by Goal 1.

- Broaden the scope of research in accordance with TTU mission and departmental goals, as documented in the University Strategic Plan.

- Attend relevant Texas Tech University user group meetings.

- Maintain established procedures for analyzing the impact of proposed technology solutions with relevant TTU operating policies and regulations.

- Establish and maintain a posture of neutrality and objectivity in regard to vendors, platforms, databases, or other potentially divisive factors.

Objective 2.2: *Make Technology Assessment services known and readily available.*

Strategies:

- Establish and maintain a referral system with IT Help Central and other key IT departments.

- Establish and maintain a Technology Assessment Web site.

- Actively involve the director in planning and assessment activities and meetings between IT Division representatives and user department representatives.

- Seek to publish relevant analysis, research, or reviews in TechAnnounce, the IT Division Web site, and other official TTU Publications.

- Seek to publish success stories in national trade journals.

Objective 2.3: *Establish a network of TTU recipients of disseminated information, reports, and assessments.*

Strategies:

- Provide regular reports to TTU IT Division CIO and directors.

- Provide special CIO reports.

- Utilize subscription-based reports for special interests.

- Send unsolicited information relevant to specific areas in TTU through the CIO's office.

Objective 2.4:   ***Provide specific technology assessment services for TTU departments, including, but not limited to, comprehensive or targeted research on specific technologies, research of possible alternatives to existing or outdated technology, in-house trial of new technology, and ad hoc question and answers relating to technology.***

Strategies:

- Establish standard models for each service.

- Document each service, providing detail for the customer's benefit.

- Provide user satisfaction surveys for each service, documenting the results, and using the input to improve the services.

Objective 2.5:   ***Guide users to utilize existing TTU IT Division technologies and services wherever possible.***

Strategies:

- Make users aware of existing applicable technology services in the Texas Tech University IT Division.

- Maintain good relationships with the IT directors to promote a more comprehensive understanding of their services.

- Communicate the role of the Texas Tech University IT Division to end users.

Goal 3. Growth Plan: Establish a long-term growth plan for Technology Assessment.

Critical Success Factors *(measures the degree of success over the next 5 years):*

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Objectives:

Objective 3.1: ***Hire and retain staff with the necessary analytical skills and experience.***

Strategies:

- Maintain relationships with Computer Science, MIS, the Graduate School, and the IT Division for the purpose of recruitment of qualified applicants.

- Maintain a positive, challenging, rewarding work environment for staff.

- Provide specialized training and other benefits for staff to improve retention.

- Maintain Position Description Questionnaires for staff positions, detailing the skills most suitable for the activities of Technology Assessment.

Objective 3.2: ***Maintain detailed documentation and records concerning projects and staff activity.***

Strategies:

- Utilize state-of-the-art Time and Effort tools to track staff activity.

- Utilize state-of-the-art Project Management tools to document all pertinent information for major projects and their impact on staffing requirements.

Objective 3.3: ***Maintain staffing levels and advertising consistent with the demand for services and the ability to provide timely service***

Strategies:

- Utilize data from Time and Effort and Project Management to project staffing needs to meet the demand for services.

- Curtail promotion and advertising of services if the existing staff cannot provide timely results.