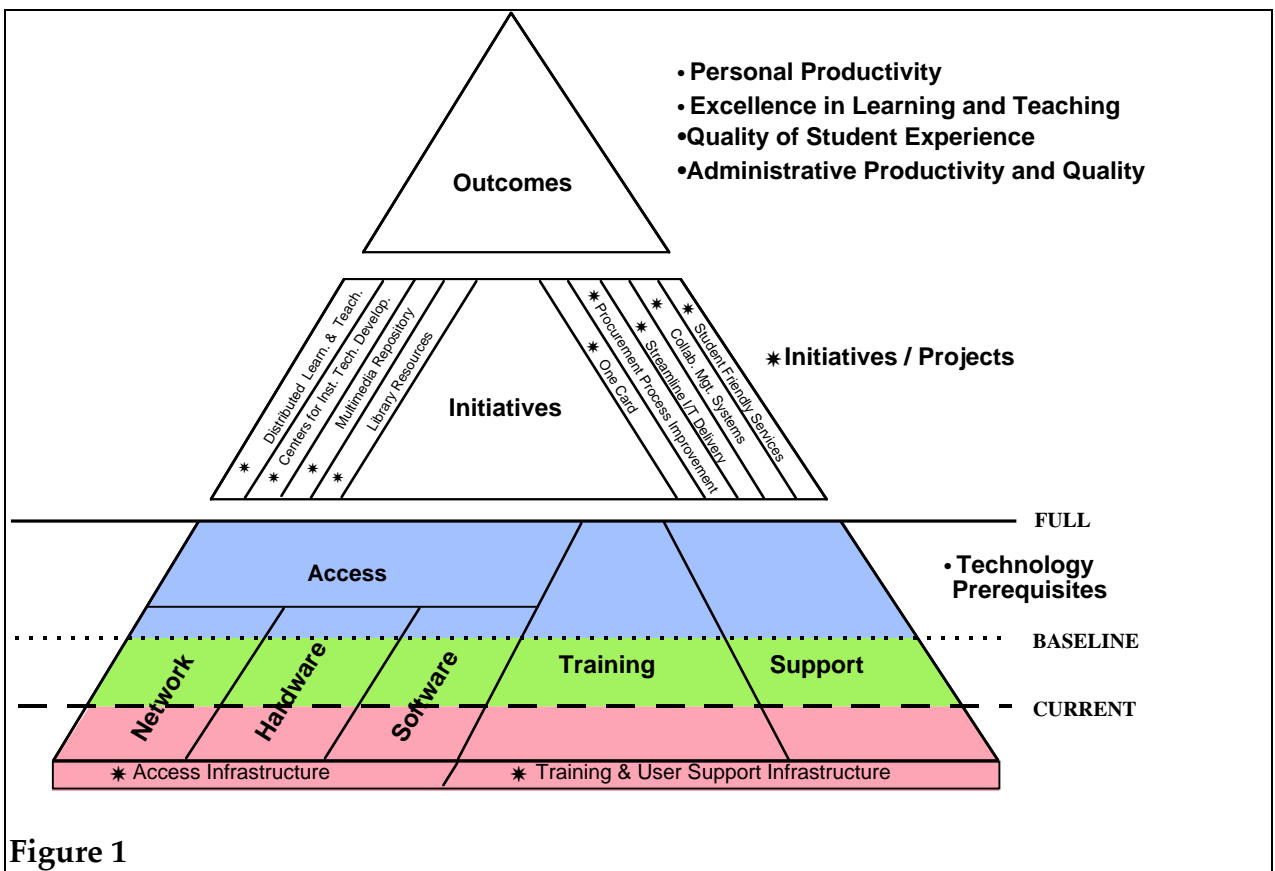


# PRECIS

In late 1993, CSU presidents met to address the fundamental challenges to and opportunities for the university caused by rapid technological change. The presidents determined that technology is not simply a budget or cost factor. Rather, technology must be considered a strategic resource that can be leveraged in support of the mission and goals of the CSU. The ultimate result of their planning efforts was the Integrated Technology Strategy or ITS.

