UIT Strategic Goals FY2016

UNIVERSITY OF UTAH MISSION:
Foster Path-Breaking Scholarship and
Provide High-Quality, Affordable Education and Health Care

UIT MISSION
(1) to support the University’s mission to foster path-breaking scholarship and providing high-quality, affordable education and health care,
(2) to provide timely, secure, reliable access to information, communication and technology services,
(3) to extend access to University resources to a diverse constituency regardless of time, place or device.

UIT VISION
A trusted partner and leader transforming information technology services and solutions.

UIT VALUES
• We seek effective solutions that meet the needs of our clients and can save time and money, minimize duplication and improve processes.
• We solve problems through a consensual, collaborative, best practices approach.
• We provide secure, reliable access to information and services.
• We protect University data and systems while respecting our community’s reasonable expectation of privacy.
• We keep our commitments.
• We value teamwork and the contributions of our employees and the campus IT community.
• We value open, honest communication.
• We listen.
• We are rapid followers in adopting leading-edge technology.

UIT METRICS
1. Size and scale: % resources outside UIT, # devices 3 years or older
2. Efficiency: Overall technology cost per employee, # projects completed on time, # tickets resolved
3. Effectiveness: Unplanned downtime for Tier1 systems, # open tickets, % service requests met SLA

1. Promote Student Success to Transform Lives
2. Develop and Transfer New Knowledge
3. Improve Health and Quality of Life
4. Ensure Long-term Sustainability of the U
5. Improve Faculty and Student Success

UIT STRATEGIC GOALS
1. Improve Faculty and Student Success
2. Promote Business Efficiencies and Effectiveness
3.Advance Research Computing
4. Support Health Care
5. Strengthen Internal Operations
## UIT Strategic Goals and Projects FY2016

### GOAL 1 Support Faculty and Student Success
- Strategic Scheduling & Student Success
- Online Scholarships, Financial Aid
- Online Transfer Student Processes
- Admissions Workflow and Document Management & Sharing
- Migrate Teaching & Learning Technologies infrastructure

### GOAL 2 Support Business Efficiencies and Effectiveness
- Procure-to-Pay, SciQuest Implementation
- Implement Benefits Administration
- Upgrade HR to PeopleSoft 9.2
- Implement workflow automation tool
- Roll out Lync communications

### GOAL 3 Advance Research Computing
- Enable (and facilitate) the management and life cycle of research data
- Test, deploy, and explore novel and emerging technology
- Engage state, regional and national partners
- Communicate capabilities of research computing

### GOAL 4 Support Health Care
- EPIC upgrade
- Backbone upgrade
- Call Center support
- UBox support
- Provide common services
- Identity & Access Management

### GOAL INTERNAL OPERATIONS

#### 5A Governance, Partnerships
- Improve structure, processes, agendas
- Increase stakeholder involvement
- Address, resolve major political, financial issues
- Align IT services to University priorities

#### 5B Enterprise Applications
- Develop administrative dashboards
- Mobile
- Standardize development tools, process
- Upgrade PeopleTools
- Upgrade PeopleSoft Finance

#### 5C IT Funding Finance
- Develop a sustainable funding model
- Build business cases/total cost of ownership on all projects
- Audit current UIT inventory to understand capacity, capability and life cycle (obsolescence)

#### 5D Teach/Learn Technologies
- Deliver support services for online initiative
- Manage Fusion server install and configuration project for law building
- Document and implement instructional design mode
- Improve service for installed classrooms

#### 5E Research Computing
- Strategic planning
- Funding model
- Network upgrade and system patches
- Deploy module functionality on clusters
- Renew ACI-REF program
- UIT integration (KBs, help desk, etc.)

#### 5F Service Management
- Common platform
- Refine service catalog
- CMDB
- Improve fulfillment processes
- Written SLAs and MOUs

#### 5G Enterprise Architecture
- Define architecture
- Data quality and management
- Business Analytics
- Location reference object

#### 5H Infrastructure Unified Comm
- Develop private cloud
- Financial plan for completion of Lync by 2018
- Hire network architect
- Integrate hosted and cloud (ex. Google/O365)
- Robust common services

#### 5I Project, Process Management
- Develop, implement processes and capacities for product management
- Manage programs, portfolios, projects
- Develop business process improvements

#### 5J Upgrade Network
- Backbone upgrade
- NextNet
- Campus wireless assessment
- DAS update
- 7x24 monitoring/metrics

#### 5K Security, Privacy
- Data Loss Prevention
- Identity and Access Management
- Malware defense
- Risk Management
- Improve baseline security policies and training

#### 5L Develop Talent
- Strategic recruitment
- Leadership development
- Improve physical spaces
- Employee evaluations
- Professional development plans
- Student mentoring