Solutions Design Phase

Executive Summary
To meet the business and operational needs of the future, Colorado School of Mines commissioned seven project teams to:

- Assess the current state of the functional/operational area assigned to the team
- Design solutions to improve the quality, effectiveness or efficiency of the function
- Deliver an implementation plan with recommendations for moving the function forward

Beginning in August 2017, the seven project teams have met every two weeks
Sibson Consulting conducted a preliminary assessment of technology issues and opportunities from a wide range of campus stakeholders.

A Technology Team was commissioned and has been working on completing the following tasks:
Our vision is to create a premier technology environment that is innovative and top-notch, supported by a robust, secure, world-class infrastructure consistent with Mines reputation.

We will strive to create an environment where technology is a competitive differentiator for our students, scholars, educators, researchers, and staff. We will create a technology enterprise and culture that is empowering and enabling to the Mines community, identifying solutions to pressing organizational, operational, institutional, local and global problems.

We strive to be a collaborative partner with campus, both responsive and agile, striking an appropriate balance between developing leading edge technology and being a fast adopter of new and emerging technologies.

We will achieve our vision through broad-based ownership of the development, implementation, and education of technology.
## Technology Imperatives

**Strategic Leadership and Innovation**
- There must be a technology plan that considers resources, innovation, and constituents that more appropriately models an iterative, living process of evaluation and assessment
- IT must be an intentional partner in key strategic discussions affecting the broader campus and community
- We must lead the way for technology in our global and local communities

**Elevated Culture and Performance**
- There must be a continuous investment in enhancing our technology skills, competencies and knowledge
- There must be a change in campus culture around technology to be solution identifiers and problem solvers instead of barriers to progress

**Adequate Resources for Success**
- We must ensure that we have the resources (people, financial, physical, technological, etc.) necessary to achieve the IT vision
- We must dedicate time, space, and funding to innovation and collaboration

**Enhanced Customer Service and Reputation**
- There must be continual stakeholder engagement to define internal needs and focus on end-user experience
- We must support a holistic approach to collaboration and communication with all end-users of technology, internal and external
- We must take pride in our successes and effectively communicate them to campus

**Improved Service Offerings**
- We must prioritize and manage new and ongoing projects in a strategic and holistic manner to provide the most benefit to campus
- There must be a plan to continually evaluate and assess current technology, services, and best practices and implement improvement where appropriate
- We must take ownership of technology as a channel for all other business processes and provide strategic leadership of technology at Mines
Technology
The Path Forward

- Transform the imperatives and actions into a Strategic Plan
- Ensure that the Strategic Plan clearly articulates the imperatives through the following three interwoven themes:

01 Identify strategic goals for the role of information technology at Mines as an institution, across all divisions and programs
   It should align with, support, and empower the strategic objectives of Mines@150 across the institution

02 Articulate strategic goals for CCIT as the central solution provider for many of the information technologies at Mines
   Address institutional needs and opportunities for improvement identified through community input, including town hall meetings and committee member input

03 Clearly articulate the impact in each of the institutional functions of teaching/learning, student engagement, research, and business operations
   The plan should clearly identify goals that demonstrate positive impact in each of those areas
Work will continue over the summer for the implementation of Phase One for Shared Services

- Sponsors will prioritize other recommendations and determine resources required for each project
  - Some recommendations may be implemented immediately while others may take more time, resources, and technology

- The next campus update will be in Fall 2018