The ITS planning framework can be depicted as a pyramid with the four outcomes at the apex, five components of the technology infrastructure initiative at its base, and nine priority or "first wave" initiatives linking them in the middle.



**Figure 1**

The ITS is the overall vision and planning framework for moving the CSU into the information age. It has been approved by the Executive Council of the system and endorsed by the Board of Trustees. The ITS is based on a series of explicit principles and assumptions and on clearly defined goals for students, faculty and staff. Several programmatic initiatives, both academic and administrative, have been launched to achieve those goals.

The ITS is systemwide in scope, encompassing all 23 campuses. It is centered around a series of programmatic initiatives designed to improve student learning and the quality of student life generally, and to increase levels of personal and administrative productivity. The ITS is a means for leveraging resources through the use of information technology and a force for generally transforming the institution.

The Technology Infrastructure Initiative, ITS-TII, addresses the baseline utilities, hardware, software and user training and support systems which are prerequisites for full implementation of the ITS. Accordingly, the ITS-TII has the highest priority among the ITS initiatives. It is the technical foundation on which all programmatic initiatives depend.

The ITS vision of anytime, anywhere access to electronic information resources has profound implications for the learning-teaching process and for the management of the institution. In developing the series of "first-wave" ITS academic and administrative initiatives, CSU stakeholders (students, faculty, staff, and others) pointed out the serious deficits among many campuses in infrastructure access to networks, hardware and software and to basic technology training and support services. The ITS-TII is a first step in meeting these needs for baseline access, training and support, and in providing the prerequisite infrastructure for implementing all of the ITS initiatives.

The CSU seeks to provide the following stakeholder benefits through the ITS-TII. However, it is important to note in some instances these outcomes represent a long-term target environment. The immediate goal is to achieve a baseline target environment on every campus within three years and provide ongoing services to sustain support for this infrastructure and those who use it.

The long-range benefits of the ITS-TII are for **all students** to have:

- Access to technically current personal computing devices and core software on-campus;
- Ability to acquire personal computing devices at competitive prices;
- 24 hour access to intra-campus and inter-campus network connections and access to the Internet from on-campus and dial-in access from off-campus;
- Support service (help desk, hardware installation, hardware maintenance, network management) for resolving technical problems and assistance with baseline applications problems;
- Basic and refresher training on baseline hardware and network and applications software to assure ease of use and personal productivity; and,
- Ability to access information resources from a variety of worldwide sources for scholarship, instructional and creative endeavors.

The long-range benefits of the ITS-TII are for **all full time faculty and staff** to have:

- A technically current personal computing device;
- A program to refresh or replace their personal computer on a regular cycle;

- Ability to acquire computing devices at competitive prices;
- 24 hour access to intra-campus and inter-campus network connections and full access to the Internet;
- Support services (help desk, hardware installation, hardware maintenance, network management) for resolving technical problems and assistance with baseline applications problems;
- Basic and refresher training on hardware, networks and baseline applications software to assure ease of use and personal productivity; and,
- Ability to access information resources from a variety of worldwide sources for scholarship, instructional and creative endeavors.

The long-range benefits of the ITS-TII are for **all CSU campuses** to have:

- A fully built-out baseline intra-campus and inter-campus technology infrastructure;
- A funded program to keep the infrastructure current;
- Best practices in network management and control;
- Access to market prices or better for technology;
- Access to support and training services for all constituents;
- Infrastructure capability to meet the educational needs of 100,000 new students associated with Tidal Wave II;
- Competitive advantage in recruiting and retaining faculty and staff because of improved personal productivity and continuing excellence in learning/teaching; and,
- Competitive advantage in recruiting students because of access to personal productivity tools and improved systems which positively impact the student experience.