

## 2.06 Information Technology

**Mission:** The Division of Information Technology supports the university's mission by providing a reliable, comprehensive information technology environment to enhance teaching, learning, research, services, and business operations. The division encourages effective, innovative, and ethical uses of technology while assuring efficient use of university resources.

**Scope:** The Division of Information Technology provides university-wide leadership, management, and services in all areas of information technology. The division is responsible for voice, video, and data systems, including the university networks and the various devices and systems that utilize the networks. The division's responsibility includes maintaining an effective information environment that encourages accurate and secure information access, collection, storage, retrieval, and distribution through electronic means. The division supports the use of technology for teaching, learning, research, and administration. In carrying out its responsibilities, the division works collaboratively with other offices of the university and other UNC system institutions.

**Specific Responsibilities and Services:** Within this mission and scope, these are the major responsibilities of the IT Division:

1. **Planning:** Develops and implements university strategic and operational technology plans; participates in UNC system-wide planning in collaboration with the UNC Division of Information Resources; develops, implements, and maintains an enterprise technical infrastructure.
2. **Involvement:** Implements mechanisms for participation and involvement of stakeholders
3. **IT Purchasing:** Manages enterprise-wide IT-related purchasing of hardware, software, and services.
4. **IT Asset Management:** Manages and maintains all IT assets for the University; inventory collection, asset tagging, annual audit.
5. **Policies and Standards:** Develops, implements, and maintains university policies and standards related to IT and assures compliance with federal, state, and local regulations.
6. **Security:** Implements IT security strategies to protect university assets.
7. **Technology Help Services:** Supports faculty, students, and staff in the uses of information technology.
8. **Technology Innovation:** Encourages exploration of new technologies and uses of technology.
9. **Environmental Support:** Establishes processes that are responsive to technology's impact on the environment.
10. **Hardware/Support:** Provides or coordinates hardware and software support for university-owned systems.
11. **Applications Development and Support:** Provides systems analysis and programming support for enterprise applications.

<http://www.wcu.edu/it>

Under the leadership of the Chief Information Officer, the IT Division is organized into departments as shown on the organizational chart below.

