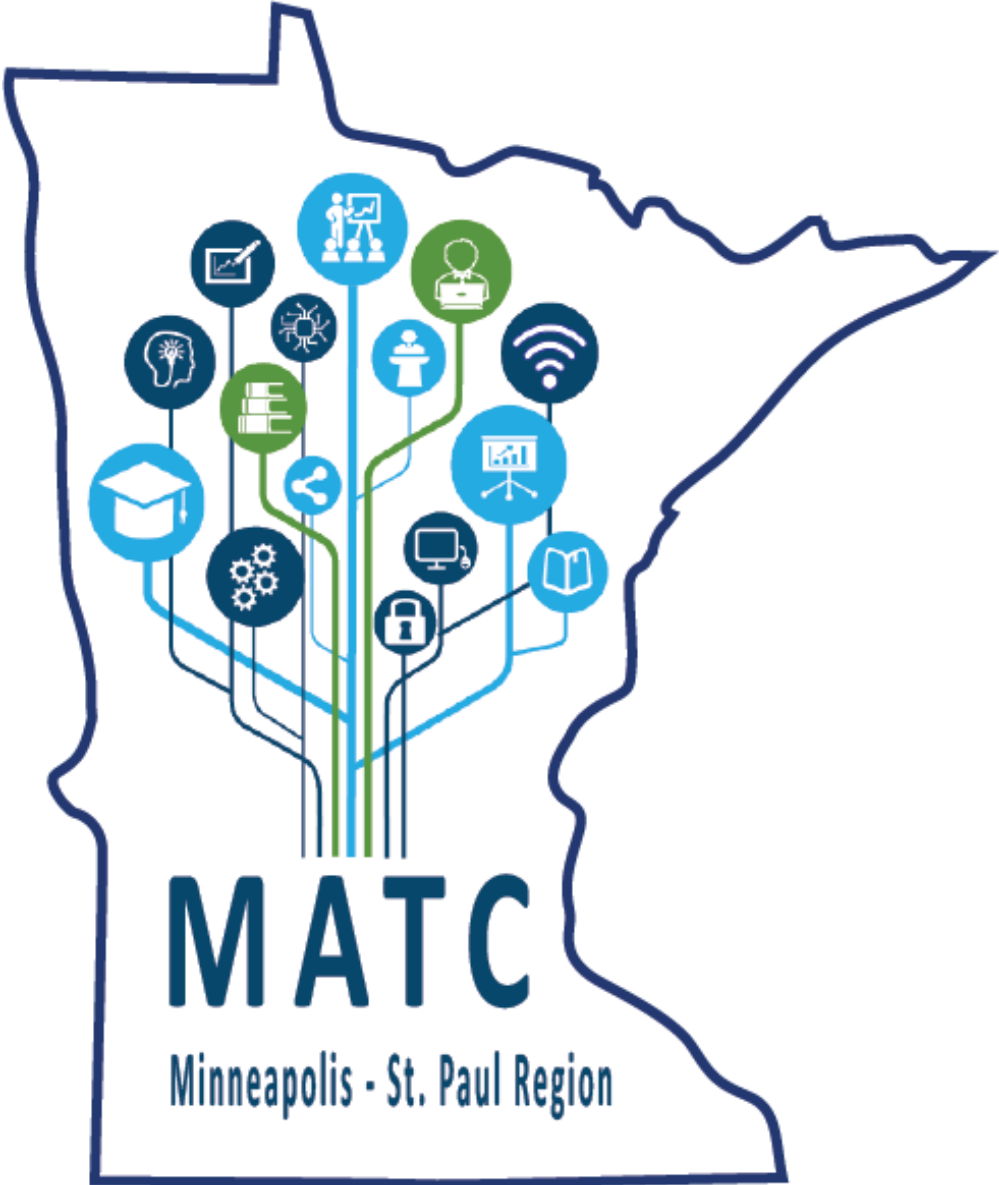# Metro Area Technology Consortium

Metro Area Technology Consortium

Executive Summary

Who are we?

Why are we here?

