

UIT STRATEGIC GOALS AND INITIATIVES 2022-23

ONGOING EFFORTS

1. Student success - support student and faculty success

- Incorporate a unified online student roadmap for admissions, registration, and timely degree completion in mobile apps, chatbots, and CRM*
- Unify student analytics
- Facilitate process work for student IT implementations for financial aid*
- Implement optional standardized testing data options
- IT support for student housing expansion

2. Generate knowledge - advance research computing

- Embrace the rapidly changing cyber-infrastructure landscape, and explore and deploy innovative compute and data capabilities for campus
- Work with peers in the state, region, and nation to understand, define, and implement leading practices in research computing and data
- Align Center for High Performance Computing (CHPC) services to collaborate with researchers and other centers, institutes, IT units, and cores on campus
- Strengthen and sustain infrastructure supporting growing CHPC services
- Implement CMMC 2.0, FISMA Moderate, and NIST 800-171 Rev.2 compliance
- Develop and sustain leading practices for research data management and compliance

3. Engage communities - support health care

- Support the Digital Transformation strategy
- Provide IT for the new Katherine Kirk & Helix Buildings, Huntsman Mental Health Center, and the West Valley Hospital

4. Ensure vitality - promote IT efficiencies and effectiveness

- Consolidate data centers and server rooms
- Consolidate network operations and implement replacement funding model
- Standardize infrastructure and network architecture
- Enhance network management
- Refresh network, storage, and server equipment to reduce risk according to the life cycle refresh plan
- Move private data to the Downtown Data Center*
- Increase use of delivered functionality in enterprise applications
- Manage work on the GL, Chart of Accounts Project*
- Continue eliminating PeopleSoft customizations
- Centrally fund ubiquitous IT services
- Develop a U-wide data management and analytics strategy
- Implement equity, diversity, and inclusion plans
- Complete employee performance evaluations*
- Develop post COVID-19 plans for the hybrid return to the worksite*
- Refine help desk procedures and improve responses
- Develop and implement a U-wide cybersecurity plan
- Mature Salesforce implementation to coordinate, track, and measure community engagement, planned giving, and experience for the university
- Implement E911 compliance
- Implement the student employee certification initiative
- Provide leadership for the USHE Shared Services Committee

5. Strengthen the core

Enterprise applications

- Research and refine ERP architecture

Finance/funding

- Implement IT asset management and budget to fund network, storage, and server upgrade and replacement following the technology roadmap
- Prepare upcoming budget*
- Follow up on financial audits
- Oversee proposals and manage ARPA and federal infrastructure funding
- Establish a sustainable budget and funding model for CHPC

Service management

- Implement ServiceNow Phase 3
- Consolidate/mature service monitoring
- Develop ubiquitous service strategy

Process management

- Redesign processes
- Implement process team goals to ensure 50% dedication to UIT initiatives

Infrastructure

- Complete the Williams Building network node project*
- Implement a default deny network access
- Address and resolve major political and

- financial issues for mobile solutions (5G)
- Improve cell coverage and implement the 5G strategy
- Implement the Hybrid Cloud Strategy and establish the Cloud Center of Excellence

IT Security

- Deploy and utilize DLP*
- Deploy PAM solution
- Institute and execute CIS controls across the U
- Update the point of contact database.JL
- Deploy NAC solution*
- Implement procedures for hardware and software security review

- ✓ Guide web decisions based on the holistic strategy developed by the Enterprise Web Advisory Council
- ✓ Support personalized student experience
- ✓ Enable student experience auto-provision and deprovision

- ✓ Deploy innovative, advanced, and secure networking technologies
- ✓ Offer secure and private access to servers and storage
- ✓ Offer innovative, cost-effective, and capable computation and storage for diverse stakeholders
- ✓ Inform researchers and stakeholders of services
- ✓ Explore, test, and deploy novel and emerging technology
- ✓ Increase grant funding
- ✓ Automate the deployment, monitoring, and operation of research computing and data resources
- ✓ Utilize open-source commodities where appropriate

- ✓ Provide IT support for hospitals and clinics

- ✓ Strategically align IT/university mission and spend management
- ✓ Improve IT culture as outlined in the strategic plan
- ✓ Manage information security risk
- ✓ Mature service management processes
- ✓ Reduce university information security vulnerabilities; minimize HR and financial vulnerabilities
- ✓ Provisioning, deprovisioning access management
- ✓ Support central data analytics office
- ✓ Reengineer UIT and key U org business processes
- ✓ Ensure security, privacy, and access services to the U
- ✓ Complete annual strategic plan

- ✓ Develop operations runbooks
- ✓ Analyze the cost structures and income of all IT services
- ✓ Rationalize application portfolios
- ✓ Balance long-term budget
- ✓ Document and analyze business cases/TCO on all key IT projects
- ✓ Manage programs, portfolios, and projects
- ✓ Strengthen risk management
- ✓ Mature SLA discipline and monitor metrics
- ✓ Mature product management services