

Strategic Plan 2012 - 2015

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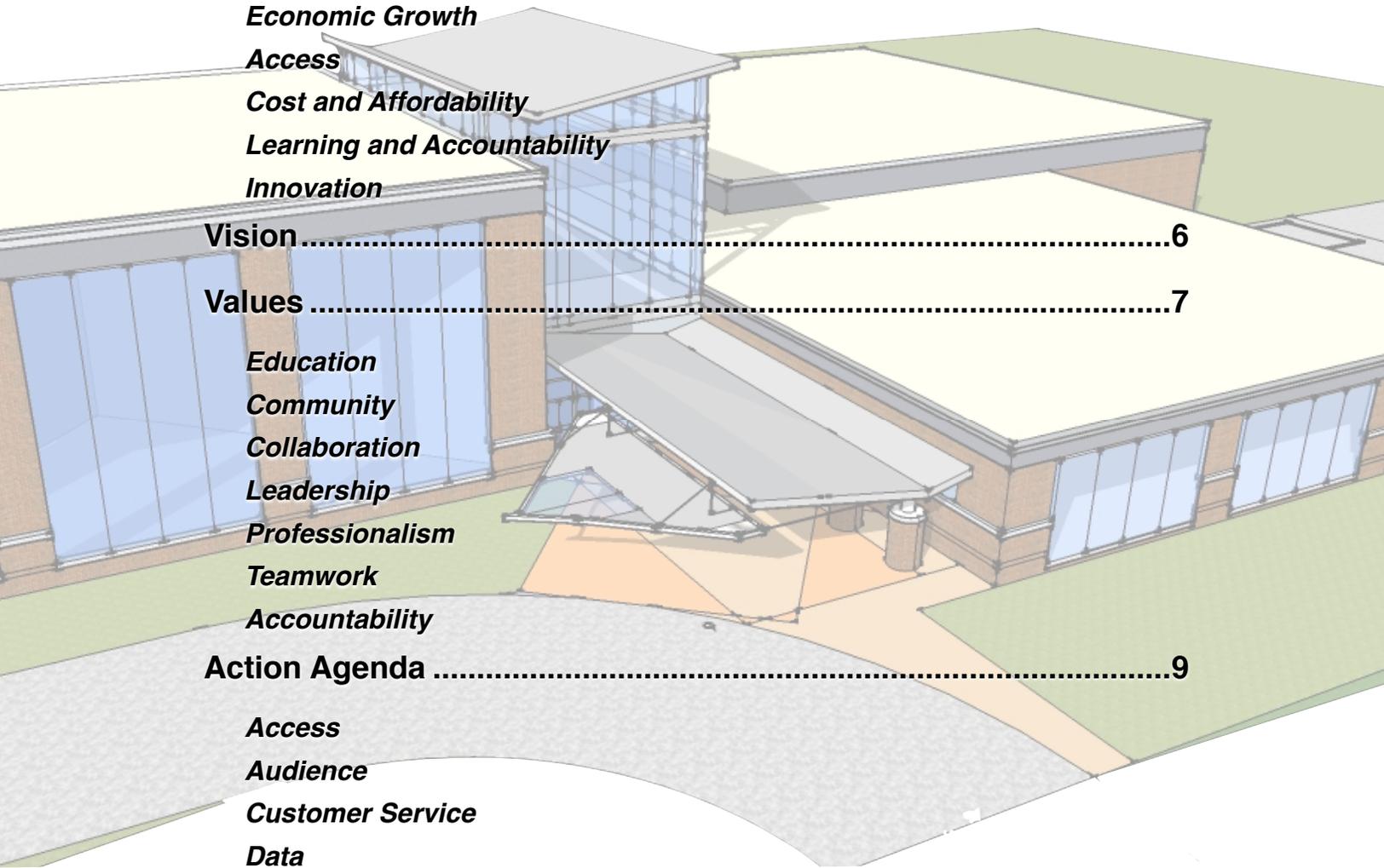
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WVNET's mission is to enhance education through technology by:

- 1 providing advanced computing and networking services,**
- 2 collaborating with and expanding its various partnerships, and**
- 3 providing expert support and professional development opportunities**

PURPOSE

The Strategic Plan provides the direction for the future efforts and development of WVNET and supports the vision of the West Virginia Higher Education Policy Commission:



Economic Growth

Through education and research



Access

To educational opportunities both inside and outside the state through advanced technologies



Cost and Affordability

By providing economies of scale with procurement of IT products and services



Learning and Accountability

By providing IT resources to connect learning and support communities



Innovation

Working at the leading edge of new technologies and providing expert support and leadership

VISION

WVNET provides leadership, collaboration and expert management in computing and networking services:

> **Leadership** working at the leading edge of technology innovation with vision and strategic thinking



