



**Information Services**

University of Maryland at Baltimore  
100 North Greene Street  
Baltimore, MD 21201-1503

410-706-2004

THE CAMPUS VISION

**T**o achieve national eminence as an academic and research center dedicated to advancing health science, law and human services—that is the vision of the University of Maryland at Baltimore (UMAB). Within the strategy for realizing that vision, UMAB has pledged to provide to the campus an information-rich environment with extensive computing, communications and library services. This is the charge given Information Services (IS), along with responsibility for helping the campus achieve its strategic goals and objectives.

- Become a center of excellence in professional, graduate and continuing education.
- Excel in health and human services research.
- Promote partnerships and develop interdisciplinary/interprofessional programs that address current and future health and human services.
- Build a campus environment that values diversity and is conducive to attracting and retaining a diverse student, faculty and staff population.



UNIVERSITY OF MARYLAND  
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# STRATEGIC PLAN

*Information Services  
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## INFORMATION SERVICES AT UMAB

Included within Information Services<sup>(IS)</sup> are Corporate Information and Communications Systems, the Health Sciences Library and Health Informatics. These units work to make information available to UMAB's knowledge workers—information when, where and how they need it. To do so, Information Services acts as a service organization and defines its goals and objectives in the areas of infrastructure and informatics.

### STRATEGY

The principle guiding IS activities is empowerment. By making information accessible to users when, where, and how they need it, IS enables users to manipulate data and potentially to create new knowledge. By encouraging a management approach that treats information as a critical institutional resource, IS enriches the data, information, and knowledge base for the campus as a whole. By advancing informatics, IS fosters the development of applications and expertise within the schools and across disciplinary boundaries. By providing the infrastructure that makes technology accessible across campus, IS distributes communications and computing capabilities. By fostering outreach, IS contributes to the state, region, and beyond, and to the campus mission.

## STRATEGIC GOALS AND OBJECTIVES FOR IS

### **Make information accessible when, where, and how it is needed.**

- Extend access to include such information sources as bibliographic databases, full-text offerings like electronic journals, and collections of images.
- Develop a professional workstation that can search multiple information sources using standard procedures and user-defined terms.
- Continue to develop instructional support consistent with the evolving skill sets characteristic of different user groups.

### **Encourage a management approach which treats information as one of UMAB's critical resources.**

- Advocate technology in support of redesigned processes in all spheres of campus activity.
- Foster the development of departmental applications which link into campuswide systems.
- Facilitate the sharing of data by developing data management and data administration functions.

### **Foster informatics, the application of information technology to the ways professionals learn and practice.**

- Support school-based and interprofessional/intercampus informatics programs and curriculum development.
- Nurture curricular integration of information technologies as tools for knowledge management and lifelong learning.
- Serve a research and development function, supporting and initiating new informatics activities, such as interactive video and clinical support systems.

### **Provide high quality information infrastructure services.**

- Enhance the network for the schools and administrative units, tying the campus together and providing gateways to the world.
- Facilitate the sharing and creation of knowledge within and across campus units and beyond the campus.
- Integrate data, voice, image, and video to support multimedia presentations of information for local use and distance learning.
- Implement total quality management for IS, holding services to measures of user needs and satisfaction.
- Emphasize the development of capabilities which support outreach activities to professional organizations and to practicing professionals.

### **Pursue outreach activities on campus and beyond.**

- Undertake outreach activities as the Regional Medical Library for the Southeastern Atlantic Region.
- Utilize the Maryland Collaborative for Health Informatics (MaryCHI) as an outreach agency for informatics initiatives.
- Contribute to the knowledge base in informatics.
- Optimize professional associations and linkages with national and international informatics organizations.

### **Foster the use of technology to support diverse campus populations and their needs.**

- Establish common technological solutions to needs shared by diverse groups.
- Utilize technology to respond to special needs, including disabilities.
- Provide barrier-free (remote) access to information services.
- Make basic information services available to users.

*Approved by President Reese August 1992.*