OVERVIEW

The SMARTtechnology program offers a collaborative portfolio of IT-based services to complement existing offerings by colleges or business units. The program offers campus units IT services not within their current capacity, thereby reducing costs, increasing productivity, or removing constraints on effectiveness or efficiency.

PROGRAM GOALS

- Utilizing cooperation and service oversight to fill common technology needs through standardization.
- Provisioning unified information technology-based services to support Purdue’s mission of discovery, learning and engagement.

SERVICE GOALS

- Understanding organizational objectives and customer needs.
- Enabling SMARTtechnology services that are a strategic asset.
- Viewing SMARTtechnology services as an organizational capability.
- Clarifying relationships between services, systems, processes and the business models, strategies or objectives they support.
- Setting objectives and expectations of performance in serving customers.
- Identifying, selecting and prioritizing opportunities.

ANYTHING ELSE?

The SMARTtechnology Program also serves as an outlet for campus service projects proposed by the university’s Operational Oversight Committee (OOC), IT senior staff, campus leaders, or current service providers who fit the community-driven, common interest goals of the program. SMARTtechnology welcomes new services with an external focus and purpose.

Contact Us: smarttechnology@purdue.edu
Web: www.purdue.edu/smarttechnology
The SMART Technology program offers a collaborative portfolio of IT-based services to complement existing offerings by colleges or business units. The program offers campus units IT services not within their current capacity, thereby reducing costs, increasing productivity, or removing constraints on effectiveness or efficiency.

### SMARTcomputing
- Leverage technology resources for hardware and software.
- Standardize platforms.
- Manage Patches.
- Reduce total cost of ownership for systems procurement, provisioning and management.
- Computer configuration management.
- Distribute software.

### SMART Content Management System (CMS)
- Establish content management governance at Purdue.
- Provide tools for developers and end-users to conform to industry best practices and web standards.
- Foster standardization for building and maintaining websites.

### SMART Digital Asset Repository (DAR)
- Web-based process for organizing, storing and retrieving assets independent of client software.
- Scalable or repeatable across the Purdue campus community.
- Unlimited metadata and keywords.
- Encompasses multiple asset types (image, audio, video, files, etc.).

### SMARTprinting
- Centralization of applicable billing processes.
- Enterprise reporting capability.
- Reliable and available service.
- Remote print monitoring.
- Guest and mobile printing capability.

### SMARTscheduling
- Web-based appointment scheduling, appointment viewing and appointment cancelling for students, staff, advisors and managers.
- Enterprise reporting capability, including importing batch appointments and Qualtrics survey data for analysis with appointment data.
- Kiosk-based appointment scheduling (including walk-ins), appointment viewing and appointment cancelling.
- Automated email notifications for: appointment creation, appointment cancellation, 24-hour daily digest reminder, and optional survey at the end of an appointment.
- Cognos reports integration.

### SMARTsigns
- General Purdue brand governance and guidelines.
- Best Practices.
- Internal knowledge base articles for content managers.
- Functional and technical support.
- Technical infrastructure consulting.
- Learning series for knowledge-share opportunities.
- Stock library.
- General templates for public channels.
- Shared content.
- Active Directory and user account permissions.

### SMARTticketing
- Provide a minimal or no-cost request tracking service (or low-cost alternative).
- Provide a request tracking service for both IT and non-IT areas.
- Provide areas the capability to avoid any additional spend and help reduce redundancy across campus.