> **Collaboration** with members, vendors, and new audiences with a shared vision and purpose

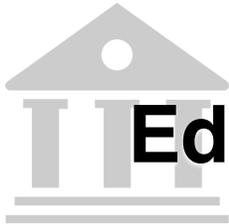


> **Expert management** of resources empowering teamwork to be accountable for successful project implementation





WVNET values:



Education

Self-actualization, learning and life skills, and the foundation for sustained economic development



Community

Prizing customers' trust, understanding their needs, and adopting their priorities



Collaboration

Respect for differing opinions and priorities, establishment of mutually rewarding partnerships, and responsibility to our customers



Leadership

Creativity, adaptability, imagination, and innovation



Professionalism

Integrity, excellence, and personal and professional growth



Teamwork

Managing innovation through shared knowledge and expertise, creating solutions and eliminating obstacles



Accountability

Measurable objectives for results and responsiveness leading to quality services

ACTION AGENDA

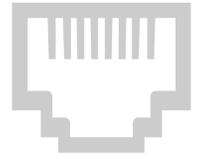
Access

> **Provide** robust, affordable on-ramps to the Internet:

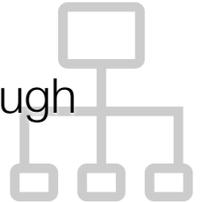
> Commodity,

> Internet 2, and

> Other relevant education and research networks



> **Participate** in the development of new networks through partnerships and collaboration



> **Invest** in developments and innovations in cloud computing and virtualization



> **Adopt** a “bring your own device” approach to campus computing and access while developing a digital learning ecosystem through WVROCKS, WVVLN, and other means such as MOOCs and learning analytics



> **Provide** products and services to support:

- > Domain Name Service (DNS),
- > Statewide videoconferencing,
- > Hosting and report design,
- > Personalized learning, and
- > Wireless solutions



Audience

> **Serve** the needs of public higher education Institutions in West Virginia by:

- > “Walking in their shoes”, and
- > Providing venues for discussion, professional development and problem-solving



> **Continue to partner** with other State government agencies and programs including K-12 and the Governor’s Office of Technology



> **Seek** new audiences within the State that would benefit from WVNET’s services and expertise



> For higher education, consider the student as WVNET's audience – our 21st Century learners

> **Learn** about students' needs and develop services including appropriate use of social media and capitalizing on technology devices such as smartphones



> **Investigate** and **provide** products that support student outcomes

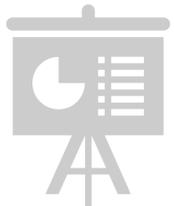


Customer Service

> **Provide** an expert knowledge base for collaborative and supportive interaction with our various audiences for all functions within our scope – a service design for all customers



> **Provide** or **provide for** professional development opportunities through classes, documentation, conferences, and online support



> **Create, disseminate** and **evaluate** satisfaction and new services surveys to determine our effectiveness and direction





Data

> **Provide** storage for and easy access to data



> **Provide** new and continuing services for data mining, data analytics, ERP endeavors, and other services such as address cleansing



> **Create** security measures for data access through authentication and other means



Facilities

> **Provide** a safe and secure environment for computing and networking equipment and personnel



> **Continue** efforts to build a Tier 3 data center in Morgantown



> **Determine** an appropriate site for Southern Cloud activities



Human Resources

> **Hire, retain,** and **train** the best and brightest IT professionals, who can, as a group, form an agency that looks forward and who proactively seeks IT strategies and solutions for higher education goals with guidance from the Higher Education Policy Commission (HEPC)



> **Keep** position descriptions and personnel functions current



> **Provide** leadership and management training in addition to technical professional development opportunities





Procurement, Contracts & Business Services

> **Provide** value (IT products and services) at a competitive price



> **Make** clear the expectation of Service Level Agreements (SLAs) including costs and cost sharing



> **Create** financial models that work within the parameters of financial planning for WVNET members



> **Keep** contracts up-to-date through change orders and authorities to purchase



> **Look** at all current business and workflow processes with a critical eye for improvement in cost and time



PERFORMANCE INDICATORS AND ACCOUNTABILITY

> **Develop an evaluation plan** specific and unique for each of the action areas. This could include:

- > **A project management system** with goals and objectives across current groups
- > **Development of a team mentality** with ownership for project success
- > **Creation of project rubrics** in addition to deadlines to ensure quality of product and service. These rubrics can also apply to ongoing and continuing efforts
- > **Inclusion of brand identity** in all WVNET does and supports
- > **Ways to operationalize and evaluate** WVNET's results-focused efforts and reputation

> **Develop and maintain a marketing plan** for new services and audiences

> Adhere to the following three traits:

- > Excelling at all we do
- > Driven by functional, not technical, and
- > Provide standardization; personalize when possible