TECHNOLOGY SERVICES DTS

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Technology Services supports all aspects of technology at the Institute.

Vision

Learn, Apply, and Create with No Boundaries!

Mission

Amplify the University experience through exceptional partnerships, practices, and digital solutions

Divisional Goals

- Digital Learning Ecosystem: We aspire to build a web and mobile enabled digital platform that is open, accessible, adaptive, secure, distributed, and intuitive; one that enables the Wentworth community to realize its vision of next generation teaching and learning
- Data Enabled Decision Making: Address Wentworth's impending need for data-enabled decision-making by orchestrating a carefully planned long-term Application, Data and Reporting modernization roadmap
- Resilient and Secure Core: Build and maintain Wentworth's IT infrastructure that is robust, resilient, fault tolerant, and can support current and future requirements to realize the vision of a digital learning ecosystem for our students and faculty; a modern work environment for staff; and an exceptional digital experience in Wentworth's physical and virtual spaces
- Digital Service Transformations: Transform the University experience through a series of micro and macro transformations targeted to build new, unique, and impactful digital services by leveraging capabilities in collaboration and communication systems, and exploring emerging technologies like Artificial Intelligence, Blockchain, Augmented/Virtual Reality and eSports by supporting key partners and innovators across the campus
- Customer Service Enhancements: Building upon the solid foundation of customer service, explore new partnerships, avenues, and services to address the evolved needs of our campus

Programs of Service

- Administrative and Business Enterprise and local services that support the administrative and business functions of an institution. Includes reporting, descriptive analytics, finance, student information systems, advancement, and conference and event support.
- Communication and Collaboration IT services that facilitate institutional communication and collaboration needs. Includes email, calendaring, telephony/VoIP, video/web conferencing, unified communications, digital and web communications, and media/AV services.
- End-Point Computing Services that enable community members to do their day-to-day work, including providing access to enterprise services. Includes network access, user file storage, end-point computing backup solutions, desktop support, computer labs, and printing/plotting.
- Infrastructure-Enterprise level hardware, software, systems, and network infrastructure that provide underlying support for Institute activities. Includes data centers, Internet access, wired and wireless networking, telephony and collaboration tools, central storage and backup solutions, virtual servers, and systems management.
- IT Professional Services that are consultative in nature; these may be a combination of customer-facing and non-customer-facing services. Includes IT training, consulting/advisory services, business continuity/disaster recovery, enterprise architecture, portfolio/project management, business systems analysis, and IT Service Management.
- Security Infrastructure and services that provide security, data integrity, and compliance for institutional activities. Includes services such as virus protection, encryption, privacy impact assessments, risk management, emergency preparedness, data security, access controls (i.e., accounts, passwords), audit and monitoring systems, and stewardship.
- Teaching and Learning management system and academic technology infrastructure and services to support course consulting, meaningful integration of instructional technology, and resources directly supporting face-to-face, hybrid, online delivery. Includes: course design, teaching with technology, engaging students, using Bb Learn, and learning analytics.