

ITS

All-Staff Strategic Planning Launch

July 9 & 16, 2018



UNIVERSITY OF
TORONTO

+ Expectations for the day...



+ Agenda

- Introduction
- Living Our Core Values
- Progress Update - Strategic Planning
- Envisioning the Future
- Wrap up

+ Introductions

- At your table:
 - Introduce who you are
 - One thing your are looking forward to this summer (either at work or outside work)

+ Closer Look at Our Core Values

- **Service and Operational Excellence**
- **Creativity and Critical Thinking**
- **Teamwork**
- **Shared Leadership**
- **Culture of Learning**

+ ITS Core Values

Service and Operational Excellence

We strive to deliver high-quality service to all of our clients across the University of Toronto. Innovation and excellence drives our initiatives and client service every day.

Creativity and Critical Thinking

We are inspired by creativity and curiosity in our work. We strive to be innovative and agile – using critical thinking to make effective decisions and leverage our resources efficiently. In the process, we encourage different perspectives and consider many alternatives.

+ ITS Core Values

Teamwork

We are cooperative, collaborative and work with all of our colleagues to meet the goals and objectives of the University. We value effective communication, knowledge sharing and are open to different perspectives and expertise. We are inclusive and treat each other with respect, fairness and kindness.

Shared Leadership

We demonstrate shared leadership skills in decision-making, prioritizing and interacting with others. We have a strong commitment to achieving our goals, and we lead through empowerment, encouragement and appreciation of the others' strengths.

Culture of Learning

We nurture a culture of learning to ensure we are continuous learners and explorers in the dynamic and ever-changing field of IT. This enhances our personal and professional growth, and maintains our ability to be innovative and creative in our work.

+ Living Our Core Values

At your tables, you have a core value outlined. Reflect on the following key areas:

- Identify 5-6 behaviours/actions that are visible in ITS when we are living our core values? For example:
 - **Creativity and Critical Thinking:** I bring ideas forward to solve issues or needs that I see; I listen openly to other ideas and perspectives
 - **Teamwork:** I treat colleagues with dignity and respect in all interactions; I offer my help and support to others in ITS when they need it
- Discuss at your table
- Share back to the room

+ Strategic Planning Update

The screenshot shows the top navigation bar of the University of Toronto Information Technology Services website. It includes the university logo, the ITS name, and links for IT Staff Directory, Portal, Contacts, Maps, and A-Z Index. A system status indicator is also present. Below the navigation bar is a menu with options: About, ITS Units, News, Feedback, Contact, Help & Support, and Search. The main content area features a breadcrumb trail (Home / About / ITS Strategic Plan) and a large heading for the ITS Strategic Plan. The text below the heading describes the launch of the strategic planning process on July 3, 2018, and outlines the focus of the plan. A blue-tinted image of people working together is shown on the right side of the page.

UNIVERSITY OF TORONTO

Information Technology Services

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ITS Strategic Plan

On July 3, 2018, the Information Technology Services (ITS) division, under the leadership of Bo Wandschneider, chief information officer (CIO) launched the ITS strategic planning process.

The development of the University of Toronto's ITS strategic plan will focus and guide our efforts to support the university's academic mission through information technology services. It will inform the vision, goals and objectives both within ITS and across the university for the next three years. Additionally, the strategic plan will provide a clear picture of and guide our IT investments in a rapidly evolving environment.

The plan is being created with the input of all staff within ITS and key stakeholders from the broader University of Toronto community. The process will be supported by Meghan Kirwin, a facilitator with The Kirwin Group.

The ITS strategic plan will include:



Vision

A shared vision informed by our five core values.

main.its.utoronto.ca/about/strategic-plan/

+ Strategic Planning process components:

- **Vision** – A shared vision informed by our five core values
- **Strategic pillars** – Our broad goals to address emergent needs
- **Strategic initiatives** – Priorities and achievement targets for the next three years

→ Informed by guiding principles

+ ITS Strategic Plan Milestones



+ Envisioning the Future of ITS

At your tables, reflect on the following key areas:

- Envisioning we are sitting here three years from now. Take a moment to reflect on the following:
 - Describe what you are proud of in the environment.
 - What does IT look like on campus?
 - What has been accomplished and what strengths were leveraged to achieve this?
- Discuss at your table
- Share back to the room

+ Wrap Up

Strategic Planning Process → Next Steps

- Stakeholder groups moving through same phase of process
 - IT stakeholders across campuses/divisions
- Steering Committee meeting later this month
- Output of Phase I for fall term

+ Questions or Comments?

