UIT Strategic Goals FY2016

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

University of Utah Strategic Goals

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

Functional Support Areas

- Finance
- Personnel & Organization
- Information & Communication Technology
- Physical Infrastructures & Facilities
- Consumable & Sustaining Services
- Marketing, Communication, Community Relations
- Governance
- Knowledge & Information Management

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

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.

IT 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**

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UIT Strategic Goals and Projects FY2016

GOAL

U PROJECTS

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

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 communciations

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

4 Support Health Care

- EPIC upgrade
- Backbone upgrade
- Call Center support
- UBox support
- Provide common services
- Identity & Access Management

UIT 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 uonline 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