



DIVISION *of*
INFORMATION
TECHNOLOGY
VALDOSTA STATE UNIVERSITY

STRATEGIC PLAN

Mission

To shape future-ready graduates through forward-thinking technology and exceptional support.

Vision

To uphold a culture of resilience, holistic student support, and long-term institutional distinction.

Strategic Tactics

- Anticipate and understand customer needs to ensure consistent fulfillment.
- Foster comprehensive, organization wide communication, and collaboration.
- Maintain a reliable, resilient, and high-performing IT environment.
- Continuously evaluate and challenge IT practices to drive improvement and innovation.
- Proactively monitor and mitigate emerging cybersecurity threats.
- Establish and uphold sustainable controls, policies, processes, and procedures.
- Strengthen and expand strategic partnerships to enhance service delivery.
- Cultivate customer trust and confidence in all IT services.
- Invest in ongoing training, development, and advancement of IT staff.
- Exercise responsible stewardship of the IT budget to maximize organizational value.

STRATEGIC PLAN

Governance Pillars

IT Baseline: A stable, scalable, and resilient technology foundation supporting all strategic pillars. (*Infrastructure Services; IT Purchasing, Asset Management & Telecommunications*)

Customer Focus: Technology solutions that empower students, faculty, and staff to advance the University's mission. (*Technical Support Services; Enterprise Applications*)

Information Security: A secure, compliant, and resilient security posture that protects institutional assets and supports strategic goals. (*Information Security & Networking*)

Project Management: A disciplined methodology ensuring effective prioritization, governance, and execution of IT initiatives. (*Enterprise Applications & Project Management*)

Innovation: Forward-looking IT and cybersecurity solutions that enhance institutional effectiveness and student success. (*All Units*)

Risk Governance: A proactive approach to identifying, assessing, and managing risks that may impact student success. (*All Units*)

IT Budget Stewardship: Responsible development, management, and strategic allocation of IT financial resources to meet institutional needs. (*All Units*)

Guiding Principles

- **Student-centered Decision Making:** Technology investments prioritize student success and institutional mission.
- **Transparency & Accountability:** Governance processes are clear, consistent, and grounded in shared responsibility.
- **Sustainability:** Decisions emphasize long-term value, efficiency, and resilience.
- **Collaboration:** Success requires active engagement across academic, administrative, and technical units.
- **Continuous Improvement:** Governance evolves to meet emerging needs, risks, and opportunities.

DIVISION of INFORMATION TECHNOLOGY

LOCATION Pine Hall • PHONE 229.333.5974 • FAX 229.245.4349 • WEB www.valdosta.edu/it
ADDRESS 1500 N. Patterson St. • Valdosta, GA 31698-1095