

LSU

**Information
Technology Services**

STRATEGIC PLAN 2025



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Mission Statement:

Information Technology Services delivers University-tailored and enterprise grade technology infrastructure, security, applications, communications, and services to empower and enable the research, teaching and learning, and administrative functions of LSU.

ITS embraces operational excellence, customer service, and industry best practices to supply enterprise architecture and IT shared services supporting the LSU campuses. ITS is committed to remaining transparent in communicating its initiatives to the LSU community. This is accomplished by enhancing student success, strengthening faculty support, empowering education and research, promoting collaboration, ensuring security and reliability, driving innovation, and delivering customer-oriented services.

Vision Statement:

Provide transformative enterprise technology solutions and services that inspire innovation and enrich the student, faculty, and staff experience at LSU.

Executive Summary:

LSU Information Technology Services is committed to providing in-depth and innovative technology solutions that will enrich the university's various functions. This Strategic Plan outlines key initiatives designed to enhance technology infrastructure, support academic and administrative excellence, improve security, and drive operational efficiency.

THE PLAN'S FIVE CORE STRATEGIES ARE AS FOLLOWS:

- 1. Provide Technology Solutions and Services to Enable Academic, Administrative, and Research Excellence**
- 2. Enhance the Student Experience**
- 3. Enable Data-Driven Decision Making**
- 4. Enhance Cybersecurity and Data Privacy**
- 5. Ensure IT Sustainability and Scalability, Improve Operational Efficiency, and Improve IT Support and Services**

Some objectives that will assist in achieving these strategies include improving research computing environments, advancing data infrastructure, and strengthening identity management and threat detection systems. ITS will also emphasize faculty support via training and modern technology services as well as encouraging the adoption of emerging technologies.

ITS remains committed to security and data privacy and protection, and the department aims to continually improve support services. ITS is committed to ongoing improvements, professional development for the ITS staff, and ensuring scalability to meet the needs of the LSU community. Through these strategic initiatives, ITS aims to foster innovation, support academic and operational functions, and create a secure technology environment for all LSU stakeholders.

1. Provide Technology Solutions and Services to Enable Academic, Administrative, and Research Excellence

Objective #1 – Support the university’s research mission by delivering high quality services that support research initiatives.

Objective #2 – Improve usability of the HPC environment to enable higher research productivity.

Objective #3 – Create a suite of supportable technology services for faculty.

Objective #4 – Encourage the adoption of emerging technologies.

2. Enhance the Student Experience

Objective #1 – Implement a unified student portal.

Objective #2 – Establish survey/tracking methods to determine student needs.

Objective #3 – Advance technological infrastructure resources.

3. Enable Data-Driven Decision Making

Objective #1 – Provide robust, secure, and accessible data infrastructure that supports evidence-based decisions across all academic and administrative functions.

Objective #2 – Establish and maintain standardizing service offerings for university technology.

4. Enhance Cybersecurity and Data Privacy

Objective #1 – Strengthen Identity and Access Management (IAM).

Objective #2 – Strengthen threat detection and incident response.

Objective #3 – Promote cybersecurity awareness and training.

Objective #4 – Reduce cybersecurity and data privacy risk.

5. Ensure IT Sustainability and Scalability, Improve Operational Efficiency and Improve IT Support Services

Objective #1 – Improve the quality of support and the overall user experience for faculty, staff, and students.

Objective #2 – Maintain and strengthen customer-oriented information technology service management.

Objective #3 – Expand the partnership with and the support of campus departments to create efficiencies, minimize costs, and eliminate redundancies for the institution.

Objective #4 – Foster a culture of continuous improvement by staying abreast of emerging technologies and best practices and by providing ongoing professional development opportunities for ITS staff.