Purpose

Deliver enhanced value to our faculty, staff and students across consortium institutions by leveraging industry best practices, capabilities, capacity, and financial resources to deliver seamless and efficient services to support student success.
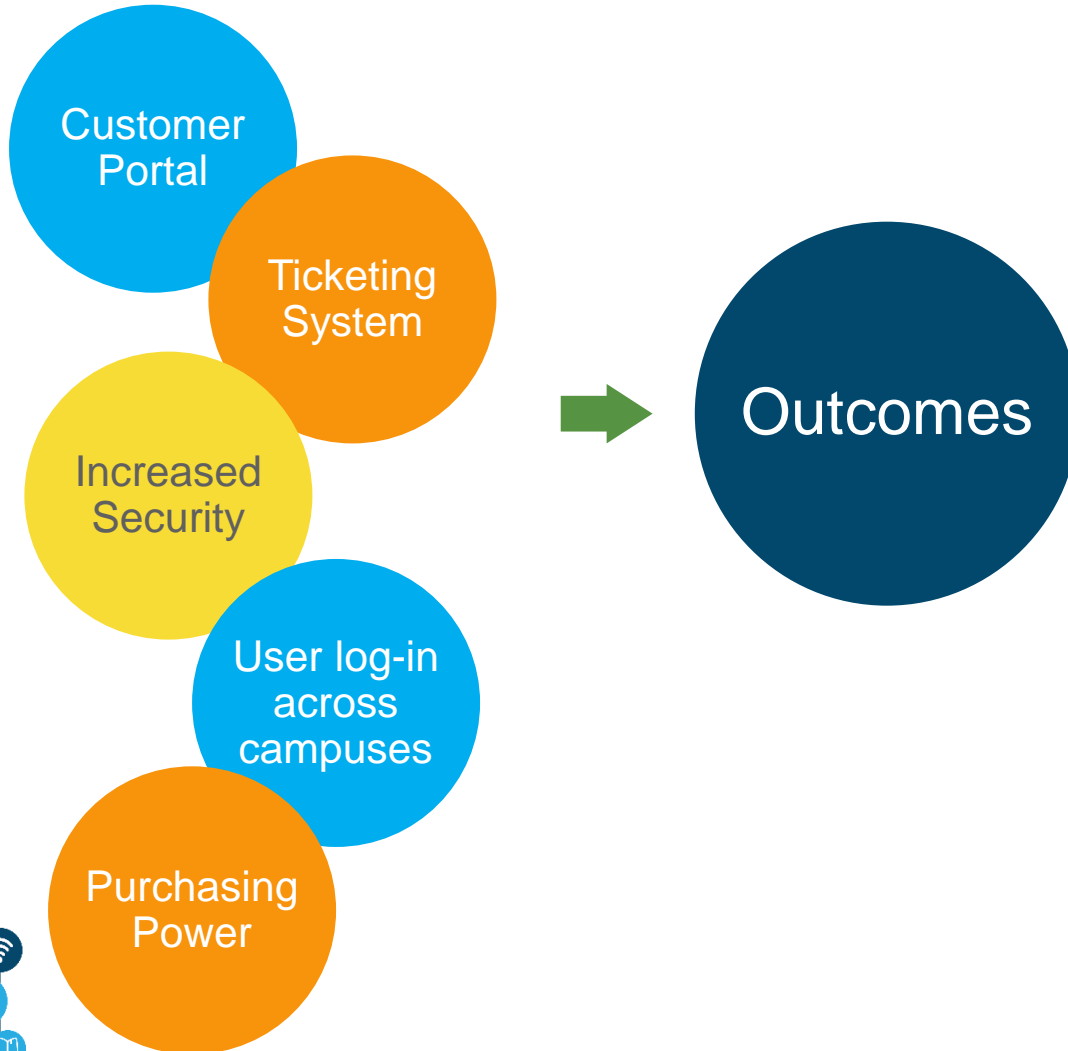
Strategic Directions

- Contribute to Student Success
- Promote Financial Sustainability
- Achieve Sustainable Capability and Capacity
- Advance Institutions' Technological Positions

Objectives

- Leverage purchasing power
- Use common processes, procedures, and technologies
- Enhance teams' ability to attract and retain talent and strengthen knowledge sharing
- Prioritize opportunities for collaboration and resource sharing

Where are we going?

Customer Portal

Ticketing System

Increased Security

User log-in across campuses

Purchasing Power

Outcomes

Impacts

- **Customer portal** that enables self-help and issue tracking.

- Transition from ad hoc email requests to **ticketing system** that enables issue tracking and metrics gathering

- **Increase security** across and within campus networks

- Enable users to login with **one account** on multiple campuses

- Negotiate better **procurement pricing** for assets, networking hardware, and staff training

Desired Outcomes

- Help Desk questions across campuses would be answered consistently by any Consortium campus using similar processes and tools.

- Reduce the scope of security incidents

- Remove potential barriers to teaching and learning across multiple physical locations

- Shared lifecycle management & reduced procurement costs

Vision & Mission

Strategic Directions & Objectives

Metro Area Technology Consortium

Vision, Mission, Strategic Directions, & Objectives

VISION

Advance and transform technology to eliminate barriers to access, creates sustainability and provides a seamless experience for all students.

MISSION

Advance the region academically and economically by enhancing the student experience and improving student success.

