INFORMATION TECHNOLOGY PLAN-ON-A-PAGE

FY27–FY30

VISION

"To inspire learning and creativity that ignites the mind, nurtures the spirit, and fulfills the promise of a better future."

CREED

Educational | Open | Civil | Responsible | Safe | Well | Ethical | Pluralistic | Socially Conscious | Judicious

STRATEGY

120 In-Demand Programs

Marshall for All, Marshall Forever

Human Centered ● AI Amplified ● Lifetime Empowered

Cybersecurity & Forensics | Health Sciences | Advanced Manufacturing | Aviation | Entrepreneurship

PRIORITIES

PRIORITIZE
Align resources to Marshall for All

- Build the tools, staffing, and standards to sustain digital accessibility so that compliance holds beyond a single deadline.
- Transform employee and student services into proactive, data-informed, and customer-centered technology experiences that enable institutional success.
- Create a unified skills intelligence ecosystem that connects learning, workforce outcomes, and credentialing.

STRENGTHEN
Secure and continuously improve infrastructure

- Transform the university's business continuity model to reduce operational risk, improve recoverability, and increase organizational agility.
- Establish a resilient, cloud-based Banner SaaS platform that reduces operational risk, improves service reliability, and enables AI-driven innovation, automation, and decision-making.
- Build a security architecture that strengthens institutional resilience through integrated identity, endpoint, network, and data protection capabilities, reducing cyber risk while enabling secure access to university resources from anywhere.

STREAMLINE
Govern, optimize, and simplify operations

- Align technology investments with institutional priorities through disciplined portfolio management, governance, and resource planning.
- Deliver the everyday services people take for granted in a delightful way: printing, classroom technology, scheduling, and connectivity.
- Establish automated identity and access lifecycle management across the university so that every person's access reflects their current role, from first day to last.

TRANSFORM
Create innovative, client-focused experiences

- Develop and operationalize an enterprise data strategy and governance framework in partnership with the Chief Data Officer to enable trusted data, AI readiness, informed decision-making, and institutional effectiveness.
- Transform the university's operating model through a secure, governed AI ecosystem that enables the development and scaling of intelligent agents, driving automation, operational efficiency, and enhanced experiences for students, faculty, and staff.

EMPOWER
Grow people, expertise, and service excellence

- Develop a resilient and sustainable technology workforce by expanding cross-functional expertise, reducing single points of dependency, and ensuring continuity of critical services.
- Establish IT professional development as a commitment with protected time.
- Partner with Human Resources to close market compensation gaps and ensure MU Information Technology roles are classified to the work performed.

METRICS

KEY RESULTS

- 100% accessibility reviews and documentation for technology purchasing by June 2027.
- 10% improvement in year-over-year Agentic Service Agent metrics measured each year.
- Learner-owned verifiable credentials issued by June 2030.

KEY RESULTS

- Documented RTO and RPO for all systems by June 2027.
- Banner SaaS business case with total cost of ownership and resourcing model by December 2027.
- Modernized security and identity management architecture and roadmap adopted by Dec. 2028.

KEY RESULTS

- Enterprise architecture standards published and applied to all new systems by June 2027.
- Satisfaction with everyday services rising annually on the MU Information Technology survey.
- Automated provisioning and deprovisioning for 100% of employee and student role changes by June 2029.

KEY RESULTS

- Enterprise data governance framework by June 2027.
- Sandbox environment for all faculty, staff, and students by June 2027.
- At least three agents in production by June 2028, with clear ROI.

KEY RESULTS

- Knowledge base and runbook coverage for 100% of MU Information Technology services by June 2029.
- Protected professional development time established in normal operations by July 2027.
- Classification review completed for 100% of MU Information Technology positions by Dec. 2027.