

MICHIGAN STATE UNIVERSITY
SPARTANS WILL.

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Chief Information Officer

HOW TO CONTACT ME

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HOW TO GET INFO & HELP

- Customer facing: tech.msu.edu,
IT Services Support Desk 432-6200 (2-6200)
- IT Organization: itservices.msu.edu

FRAMEWORK

- IT success is defined by MSU success
- Every customer satisfaction, not just customer satisfaction
- Eliminate the negative, manage the operational, increase investment in innovation
- Decrease fragmentation, increase alignment
- Accountability and transparency: make & meet the right commitments

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< This doesn't matter

If this doesn't happen >



WHERE WE ARE

NEW PROJECTS

Paucity of positive differentiation

MANAGING
OPERATIONS

High expense of managing operations
due to fragmentation

DEALING WITH
ISSUES

Non-performant technology due to high
deferred maintenance

WHERE WE NEED TO GO

NEW PROJECTS

More investment in innovation

MANAGING
OPERATIONS

Rational expense enabled by
alignment

DEALING WITH ISSUES

Design for zero issues

Action Plan

2014-2015

Stabilize Core Services

Support Student Success

Support Innovative Teaching Methods & Models

Improve Organizational Capability & Maturity

Plan for the Future

Support Prioritized New Initiatives

Network Management Tool | Records Retention Schedules | Virtual Desktop Infrastructure | Wi-Fi in Residence Halls | Vulnerability Management | Two-Factor Authentication



“This Action Plan is the first iteration of a multi-year journey that will stabilize and strengthen information technology, and enable a ‘leap’ to innovative, contemporary solutions.”

-Joanna C. Young, CIO

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