

# Tool 17: IT Activity Categories Refinement Exercise

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## IT Activities Category Refinement Worksheet

**Instructions:** After reviewing the workshop IT activity categories and documentation from the environmental scan (including the SWOT analysis), answer the following questions to identify potential themes that the goals cascading process left undiscovered or underdeveloped. Then draft any new IT activity categories that need to be considered as you develop the IT strategic plan.

1. List strategic opportunities or threats identified in the SWOT analysis that are *not* addressed in the draft IT activity categories, or that need to be more explicitly stated.

2. Do the draft categories and IT activities imply capabilities that the IT organization does not currently have? List changes or improvements that IT would need to undertake to provide these capabilities.

3. Do the draft categories fail to address major customer concerns or needs discovered in your listening tour, customer satisfaction survey, etc., that have strategic implications for your institution? List them here.

4. Use the boxes below to identify any IT activity categories that must be added or redrafted to address the issues above.

<b>IT Category</b> <hr/>
<b>Related IT Activities</b> <hr/> <hr/> <hr/>

<b>IT Category</b> <hr/>
<b>Related IT Activities</b> <hr/> <hr/> <hr/>