

CREATETHEFUTURE



MCNC Strategic Plan

Executive Summary

2016-2020

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Our Vision	To leverage MCNC's open access broadband infrastructure to create opportunity for North Carolina in education, economic development, government, and health care.
Our Mission	MCNC is a technology nonprofit that builds, owns, and operates a leading-edge broadband infrastructure for North Carolina's research, education, non-profit health care, public safety, and other community anchor institutions.
Who We Serve	MCNC serves community anchor institutions in North Carolina, including members of the research, education, non-profit health care, and public safety communities.
Our Services	MCNC provides connectivity, transport, data center services, video services, client network engineering, identity management, and other high-quality, reliable services to meet our client's evolving needs.
Our Values	<ul style="list-style-type: none">• Innovation• Economic development• Strong relationship with state government• Thought leadership• Security of infrastructure and information assets
Our Guiding Principles	<ul style="list-style-type: none">• Provide consistent, secure network services to all customers that meet the unique needs of education, health care, government, and other constituents.• Ensure the network serves the goals of our customers and drives quality and equity of access for education, health care and other anchor institutions.• Operate in a fiscally-sound and transparent manner.• Maintain a strong advisory structure.• Lead the community of research and education networks.• Provide an innovative work environment for staff, demonstrating concern and commitment to employee well-being.

Strategic Priorities



Provide excellent and expanding service to MCNC's existing North Carolina community

The core of MCNC's value is providing outstanding service in a manner that is technically and financially transparent and involves our stakeholders in key decisions. Maintaining the level of excellence that MCNC's customers have come to expect while continuing to grow and expand will be key to MCNC's continued stability and success.



Make North Carolina the most connected state in the nation by addressing rural broadband connectivity

Ubiquitous access to adequate broadband connectivity has significant benefits and ripple effects for the health, education, culture, and economic opportunities in communities. Rural communities have unique characteristics and challenges that require special focus in order to make such connectivity and technology use possible. Maximizing connectivity in rural communities will help make all of North Carolina competitive among states, and the best choice for all who live and do business here.



Support North Carolina's ability to provide the most robust next generation public safety network in the nation

With its broad and robust fiber network and the services that it delivers to customers in the health care and education sectors, MCNC is well positioned to provide infrastructure services to public safety. MCNC's collaborative and transparent approach uniquely situate MCNC to both provide infrastructure and to initiate and participate in diverse conversations and innovations that will be necessary to successfully implement an effective, efficient, and secure public safety network across the state.



Support the educational transformation in North Carolina via I/S and technology Services

The educational system and, indeed, all anchor institutions are becoming more dependent on digital infrastructure. MCNC is uniquely positioned to provide the components of those services that are most efficiently and effectively provided at a statewide level and to facilitate access to services that scale best at regional or national levels. As learning, health care, research and operating our government become more dependent on digital resources, access to quality, affordable broadband and services that power digital learning will become more critical for success.



Expand stakeholder engagement in MCNC's constituent community

Operating as a non profit, MCNC exists to benefit its constituent community by providing broadband access and technology services. In order to better understand and respond to the needs of this community, it is critical that MCNC is deeply engaged and aligned with both internal and external stakeholders.



MCNC®
Connecting North Carolina's Future Today

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