

## IT Strategic Plan - Big 8 Ideas

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| <b>Division or Area</b>       | Staff Focus Group |
| <b>Date</b>                   | 11-21-2017        |
| <b>Number of Participants</b> | 13 attendees      |

### Summary of BIG Ideas:

- See below

### Action Items / Concerns:

- Training, Service Catalog, Customer Service, Software

### Common Themes - ideas noted by trend and primary theme

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| <p><b>Data Analysis and Decision Making</b></p> <ul style="list-style-type: none"> <li>• Clear data collection from forms</li> <li>• Project Management</li> </ul>  | <p><b>Training/Tutorials</b></p> <ul style="list-style-type: none"> <li>• Qualtric</li> <li>• Dousign</li> <li>• OU Campus</li> <li>• Offing advanced-level trainings to specific staff who have a higher access or usage level than average</li> </ul>  | <p><b>File Sharing</b></p> <ul style="list-style-type: none"> <li>• Specifically for large files that cannot happen in Google docs (ie Adobe design files)</li> </ul>   |
| <p><b>Unified Communications</b></p> <ul style="list-style-type: none"> <li>• If we don't all have phones and use personal phones, how will we address service issues. In Craven 4600 call and wifi connections are an issue. Will campus compensate for use faculty/staff for the use of personal phones</li> </ul>  | <p><b>Strategic Purchasing</b></p> <ul style="list-style-type: none"> <li>• A product software list is a good idea. Involving Procurement is very helpful. Maybe email address going to Procurement &amp; IITS is a good idea for people seeking information on existing products or services, campus-wide agreements could be created for certain products/services.</li> </ul> | <p><b>Personalization</b></p> <ul style="list-style-type: none"> <li>• Deep learning. Let me learn what interests me &amp; help me understand how it can be applied</li> </ul>  |
| <p><b>Software</b></p> <ul style="list-style-type: none"> <li>• Need to explore what people need and be unified with how it works let others know what is being used in the silos.</li> <li>• What software is available for all users? Too much focus on academics. Need a service catalog.</li> <li>• Annual license for admissions software. Was told they couldn't get it because other things could</li> </ul> | <p><b>Training</b></p> <ul style="list-style-type: none"> <li>• Process guides to teach new people how to do things, to do their job, self-help video guides, help depts. Create these &amp; searchable on website. Easy ways to create process guides. Sandbox in PeopleSoft so thins aren't deleted.</li> </ul>  | <p><b>Forms</b></p> <ul style="list-style-type: none"> <li>• Feedback from larger community</li> <li>• Data output of reports isn't working or clean, need help on how to make it user friendly</li> <li>• Need better workflow products</li> </ul> |

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| <p>be modified. We need to listen to the needs of the customers – ex. Online interview of potential students they bought it.</p> <ul style="list-style-type: none"> <li>• Need to recognize intellectual value of staff</li> </ul> | <ul style="list-style-type: none"> <li>• Departments don't know that they don't know</li> <li>• They need a guide to make decisions on what tool it sue</li> </ul> |  |
| <p><b>Digitalization</b></p> <ul style="list-style-type: none"> <li>• Pre-requisite waver forms – rethink process</li> </ul>   |  |  |
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