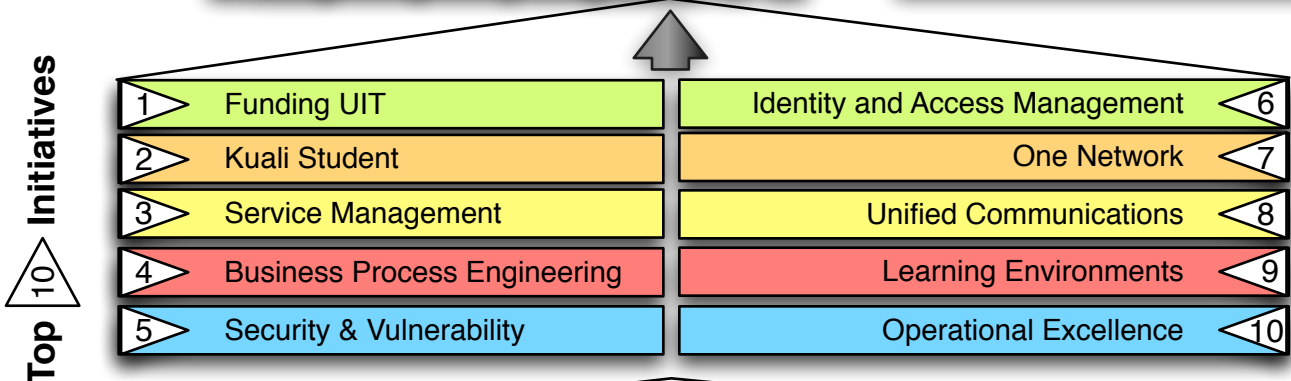
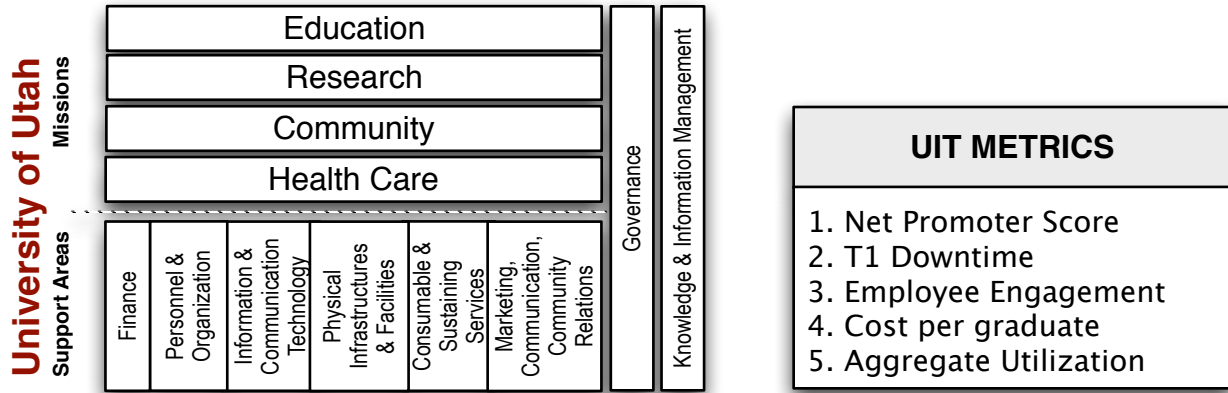
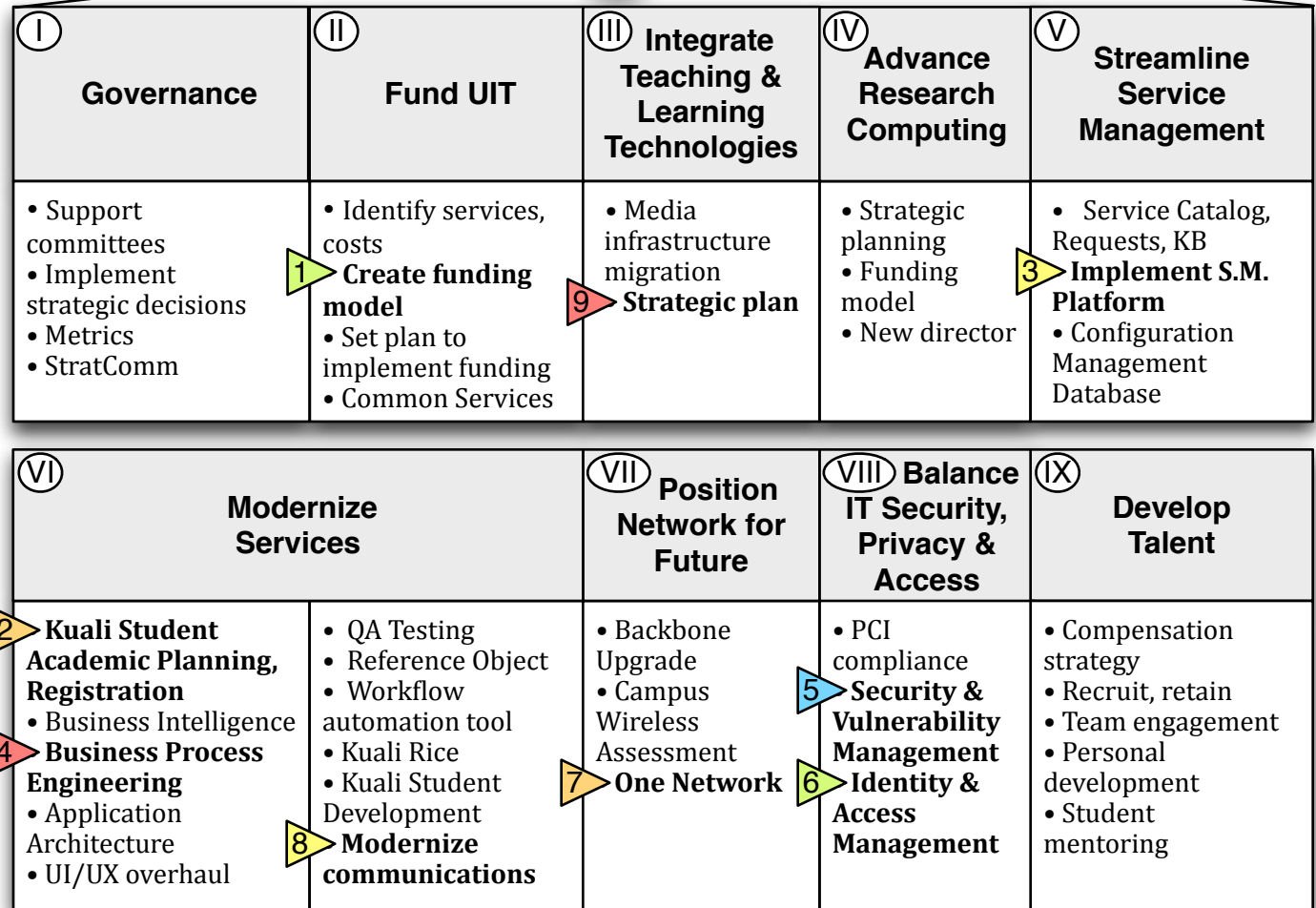


