# UIT STRATEGIC GOALS AND INITIATIVES 2022-23

## 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
- 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
- Deploy NAC solution*
- Implement procedures for hardware and software security review

## ONGOING EFFORTS
- Guide web decisions based on the holistic strategy developed by the Enterprise Web Advisory Council
- Support personalized student experience
- 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

- Enable student experience auto-provision and deprovision
- 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

- Provide IT support for hospitals and clinics
- Strategically align IT/university mission and spend management
- Support central data analytics office
- Reengineer UIT and key U org business processes
- Ensure security, privacy, and access
- Provide IT project management 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

---

*6-month goals

June 2022