



November 7, 2011

CALIFORNIA
STATE
UNIVERSITY,
FRESNO

MEMORANDUM

To: Information Technology Stakeholders

From: Senior Technology Leadership Team (STLT)
William A. Covino, Provost
Cynthia Teniente-Matson, Vice President and CFO
Paul Oliaro, Vice President for Student Affairs
Peter Smits, Vice President for University Advancement
Ellen Junn, Associate Provost

Subject: Information Technology Strategic Planning Process

We are pleased to announce and invite your participation in an important University planning initiative. Over the next four months, our institution will be revitalizing our information technology strategic plan. The plan will establish our vision and goals for the future and identify the strategies and implementation actions that will carry us into the future. To facilitate the planning process, we have retained the assistance of experienced higher education consultants Phil Goldstein and Mary Beth Baker (see attached bios). Phil and Mary Beth have assisted numerous public and private colleges and universities to define and implement IT strategic plans. They also bring significant experience working within the CSU.

The IT plan will enable us to use technology to maximize the delivery of academic and administrative services and to support the full implementation of the Plan for Excellence IV. It will guide the future work of our two IT support organizations (Technology Services and Academic Technology-TILT) and provide a framework for institution-wide IT decision-making. We have asked the consultants to guide us through a project to meet three objectives:

- Provide an information technology strategic plan that is focused on student centered learning, engaging our community (i.e. social media) and efficient and effective administrative support systems;
- Identify priorities and strategic technical initiatives or activities that are necessary to maximize and leverage administrative/academic support functions; and,

Office of the Provost
and Vice President
for Academic Affairs

Harold H. Haak
Administrative Center
Henry Madden Library
5200 N. Barton Ave. M/S ML54
Fresno, CA 93740-8014

559.278.2636
Fax 559.278.7987



- Develop practical timeframes and resources necessary to implement the proposed plan.

The IT strategy and implementation plan will be developed and ready for review with the campus community by the end of February. The planning process is sponsored by STLT and our consultants will work closely with our Technology Services managers, AIT, IETCC and TILT. The consultants will spend an initial week on campus during November to meet with many students, faculty and staff representing all schools and colleges and most administrative functions. The consultants will use these meetings to explore both the current state of our technology and our future requirements. As you prepare for these discussions, it will be helpful to consider:

- How well is our current technology supporting your unit's priorities and goals?
- How will your organization's technology needs change in the next five years?
- How do you think technology could help us to realize the goals and strategies of the Plan for Excellence IV?
- What developments in the capabilities or use of technology do you think will have the most significant impact on your school, college or organization?
- How will students, faculty and staff use technology differently in three to five years? How ready are we to support these changes?

Vice President Matson's staff will be in touch with you to establish a time for you to meet with the consultants. In the interim, please contact Provost Covino at wcovino@csufresno.edu with any questions or suggestions. Thank you for your assistance with this important initiative.

Goldstein & Associates Biographies

Phil Goldstein

Phil has developed IT strategic plans for Smith College, Pepperdine University, Brown University, Marywood University, the University of New Hampshire, California State University Northridge and Thomas Jefferson University. Phil was a research fellow with the EDUCAUSE Center for Applied Research for seven years and led ECAR studies of academic analytics (business intelligence), alternative sourcing strategies (cloud computing and other forms of outsourcing), multi-institutional collaborations, IT funding and IT leadership. He was a member of PricewaterhouseCoopers' higher education consulting practice for twelve years and served as one of three partners leading the practice. Phil has also served as an administrator at the University of Pennsylvania and a Vice President at Cap Gemini Ernst & Young.

Mary Beth Baker

Mary Beth assists higher education institutions and non-profit organizations develop responses to external and internal challenges through strategic planning, restructuring, process improvement, project management and technology integration. Her clients include California State University, Northridge, Pomona and Los Angeles, University of California, Berkeley, Davis, Los Angeles, Riverside, San Francisco, and Office of the President, Stanford University, University of Washington, the Corporation for Education Network Initiatives in California (CENIC), California Community College Foundation, and the Microsoft Corporation. She was formerly a Partner with PricewaterhouseCoopers (PwC) and directed the western region consulting practice that delivered strategy-consulting, operations improvement and software implementations to higher education institutions. In addition, she was one of three founding fellows of the Education Center for Applied Research, ECAR and recently supported EDUCAUSE with the development of the current strategic directions and is currently assisting with a review of the DC Networking and Policy Group. She has been a consultant for nearly 20 years.