UIT Strategic Themes & Initiatives FY2014



9 Themes and Associated Initiatives



What UIT's Top 10 Priorities Look Like

- 1. Funding UIT** | UIT has performed an in-depth analysis of the services it offers to establish the historical cost of providing those services to the University, with an eye on ensuring there is adequate future funding to maintain current critical services and adapt to meet future needs. Through governance, UIT services have been categorized as either common-good services that will be centrally funded, or fee-for-service offerings that will be paid for by the campus entity requesting them. Through this process UIT aims to secure adequate funding to deliver dependable, exceptional services to the campus.
- 2. Kuali Student** | In collaboration with Academic and Student Affairs leadership, UIT is determining whether Kuali Student can meet the needs for curriculum management at the University of Utah. UIT is currently engaged in process work for documenting degree and course outcomes, which enable planning the sequencing of curricula and will optimize the path to successful degree completion. The outcome, sequence and enrollment data from Kuali Student enables institutional analytics for managing demand including physical locations, program offerings, class frequency and more.
- 3. Service Management** | By implementing a service management platform, UIT will not only bring its service fulfillment to the next level, but also upgrade the online knowledge base and enhance incident and change management, as well. The platform will make it easier for customers to scan which services UIT offers, order those services, and track their order through the process. This streamlining of service fulfillment also opens the door for better metrics by which UIT can determine whether to continue offering some services or add others.
- 4. Business Process Engineering** | Before deploying a new technology solution for a customer, our internal consultation team partners with senior administrators to identify areas for which processes could be improved to increase productivity or customer satisfaction. Key end-to-end processes are identified and documented. Each step in a process is assessed with respect to six process enablers: workflow; technology; motivation and measurement; human resources (organizational structure, roles, skills needed); policies and rules; and facilities. This exercise ensures that we implement technology as part of a holistic solution.
- 5. Security & Vulnerability** | Data created and stored by the University of Utah often fall under strict standards for access and security. Whether it be patient information from the hospital, student information from campus, or payment card information from a variety of University functions, it is of the utmost importance that the data is properly created, stored, accessed, and protected. To manage vulnerability, UIT's goals include creating a complete device inventory and point-of-contact ownership directory for each device on the network; identification of all systems used to process or store restricted data; and proper virus- and malware-scanning software on all critical systems.
- 6. Identity and Access Management** | This effort defines the set of policies and procedures used to identify individuals and to keep track of what resources they are permitted to access (e.g. identification, authentication, and authorization). IAM as a program works to automate processes across the organization so that individuals can have seamless and timely access to needed information based on their role/responsibilities. IAM facilitates targeted communication, decision-making, protection of privacy, control of sensitive information, and compliance with regulations and policy.
- 7. One Network** | An external review of the University's network came to the conclusion that the University would best be served by centralizing much of our infrastructure management under UIT. UIT leadership will work alongside IT governance and the Council of Academic Deans to have further discussions about balancing the needs of individual colleges and/or departments with the overall demands of the campus for a reliable, secure network.
- 8. Unified Communications** | UIT will explore how to increase efficiency, reliability, and cost-savings by consolidating communications platforms for voice, data, and television. Solutions will be vetted by IT governance.
- 9. Learning Environments** | Teaching and Learning Technologies provides the core online learning platforms and a variety of equipment in classrooms throughout campus, allowing faculty to harness the latest technology to further their instruction. UIT will continue improving the class and media management systems and assisting colleges and departments with implementing online, classroom and video technologies that help faculty and students engage in effective learning activities.
- 10. Operational Excellence** | UIT strives for excellence in communication, processes, engineering, security and infrastructure, and encourages teamwork in the culture of the organization. We focus on the needs of students, patients, healthcare providers, researchers, faculty, and staff by offering consistent and reliable services.