

INFORMATION TECHNOLOGY POLICY COMMITTEE MISSION STATEMENT FOR INFORMATION TECHNOLOGY

The mission of information technology services at IPFW is to facilitate all of the university's major activities as defined in the IPFW Strategic Plan:

- Provide innovative, relevant, and rigorous academic programs
- Create an exceptional campus environment for a diverse community of learners
- Promote the scholarly and creative achievements of faculty, students, and staff
- Advance economic development and the quality of life in Fort Wayne and the surrounding region
- Pursue the continuous improvement of university operations

Information technology services, as defined in this mission statement, refer not only to computer-related resources and systems, but also to technologies related to distance education; the Internet; electronic library resources; media production and delivery; voice, video, and data transmission; and support for classroom instruction, scholarly endeavor, and technology partnerships.

IPFW supports the use of information technology services by providing:

- Broad access to and support for technology, regardless of location and with minimal restrictions on the equipment used for access
- An expansive set of software applications and tools
- Support for innovation and evaluation of new information technologies
- Encouragement and incentives for the effective use of information technology
- Special information-technology capabilities beyond core services as appropriate
- Training programs that develop skills in the use of information technology
- All services with a primary concern for information security

These services are provided with a distinct focus on the user's perception about the overall value of the service. This value is measured using general guidelines from the Quality of Experience (QoE) framework, which is widely accepted by the information technology profession and associated user groups. QoE is measured for each service provided in terms of:

- Access to the service
- Responsiveness to requests for service
- Consistency in the availability and responsiveness of service
- Appropriateness of the service provided
- Quality of the service provided
- Flexibility of service choices and locations for accessing services
- Security and compliance
- Cost effectiveness

Each dimension of this mission statement is to be pursued through strategic goals and initiatives and evaluated periodically according to metrics to be defined by the Information Technology Policy Committee. The metrics should support conclusions about both accomplishments and improvements to be made.