

ITS VISION STATEMENT

Cal Poly Humboldt ITS advances an adaptive, digitally enabled campus where technology empowers the campus community through trusted strategic partnerships, innovation, collaboration, and alignment with CSU systemwide initiatives.

ITS PURPOSE

The purpose of Cal Poly Humboldt ITS is to provide secure, reliable, accessible, and sustainable technology services that support student success, teaching, learning, research, service, and university operations while advancing an inclusive and connected campus community.

OUR STRATEGIC GOALS

1 | Deliver a Seamless, Student-Centered Digital Experience

Create an integrated, accessible, and intuitive digital ecosystem so that students, faculty, and staff can easily engage in teaching, learning, research, and administrative activities with reliable, consistent, and easy-to-use technology experiences that support academic excellence and innovation.

2 | Build a Sustainable and Future-Ready IT Organization

Invest in ITS workforce and professional development, communication, partnerships, systemwide collaboration, and service management practices (ITSM) so that ITS can sustainably deliver high-quality, responsive services and effectively support the campus through ongoing technological change.

3 | Enable Data-Informed, AI-Enhanced, and Innovative Operations

Responsibly leverage data, analytics, automation, and emerging technologies such as AI to reduce administrative workload, streamline routine processes, and improve access to timely information. These capabilities will support, not replace, human expertise and decision-making, allowing faculty and staff to devote more time to teaching, student support, research, and other high-value work while improving institutional effectiveness.

4 | Strengthen Security, Privacy, and Service Resilience

Advance a proactive, risk-based, balanced approach to cybersecurity, privacy, and continuity so that institutional data and operations are protected against evolving threats, while empowering academic, research, and administrative innovation through a culture of shared responsibility and collaboration.

5 | Modernize and Simplify the Technology Ecosystem

Reduce complexity and reliance on outdated and/or difficult-to-maintain technology by consolidating systems, standardizing platforms where appropriate, and leveraging CSU systemwide solutions so the campus benefits from more reliable, cost-effective, scalable, and easier-to-use technology services.

ROADMAP DEVELOPMENT

Cal Poly Humboldt ITS partnered with MOR Associates to support the development of the ITS Strategic Roadmap. MOR's expertise in higher education strategic planning helped facilitate stakeholder engagement, identify recurring themes, and provide an objective foundation for developing a sustainable roadmap aligned with campus needs, CSU initiatives, institutional goals, and the future direction of ITS.

INSTITUTIONAL CONTEXT

The roadmap was informed by Cal Poly Humboldt, CSU systemwide, and higher education strategic planning resources that provided broader institutional context. Together with stakeholder feedback, these resources helped align the roadmap with Cal Poly Humboldt and CSU priorities.

STAKEHOLDER ENGAGEMENT

35+

Listening Sessions

130+

Participants

PARTICIPANTS INCLUDED:

- Executive and divisional leadership
- College deans, faculty, and academic leaders
- CAHSS, CNRS, CPS Council of Chairs
- Students
- Operational and service units
- Administrative support staff and analysts
- ITS staff and leaders
- Chancellor's Office

WHAT WE HEARD

STRENGTHS

- ✓ Responsible, reliable support
- ✓ Strong customer service
- ✓ Collaborative partnerships
- ✓ Effective classroom support
- ✓ Stable and dependable technology services

OPPORTUNITIES

- Simplify technology systems and processes
- Improve classroom and hybrid technology
- Responsibly leverage AI and Automation
- Streamline software access and research support
- Expand specialized support capacity

STRATEGIC OUTCOMES

The themes identified through stakeholder engagement directly informed the five strategic goals that will guide ITS priorities through 2031.



Digital Experience



Sustainable ITS



Data & AI



Security & Resilience



Modernization & Simplicity



INFORMATION TECHNOLOGY SERVICES
CAL POLY HUMBOLDT, 1 HARPST STREET, ARCATA, CA
its.humboldt.edu/roadmap