STRATEGIC DIRECTIONS

$ **Promote Financial Sustainability**

Contribute to Student Success

Achieve Sustainable Capability and Capacity

**Advance Institutions' Technological Positions**

OBJECTIVES

Maximize IT investments by leveraging purchasing power across partner institutions

Establish common processes, procedures, and technologies aligned to industry best practices, to drive efficiencies and effectively share talent and knowledge

Enhance teams' ability to attract and retain talent and strengthen knowledge sharing within and across partner institutions

Prioritize opportunities for collaboration and resource sharing based on member need and best practices
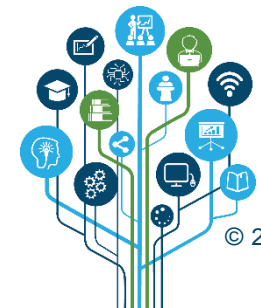
Strategic Alignments

Minnesota State System and MATC Institutions

Minnesota State Equity 2030 & MATC Strategic Alignment

MINNESOTA EQUITY 2030

Themes: Innovation, Quality, Technology

Strategic Dimensions

Enhanced Access - *Enhancing access to higher education by strengthening partnerships and collaboration with K-12, business & industry, community-based organizations, and philanthropic partners to expand and grow current programming and identify new ways to support students.*

Data-Guided Decision Making - *Building technology infrastructure and capacity for deeper data analytics and expanding campus capacity to interpret data and use it to guide decision making.*

Financial Resources and Support - *Expanding financial resources and support for students and growing the financial resource base for campuses.*

Workforce Diversity and Talent Development - *Incorporating the local and national context with the changing student and employee demographics and needs, focusing on cultural competence development, inclusive hiring practices, and improved campus climate.*

MATC MISSION

Advance the region academically and economically by enhancing the student experience and improving student success.

MATC STRATEGIC DIRECTIONS

Contribute to Student Success

Advance Institutions' Technological Positions

Promote Financial Sustainability

Achieve Sustainable Capability & Capacity

MATC Institutional Strategy Elements

Student Success ◆ **Financial Sustainability** ◆ **Sustainable Capability and Capacity** ◆ **Advance Institutions' Technological Positions**

North Hennepin Community College

Comprehensive student experience - provide a stellar academic and co-curricular experience that challenges and prepares our students for a complex, fast-paced, and diverse world.

Hennepin Technical College

Strategic Direction 1: Intentionally develop critical infrastructure to support continuous quality improvement (Goals 2.2, 2.3, 2.4)

Strategic Direction 2: Develop and measure innovation and excellence in programming, services, technology, operations and marketing (Goals 2.2 ,2.3, 2.4)

Strategic Direction 4: Develop and nurture intentional, strategic and vibrant partnerships (Goals 4.1, 4.3)

Anoka Technical College / Anoka Ramsey Community College

**Goal 1**. Commit to Student Success (C & D)

Goal 4. Establish a Strong Reputation and Valuable Partnerships (A, B, & C)

Metro State University

Strategic Commitment #1, Goal: Contribute to the student experience journey map

Strategic Commitment #6: Goal: Develop, improve, and implement systems and processes that maximize institutional effectiveness, continuously improve operations, and achieve the University's strategic commitments as measured by faculty, staff, and student evaluations of systems and processes.

Strategic Commitment #2: Provide distinctive, high quality, accessible, and affordable educational opportunities for post-traditional learners. (i.e. Service Management and instructional technology)
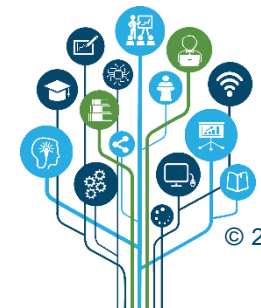
Strategic Plan

Objectives + 2020 Goals

Strategic Plan + FY2020 Goals

VISION

Advances and transforms technology to eliminate barriers to access, creates sustainability and provides a seamless experience for all students.

MISSION

Advance the region academically and economically by enhancing the student experience and improving student success.

GUIDING PRINCIPLES

- **Adaptable and Responsive:** Apply expertise to deliver technological solutions that our campus, community, and Consortium stakeholders need for an effective teaching and learning environment.
- **Secure:** Leverage industry standard and best practice security requirements.
- **Aligned:** Implement solutions to further the mission of each campus, the System office, and the Consortium.
- **Sustainable:** Strive for simplicity in structure and daily management so the Consortium can be maintained easily by member campuses.
- **Fiscally Responsible:** Be a trusted fiscal steward for member campuses and follow system and campus policies and procedures.

STRATEGIC DIRECTIONS

$ Promote Financial Sustainability

Contribute to Student Success

Achieve Sustainable Capability and Capacity

Advance Institutions' Technological Positions

OBJECTIVES

1. Maximize IT investments by leveraging purchasing power across partner institutions

2. Establish common processes, procedures, and technologies aligned to industry best practices, to drive efficiencies and effectively share talent and knowledge

3. Enhance teams' ability to attract and retain talent and strengthen knowledge sharing within and across partner institutions

4. Prioritize opportunities for collaboration and resource sharing based on member need and best practices

FY2020 GOALS

Desktop/ laptop/ hardware purchasing & shared lifecycle management *(Objective 1)*

Deploy customer portal (service catalog and knowledge base) *(Objectives 2, 3, 4)*

Replace existing ticketing systems *(Objectives 2, 3, 4)*

Improve / enhance campus level infrastructure security *(Objective 2)*

Enable user access across institutions *(Objective 4)*