Atlanta Metropolitan College

Information Technology
Strategic Roadmap

Submitted By

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OVERVIEW

Atlanta Metropolitan College currently employs four full-time information technology professional in the Office of Management Information Systems with over ninety years of combined experience in the computing industry. Each has levels of multifaceted experience that allows him/her to perform duties other than those of his/her primary job description.

MISSION STATEMENT

The Office of Management Information Systems is committed to supporting the information technology infrastructure of Atlanta Metropolitan College and ensuring the highest quality of academic and administrative support through technology enablement.

Primary processes supported by the unit include administrative and academic software support, software distribution and licensing, network, servers, computer labs management, telecommunications, Web and helpdesk services, information security and project management.

VISION STATEMENT

To build an information technology infrastructure that empowers students, faculty and staff in their ongoing pursuit of academic and administrative excellence.

STRATEGIES AND OBJECTIVES

Strategic Goal I

Increase Customer Focus

Objectives of this goal include implementing enhanced communication strategies and methods to better assess and monitor customer and support service; instituting planning and evaluation processes that will ensure continuous improvement in the delivery of support services; and deploy technology effectively and efficiently to ensure improved support services.

Strategic Goal II

Ensure Continuous Innovation

Objectives of this goal include periodically upgrading instructional and administrative technology resources with emphasis on effectiveness; and developing an ongoing plan and implementation strategies for monitoring, evaluating, and delivering emerging technologies appropriate for academic and administrative requirements, and the current and projected initiatives.

Strategic Goal III

Expand Reliable and Secure Access to Information and Services

Objectives of this goal include providing support services to address barriers that limit student, faculty and staff access; developing and implementing plans that include policies and procedures for ensuring security and business continuity; and developing and implementing systems that support and enable effective data entry that uses integrated, accurate, and consistent data definitions and data systems to ensure the integrity of data throughout systems.

Strategic Goal IV

Effectively Plan and Manage Information Technology Operations

Objectives of this goal include ensuring that the College's physical and fiscal resources are adequate and appropriated in a manner that sustains growth; providing professional development opportunities for faculty and staff that encourage and enhance instructional and administrative effectiveness; recruiting, retaining, and training qualified information technology staff to support the college; and developing objective criteria for decision-making and for determining the most advantageous methods for supplying services and support.