

TECHNOLOGY STRATEGIC PLAN

OUR VISION

Advance student, faculty, and staff success by being an innovative, trusted, and reliable strategic technology partner.

OUR GUIDING PRINCIPLES

Model the Way

User Focused

Security Minded

**Committed to
Collaboration**

**Improvement
Champion**

Transparent

OUR STRATEGIC PRIORITIES & GOALS

1



Establish a Secure, Reliable, and Sustainable Technology Foundation

Goals:

- 1.1 Protect and defend our data and systems through robust security and privacy measures.
- 1.2 Strengthen the performance reliability and resilience of our services.
- 1.3 Reduce redundant and customized tools in favor of sustainable enterprise-wide solutions.
- 1.4 Utilize environmentally responsible practices in our technology operations, promoting sustainability for a greener future.

2



Deliver Innovative and User-centric Solutions to Support Teaching, Learning, and Student Success

Goals:

- 2.1 Ensure technology solutions are designed from an end-user perspective.
- 2.2 Support optimization of online education and the delivery of digital student services.
- 2.3 Enhance the effectiveness of classroom technologies to better support a variety of modalities.
- 2.4 Support the safe, trustworthy, and responsible use of Artificial Intelligence.

OUR STRATEGIC PRIORITIES & GOALS (CONTINUED)

3



Increase Access, Improve Accessibility, and Address Digital Equity Barriers

Goals:

- 3.1 Expand digital equity and accessibility resources for students and employees across the district.
- 3.2 Ensure student, employee and public facing applications and websites comply with state and federal accessibility regulations.
- 3.3 Improve digital literacy in our community through basic technology training and education.
- 3.4 Champion inclusive and multilingual content design practices across all digital channels and platforms.

4



Improve Technology Partnership, Engagement, and Communication Across the District and with the Broader Community

Goals:

- 4.1 Improve technology engagement and partnership with college students, faculty, and staff.
- 4.2 Maximize the effective use of technology through regular end-user training and development programs.
- 4.3 Implement enterprise processes that enable transparent, program-driven decision-making and task prioritization.
- 4.4 Engage in state and local partnerships and collaborative opportunities.

5



Foster a Skilled, Dynamic, and Unified Team of Los Rios Technology Professionals

Goals:

- 5.1 Improve collaboration and knowledge sharing amongst technology partners across the district.
- 5.2 Foster a culture of innovation and strengthen the technological expertise of Los Rios IT Staff through continued professional development.
- 5.3 Unify technical functions and overlapping responsibilities across the district.
- 5.4 Attract and retain highly skilled IT staff to effectively deliver technology services and provide exceptional support.

6



Cultivate and Support a Data-Driven Culture, Encompassing Systems and Processes to Manage and Utilize Data Effectively

Goals:

- 6.1 Establish a comprehensive data management framework that ensures data integrity, accuracy, and compliance.
- 6.2 Provide secure on-demand access to data by aligning technology infrastructure with data-related needs.
- 6.3 Foster data literacy and data-related skills of program-level staff across the district through training and professional development.
- 6.4 Establish data sharing partnerships with industry organizations, research institutions, and other higher education entities for benchmarking and collaborative analytics opportunities.