External Connections

What are people asking for? What issues are you aware of?

-One-Stop Shop
-Friendly Approachable

Campus Community

Simple Understanding of Services

What other trends overlap?

-Self service
-Non-traditional support
-Personalixation
-Unified communications

FOCUS ON CUSTOMER SERVICE / STAKEHOLDER ENGAGEMENT

SERVICE CATALOG

IITS OPEN HOUSE / WORK SHOPS

TRAINING

INTENTIONAL COMMUNICATION + FOLLOW UP

WHAT ARE THE BIG IDEAS IN THE NEXT 3-5 YEARS

What may need to be expanded in terms of services, systems, etc. if [TREND] surfaces as a key area of focus from campus stakeholders?

What are our internal assets and challenges to meet [TREND] needs, if adopted?