

Information Technology Services

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Information Technology Services Objectives and Key Results (OKRs) for 2024-2025

OKRs for the coming year are outlined below, together with their alignment to the three overarching goals detailed in the “Wesleyan 2020” framework for strategic planning (see below).

Wesleyan 2020 Goals:

1. Energize Wesleyan’s distinctive educational experience.
2. Enhance recognition of Wesleyan as an extraordinary institution.
3. Work within a sustainable economic model while retaining core values.

OKRs for 2024-2025 are grouped in the following three areas:

- Enterprise Risk Management
- Continuous Service Improvement
- Building Future Capabilities

Enterprise Risk Management	Continuous Service Improvement	Building Future Capabilities
O₁: Deploy Duo Multi-Factor Authentication (MFA) to all students	O₁: Improve internet in wood frame housing via point-to-point wireless (Yr 1 of 2).	O₁: Train employees to leverage Workday to improve business processes.
O₂: Audit Workday account permissions	O₂: Analyze and improve user experience with IT service desk, catalog, and resources.	O₂: Pilot the use of Artificial Intelligence to improve analytics and data-driven decision support.
O₃: Move Wesleyan user IP addresses to private network to improve security	O₃: Implement Stellar to improve course registration, degree audit and management	O₃: Upgrade/refresh aging fiber network (Yr 1 of 2).

Enterprise Risk Management (All objectives in this area tie to Goal #3 above in that mitigating risk saves money)

O₁: Deploy Duo Multi-Factor Authentication (MFA) to all students

KR₁ – Procure licensing in Summer 2024

KR₂ – Deploy to students with publicity campaign in October 2024.

O₂: Audit Workday account permissions – Wesleyan went live with Workday on July 1, 2024, and account security was configured with assistance from implementation partners. We will engage independent auditors to assess user permissions and overall security.

KR₁ – Complete audit of all access for employees employed at Wesleyan as of July 1, 2024.

KR₂ – Audit new employees hired after July 1, 2024 to confirm proper access provisioning.

KR₃ – Continue to audit removal of access for employees who have left Wesleyan.

O₃: Move Wesleyan user IP addresses to private network to improve security by decreasing the attack surfaces presented.

KR₁ – Test applications in fac/staff range to verify everything works as expected. Oct 2024

KR₂ – Stage the environment to prepare for transition to private range. Dec 2024

KR₃ – Convert to private range for fac/staff. Jan 2025

Continuous Service Improvement (All objectives in this area tie to Goal #1)

- O1:** Improve internet in wood frame housing via point-to-point wireless (Yr 1 of 2).
KR1 – Develop ROI for the project and approach finance. 9/24
KR2 – Gradually reduce ISP footprint. Project will take overall 18-24 months based on labor needs and funding.
- O2:** Analyze and improve user experience (UX) with IT service desk, catalog, and resources.
KR1 – Identify stakeholder sample / focus group and discuss opportunities for improvement. - Completion Date: November 1, 2024
KR2: Update content and implement UX improvements - Completion Date: February 28, 2025
KR3: Socialize and make available to the Wes community. - Completion Date: March 24, 2025
- O3:** Implement Stellic to improve course registration, degree audit, and degree management
KR1 – Project kickoff – August, 2024
KR2 – Degree Audit - December 2024
KR3 – Live Registration – March 2025

Building Future Capabilities (All objectives in this area tie to Goals #1 and #2)

- O1:** Train employees to leverage Workday to improve business processes.
KR1 – Provide Additional Workday Training for Core Implementation Teams. Scheduled by: October 15, 2024.
KR2 – Provide Additional Workday Training for Core Implementation Teams. Scheduled by: October 15, 2024.
KR3 – Create a Program of continuous WD training for all Campus Employees including training for specific areas. In place and ongoing as of Summer 2024 - See [Workday Training Sharepoint Site](#) (Wesleyan login required)
- O2:** Pilot the use of Artificial Intelligence to improve analytics and data-driven decision support.
KR1 – Based on feedback from cabinet members, identify two target areas of strategic partnership. October 2024.
KR2 – With strategic partners, evaluate departmental readiness and develop strategy for development and integration of AI within department. Fall 2024
KR3 – In collaboration with Success at Wes, build out introduction programming for broader Wesleyan staff community. In fall, offer two sessions of introduction to AI; in spring, offer sessions on prompt engineering and tools available through Wesleyan.
- O3:** Upgrade/refresh aging fiber network (Yr 1 of 2).
KR1 – Assess current multimode fiber runs in 23 locations with contractor and develop replacement plan. Sep 2024
KR2 – Run new replacement single mode fiber and have it fully pulled into buildings and tested. June 2025
KR3 – Purchase new optics, patch cables, and replace any switches and have new fiber full activated. August of 2025



Please contact Dave Baird, VP/CIO, at dbaird@wesleyan.edu with any questions on these initiatives.