Information Technology Mission

The mission of the St. John's Information Technology Office is to facilitate collaborative innovation, and empower faculty, administration & staff to ensure the success of our students through secure, reliable, equitable, and integrated technology solutions. Our vision is to lead technical innovation through University partnerships, driving overall technology adoption, helping create efficiencies to enhance the student experience and the teaching, working, and learning environment, as well as creating a University digital strategy, prioritizing the shrinking of long-standing equity and accessibility gaps.

Our Pillars

ELEVATE STUDENT EXPERIENCE

Streamline Access to University Services
- Expand the awareness of technology services for use in teaching and learning.
- Continue to standardize technology in academic and business operations.
- Communicate technology services, SLAs (Service Level Agreements), and operational status (outages and maintenance windows).

Champion Inclusivity and Diversity through Technology
- Deploy technologies to support programs in STEAM (Science, Technology, Engineering, Art, and Math).
- Create a student mentor program for careers in IT.
- Elevate IT student worker roles and responsibilities.

Expand Partnerships with Student Government and Student Life
- Leverage Student Life and Student Government to assess current and proposed IT services.
- Identify and evaluate technology opportunities that support the student's academic and social life.
- Co-sponsor technology-centric events for student life to promote opportunities and awareness.
- Extend the IT Governance structure to include an arm focused on student technology and services.

EXPAND LEARNING ECOSYSTEM

Make Teaching and Learning More Accessible and Inclusive
- Enable and support the use of digital course media to faculty that integrates into our LMS (Learning Management System).
- Address accessibility services and requests.
- Develop a strategy to provide students access to technology tools and services.

Provide Robust Academic Services, Platforms and Tools
- Provide platforms, services, and tools that enhance teaching and learning.
- Improve the use of technology to provide a seamless face-to-face teaching environment for campus and remote participants.
- Collaborate with academic partners to expand physical and virtual academic computing services.

Support Research Within the University's Campuses and with Other Institutions
- Develop infrastructure, including the leveraging of cloud services, to support the growth of research opportunities.
- Connect University researchers with other research institutions through Internet2.

TRANSFORM INTO A DATA-CENTRIC BUSINESS

Implement Data Driven Service Delivery
- Instantiate a data platform for analytic applications.
- Secure access to data and data platforms by leveraging role-based authentication through SSO (Single Sign-On).
- Partner with University Data Office to bring enterprise source systems together.

Mature Data Technology
- Tune ETL (Extract, Transform, Load) services between data sources and data platforms.
- Create an interface for ease of access to enterprise data and data platforms.
- Catalog data recipients for tracking and to reduce redundancies.
- Ensure new technology solutions provide capabilities to access data within the platform and integration to other key data management systems.

ACCELERATE DIGITAL TRANSFORMATION

Modernize and Mobilize Business Processes
- Improve the customer experience through innovative applications and services.
- Implement technology to enable paperless business transactions that are mobile-friendly.
- Reposition IT services with TX (Total Experience) as a driver.
- Evolve current IT staff and skills to design, implement and support new technologies and services.

Optimize Infrastructure on Campus and in the Cloud
- Drive efficiency through service consolidation.
- Evaluate the use of cloud services to enhance business processes.
- Modernize core infrastructure capabilities.
- Monitor higher education technology trends and pilot select emerging solutions.
- Minimize risk of equipment, data loss, and time to restore service.

Advance Internal Information Technology Department Practices
- Improve accessibility to the University community in engaging IT services and support.
- Revise and expand the IT Knowledge Management system for publication via the web and for training artificial intelligence services (e.g., Chatbot, IVR (Interactive Voice Response)).
- Enhance and centralize internal IT communications to through multiple content channels (e.g., social media, Web, email, SMS).
- Continue to improve services following information technology best practices.

STRENGTHEN TECHNOLOGY SECURITY

Broaden University Awareness of Cyber Security Threats
- Expand employee and student security awareness training.
- Leverage the University community to propagate best practices.

Improve Preparedness and Response to Security Threats
- Enhance current monitoring and logging with a vSOC (Virtual Security Operation Center).
- Strengthen the security response team and expand tabletop exercises to enable the University to be more proactive and prepared during any cyber attack.
- Leverage automation to expand security response.
- Create a "Zero-trust" environment where only authenticated users have access to the data and resources that they are authorized to, and such access is continually evaluated.

Secure Endpoint Services
- Improve the delivery of securely providing computing devices to the University Community.
- Leverage device management solutions to ensure consistent configuration and patching.
- Improve configuration baseline to eliminate or update technologies, services, and hardware assets that are no longer current.
- Revise and review policies and procedures to optimize the reliability, availability, and security of University devices.

ENGAGE THE LOCAL COMMUNITY

Seeking Technology Partnerships with Businesses
- Provide broader product and service options enabling Stormcard transactions off campus.
- Advertise community partners' products and services on our communication channels.
- Explore commercial service partnerships on campus (e.g., Amazon Lockers, Apple store, Microcenter).

Share Technology Information with the Community
- Invite the local community to attend technology seminars by St. John's or its partners.
- Collaborate with University partners to explore community technology mentorship opportunities for students.
- Forge opportunities to reuse technology assets with community outlets.

ACCELERATE

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ACCELERATE DIGITAL TRANSFORMATION

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