

**Board of Trustees
Academic Affairs Committee
Division of Information Technology**

Darryl McGraw, Vice Chancellor
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North Carolina Agricultural and Technical State University



In the dark, you flip the switch.



And the lights always come on.

IT used to be a utility, just like electricity. A strategic and forward-thinking university rises above that mind-set.

Hawkins, Brian L. and Diana Oblinger: "The Myth of IT as a Utility", *EDUCAUSE Journal Online*, July 2007
<http://www.educause.edu/ero/article/myth-about-it-utility>



Research from EDUCAUSE


- Information Technology (IT) is an indispensable academic resource
- Projects must be driven by academicians and end-users, not University IT
- Good universities view IT as a utility, but GREAT UNIVERSITIES' academicians use IT as a *strategic partner*.



DoIT Management Retreat

Re-focusing on Customer Service & "DoIT Principles"

- Enhanced Mission Statement
- New Vision Statement
- New Core Values
- New Governance Processes
- New Customer Service Policy
- New Service Metrics
- New Benchmarking Process

 North Carolina Agricultural and Technical State University

The Foundation of DoIT Principles

Re-dedicate ourselves to **Customer Service** according to this definition:

“The highest degree of responsiveness, assistance, and courtesy granted to the NCA&T students and employees that we serve”.

www.ncat.edu 5

 North Carolina Agricultural and Technical State University

The DoIT Mission

The Division of Information Technology is a collaborative consulting partner supporting the University’s teaching, learning, research and community engagement activities to achieve the University’s strategic objectives.

The DoIT Vision

To facilitate the establishment of North Carolina A&T State University as a leading edge technology-enabled institution. In the delivery of reliable services, we will be customer centered while providing innovative, secure, and efficient information technology solutions.

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Customer Service Policy

During interactions with the DoIT Team, our campus community can expect to be acknowledged appropriately and be treated respectfully. DoIT will strive to provide timely communication on all requests for service.

The members of the DoIT Team will be courteous, professional in service and appearance, technically prepared, and equipped with a positive attitude and a mandate for quality customer service.



How Will DoIT move from Good to Great?

- Strategic focus on Human Resource issues
- Strategic focus on Infrastructure
- Constant use of metrics to determine success
- Frequent interaction with students, faculty, and staff
- Presenting on our success locally, regionally, nationally
- Competing for IT awards



Strategic Focus on Infrastructure

- Outsource systems where possible
- Identity management
- Wireless & wired network capacity
- Network “hardening”
- Redundant and diverse network connections
- Strategic use of new telecommunications services



After Infrastructure is Addressed...

... We can offer more and better services

- New Ellucian Portal
- Reporting
- Data analytics
- Automation of paper-based forms
- Upgrade to Banner XE
- Custom systems for special needs
- More instructional technology processes



In Summary....

- The DoIT role is to support teaching, learning, research, extension and community engagement through IT.
- We are focused on success and will show success through appropriate metrics.
- We strive to be a consultative partner with faculty and staff across the university.

