



Vision

HMS CP&F provides strategic planning, development, and management of campus resources for a safe, reliable environment conducive to learning, conducting research and teaching, and working, through inclusion, professionalism, excellence, teamwork, and exceptional customer service.

Mission

CP&F enhances the quality of physical facilities, campus services, and academic support. We do this through a culture of continuous improvement and thoughtful planning, designing, constructing, maintaining, and supporting in a responsive, collaborative, service oriented, effective and environmentally conscious manner.

Strategic  
Priorities

**PEOPLE**

Empower staff to perform their jobs as effectively as possible.

**SYSTEMS**

Ensure IT Systems meet the requirements of the business

**BUSINESS INTELLIGENCE**

Leverage data from multiple systems to inform decisions

**CYBERSECURITY**

Ensure IT Systems adhere to university policies and industry standards

**PARTNERSHIPS**

Leverage HMS IT, HUIT, and industry partners for IT support

Business  
Imperatives

- Provide employee training for all systems required to perform their jobs
- Provide employee business process training that addresses the “why” of our business
- Provide recurring employee training
- Provide IT equipment and tools required to perform their jobs effectively with regularly scheduled refresh
- Develop business processes that provide a seamless flow of information between groups within CP&F

- Consolidate or eliminate systems whenever feasible to reduce the overhead of system maintenance
- Leverage central systems or utilize cloud service offerings whenever feasible to reduce the overhead of system maintenance
- Create system integrations when feasible to reduce: duplicate data tracking and entry; data inconsistencies; multiple logins (SSO) and to provide timely data
- Capture data only required to perform your job or needed for reporting

- Create and foster a strong culture of data driven decision making
- Leverage reporting and dashboard tools whenever feasible
- Utilize tools that can pull together data from difference systems to provide a holistic view of information
- Eliminate data silos by organizing data in a way that provides secure access to those that require the information to make informed decisions

- Ensure all IT systems are patched and maintained on a regular basis
- Proactively schedule IT hardware and software renewal
- Effectively manage access to systems and data
- Develop established business processes for creating and maintaining account access to information

- Partner with HMS IT to ensure effort is prioritized and focused on value added activities
- Ensure IT system decisions are in alignment with HMS IT and HUIT strategic direction and goals
- Let IT professionals handle the maintenance, cybersecurity, and business continuity of systems allowing CP&F to focus on our core responsibilities
- Incorporate Data Governance into all decisions regarding systems and applications used in running the business of CP&F

Business  
Outcomes

- CP&F staff will consistently have the IT tools required to perform their jobs with regular equipment upgrades
- CP&F staff will better understand business processes and the reasons behind each process allowing them to make better informed decisions and to provide improved customer service
- Regularly scheduled training will provide opportunities to keep staff up to date on changes to processes

- Streamlining systems will reduce the number of applications that staff need to learn
- Fewer systems will reduce the overall IT support overhead and infrastructure to maintain
- Utilizing SSO will reduce the number of accounts staff need to remember and maintain
- Reducing unnecessary data capture will save staff time

- Access to timely data from different systems will provide better insight and decision support
- Eliminating data silos will reduce duplicate effort by staff
- As more data is utilized in reporting and analytics the demand for better and more accurate data will increase, driving continuous improvement across the organization

- Maintaining IT security on systems will reduce the amount of risks of systems being compromised
- Maintaining IT security ensures that systems are continually upgraded and staying current with technology

- New initiatives will align with HMS IT or HUIT systems being developed or implemented
- Understanding HMS IT and HUIT systems will inform system architecture decisions and better define authoritative data sources for integrations