

UIT STRATEGIC GOALS AND INITIATIVES 2023-24

ONGOING EFFORTS

1. Student Success - Promote Student Success to Transform Lives

- Unify student analytics (SHH)
- IT support for student housing (JL)
- Implement and support the EAB Navigate and Edify project (KP)
- Implement integration to the FAR (KP)
- Enhance the Mobile U application
- Manage Salesforce CRM implementation (KP)
- Update FAFSA for student finance (KP)
- Deploy Modern Campus D1 rollout (JT)
- Renewal of general assignment classrooms as part of the classroom refresh (JT)
- Rollout Adobe Badges for skill accreditation (JT)
- Implement DARS Transfer Bridge (KP)

2. Generate Knowledge - Develop and Transfer New Knowledge

- Embrace the rapidly changing cyber-infrastructure landscape and explore and deploy innovative compute and data capabilities for campus (TC)
- Work with peers in the state, region, and nation to understand, define, and implement leading practices in research computing and data (TC)
- Align Center for High Performance Computing (CHPC) services to collaborate with researchers and other centers, institutes, IT units, and cores on campus (TC)
- 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 (TC)
- Implement Cayuse (KP)

3. Engage Communities - Improve Health and Quality of Life

- Support the Digital Transformation strategy (JL)
- Provide IT for the new U Health construction projects (JL)

4. Ensure vitality - Ensure Long-Term Viability of the University

Governance

- Set and approve the strategic plan (SHH) (AE)
- Develop a U-wide data management and analytics strategy (SHH)
- Implement equity, diversity, and inclusion plans (SHH)
- Complete employee performance evaluations* (SHH) (ALL)
- Develop hybrid work plans for greater efficiency (SHH)
- Provide IT services for USHE (SHH)
- Evaluate existing space for efficient utilization (SHH)
- Continue to grow the EDI working group (SHH)
- Prepare upcoming budget* (LK)(ALL)
- Follow up on financial audits (LK)
- Oversee proposals and manage ARPA and federal infrastructure funding (SHH, LK)

IT Security

- Enact a U-wide cybersecurity improvement plan (CR)
- Deploy a unified cybersecurity toolset across the U (CR)
- Measure progress toward the CIS cybersecurity standard (CR)
- Implement procedures to quantify third-party technical risk (CR)
- Improve university cybersecurity policies to clarify requirements (CR)
- Unify and standardize IAM processes to improve security and stability (CR)

Infrastructure

- Consolidate data centers and server rooms (JL)
- Consolidate network operations and implement replacement funding model (JL)
- Standardize infrastructure and network architecture (JL)
- Refine help desk procedures and improve responses (JL)
- Enhance network management (JL)
- Move private data to the Downtown Data Center (JL)
- Implement a default deny network access (JL)

Digital learning technologies

- Facilitate Learning Spaces deliberations (JT)
- Establish the Herriman Campus Digital Learning Center (JT)
- Implement revitalization support efforts for the Faculty Center (JT)
- Complete adoption and expansion of the Digital Learning Technologies Service Catalog via the ServiceNow platform (JT)

Finance

- Centrally fund ubiquitous IT services (SHH)
- Implement IT asset management and budget to fund network, storage, and server upgrade and replacement following the technology roadmap (LK)

Enterprise applications and integrations

- Improve cell coverage and develop a 5G strategy (JL)
- Establish and mature a Cloud Center of Excellence (JL)
- Establish and mature an Automation Center of Excellence, including support for Artificial Intelligence (JL)
- Consolidate/mature service monitoring (JL)
- Develop ubiquitous service strategy (JL)
- Update the point of contact database(JL)
- Deploy Network Access Control solution (JL)
- Expand and upgrade DDC cooling capacity (JL)
- Expand PeopleSoft backups at the Tonaquint Data Center(JL/KP)
- Implement process team goals to ensure 50% dedication to UIT initiatives (KP)
- Mature Salesforce implementation to coordinate, track, and measure community engagement, planned giving, and experience for the university (KP)
- Manage work on the PeopleSoft Optimization Project and financial reporting(KP)
- Northstar Modernization Project (KP)
- RPA rollout (KP)
- Rewrite OSL system and website (KP)
- Hospital benefits administration implementation (KP)

- ✓ Guide web decisions based on the holistic strategy developed by the Enterprise Web Advisory Council (KP)
- ✓ Support personalized student experience (SHH)
- ✓ Efficient provisioning of student accounts to enable access to resources (CR)
- ✓ Provide a unified online student roadmap for admissions, registration, and timely degree completion in mobile apps, chatbots, and CRM (KP)

- ✓ Deploy innovative, advanced, and secure networking technologies (JL)
- ✓ Protect confidentiality, integrity, and availability of computing resources (CR)
- ✓ Offer innovative, cost-effective, and capable computation and storage for diverse stakeholders (TC)
- ✓ Inform researchers and stakeholders of services (TC)
- ✓ Explore, test, and deploy novel and emerging technology (TC)
- ✓ Increase grant funding (TC)
- ✓ Automate the deployment, monitoring, and operation of research computing and data resources (TC)

- ✓ Provide IT support for hospitals and clinics (JL)

- ✓ Strategically align IT/university mission and budget (SHH)
- ✓ Improve IT culture as outlined in the strategic plan (SHH)
- ✓ Complete annual strategic plan (SHH)
- ✓ Report on cybersecurity risk to U leadership (CR)
- ✓ Identify and mitigate cybersecurity vulnerabilities (CR)
- ✓ Coordinate the provisioning and deprovisioning of U resources (CR)
- ✓ Monitor and respond to cybersecurity incidents (CR)
- ✓ Enable cybersecurity risk management (CR)
- ✓ Continue to review and add new enterprise software agreements (LK)
- ✓ Analyze the cost structures and income of all IT services (LK)
- ✓ Balance long-term budget (LK)
- ✓ Document and analyze business cases/TCO on all key IT projects (LK)
- ✓ Refresh network, storage, and server equipment to reduce risk according to the lifecycle refresh plan (JL)
- ✓ Mature SLA discipline and monitor metrics (JL)
- ✓ Develop operations run books (JL)
- ✓ Mature product management services (JL)
- ✓ Redesign and improve processes (JL/KP)
- ✓ Mature service management processes (JL/KP)
- ✓ Support central data analytics office (KP)
- ✓ Reengineer UIT and key U org business processes (KP)
- ✓ Ensure security, privacy, and access (CR)
- ✓ Manage programs, portfolios, and projects (KP)
- ✓ Rationalize application portfolios (KP)
- ✓ Research and refine ERP architecture (KP)
- ✓ Increase use of delivered functionality in enterprise applications (KP)
- ✓ Continue to enhance and improve GIS with new projects and initiatives (KP)
- ✓ User acceptance testing automation (KP)
- ✓ Achieve operational excellence through process analysis and design (KP)
- ✓ Continue to refine the new building IT processes with facilities project management (KP)
- ✓ Improve UIT project transparency (KP)