



ITS Strategic Plan - Draft

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Suggestions?

If you would like to suggest a change to this strategic plan, you can submit it to us through the [ITS HelpCenter](#).

Overview

The **Information Technology Services (ITS) department** is a centralized District service organization dedicated to providing information technology leadership, support staff, training, policies, and procedures related to technology, strategies for the effective deployment and utilization of information technology, and assisting District Colleges [Cañada College](#), the [College of San Mateo](#), and [Skyline College](#), as directed, with local technology initiatives, projects, and planning.

ITS provides information technology leadership, has highly qualified support staff, conducts technology training, develops policies and procedures related to information technology, creates strategies for the effective deployment and utilization of information technology, and assists the three colleges within the District, as directed, supporting their mission, advancing college values, goals, vision, and improving institutional effectiveness.

All ITS personnel including those providing desktop support to the colleges are centrally managed and supervised. Being centrally located allows ITS to allocate its resources to each college as necessary based on need or based on requirements for specialized knowledge or skills. Seamlessly sharing technology solutions and best practices provides saving and increased efficiency to the colleges.

ITS and the Colleges collaborate District-wide and one-on-one on decision-making processes and priorities related to technology. ITS staff regularly participate in various college committees to discuss operational issues and develop project plans for various topics, including technology needs in support of teaching and learning, District-wide communications, research, and other operational systems. Through diverse and collaborative inputs from various District-wide stakeholders and constituents, ITS can capitalize on the advisory and decision-making authorities of its constituents and committees at a strategic and tactical level.

Though each college within the District operates with autonomy, all entities (District and three colleges) have defined committees that serve in governance and advisory capacities to enable adaptability to industry trends. Committees range from Strategic Planning, Enrollment, Business and Finance, Financial Aid, Education Delivery, Facilities and Planning, Safety and Security, Student Success, and Network and Technology Planning.

A strategic technology plan is a dynamic roadmap that defines the direction that the Colleges and the overall organization need to take with the deployment and use of technology to support the mission of the Colleges. This alignment begins with the [vision and mission for Information Technology for the San Mateo County Community College District \(SMCCCD\)](#). The vision statement provides an overall “picture” of the state of technology within the institution. It describes the parameters for decision-making now and in the future and serves as a baseline for assessing the quality of technology support and services and its alignment to meet business requirements.

Vision, Mission & Goals >

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