

TECHNOLOGY SERVICES

Guiding Principles





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Technology in higher education is undergoing remarkable change which is impacting students,

faculty and administrators. Because of the rapid consumerization of technology, Technology Services will refocus our approach as we work with our constituents to continue to advance Loyola's use of technology.

We will not only continue to develop and maintain a secure and robust technology environment at Loyola, but will also work to reflect and reinforce our dedication to the mission of the University over the coming year. We will provide transparency into our operations in order to foster understanding of the academic and business value technology brings to students, faculty and staff.

To address the changing role of technology as well as support the university mission, we have chosen to make our focus on improving the customer experience. This will enable us to build a solid partnership with our customers as we work together to further the mission of the university. This Roadmap identifies our focus for the coming year, as well as the strategies we will use to achieve our goal of improving the customer experience.

TECHNOLOGY SERVICES MISSION

Our mission is to support, enrich and inspire the academic, social, and administrative experience of the Loyola community through dynamic partnerships and a focus on effective technologies in alignment with the University's mission and dedication to lifelong learning and caring for the whole person.

OUR FOCUS: THE CUSTOMER EXPERIENCE

We will focus our efforts on improving the customer experience in keeping with the Jesuit values we aspire to embody. We must develop a better understanding of the customer needs and desires for using technology. We will use all means possible to lower barriers to adoption and ensure excellent communication with our customer community. We will always strive to meet or exceed expectations of our various constituencies (university faculty, students, and administration).

The areas we will focus on in the coming year in order to provide the best customer experience are:

Connect:

- We will always associate our work with the success and mission of the University as well as our students.
- We will do this by recognizing that we are challenged with limited resources and time, so we must carefully consider only taking on projects or requests that are in alignment with the overall Loyola mission. It is our responsibility to review all market data available including vendor roadmaps to ensure that we are being wise stewards of institutional resources.
- We will establish relationship manager roles for each of our constituencies. Relationship managers will work closely with our constituents to understand their role and how technology can best support our constituents, advocating on their behalf within Technology Services.

Communicate:

- We will communicate our department's Mission and Vision to our customers.
- We will speak with one voice in terms that are easily understood by all, to engage users and convey a clear and coordinated message.
- We will engage in a timely, respectful manner throughout our interaction with our constituents, keeping our constituents informed.

- We will educate our community about the trends in technology and how they can be leveraged in meeting the university's mission.

Innovate:

- We will create a culture of innovation that seeks to look beyond the traditional methods to find solutions that deliver results exceeding expectations, while being good stewards of institutional resources.
- We will communicate the value proposition of technology in order foster a better understanding of the opportunities available through the use of technology solutions.
- We will use Maturity Models (Gartner, InfoTech) wherever possible to demonstrate the value technology at Loyola is providing. Typically, more mature systems will provide greater value because they have evolved to meet the needs of the user community, and the staff supporting them have a higher level skill set. This results in reliability, stability and, in some cases, lower costs.
- We will prepare for and accept the role of service brokering and consulting (e.g., Software as a Service) for business units that are seeking niche technology solutions.
- We will maintain a competitive position in the marketplace to make Loyola an attractive place to work and learn.



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