UTA GOALS	Transform the Student Experience	Engage In High-Impact Research & Scholarship	Reimagine Efficiency & Effectiveness	Ensure Student Access & Success	Serve the Community Near & Far
OIT SUPPORTING PORTFOLIOS	• Enhance Digital Student Experiences	• Strengthen Digital Research	• Optimize University Administrative Systems	• Expand Recruitment & Retention Systems	• Digitally Extend Service Activities

IT PROGRAMS & PROJECTS

	Dec 19-Feb 20	March 20-May 20	June 20-Aug 20	Sept 20-Nov 20	Dec 20-Feb 21	March 20-May 21
Enhance Digital Student Experience	Web Mod Phase II					07/2021
	Digital Signage Phase II		08/2020			
	MachForms Server	5/2020				
Strengthen Digital Research	Upgrade High Performance Computing					
	Establish Centralized Research Support Org.		8/2020			
	Mentis RFI					
Optimize University Administrative Systems	Timekeeping				12/2020	
	Implement OBIAA Campus Solutions					
	Design and Implement MS Calling Solution					
Expand Recruitment & Retention Systems	Implement CRM Phase I				02/2021	
	Implement Transfer Portal		06/2020			
Digitally Extend Service Activities						
OIT Foundations	NetIQ IGA Implementation	04/20				
	Trend Micro – End-point protection	04/20				
	Wireless Network Upgrade					12/2021
	Vendor Hold Interface for State Comptroller					
	Telephone – Network Infrastructure for MS Teams Phone System				12/2020	

Status: Not Started ⬤ In Progress 🟢 Complete 🔵

OIT Goals Dashboard	Success Measurement	Goal	Actual (Dec – Feb)
Remarkable Service	1. Customer Satisfaction (CS): ServiceNow Ticket Completion	99%	94%
	2. Ontime High Quality Critical & High Project Status Reports	80%	75%
	3. CS: OIT Computer Lab Customer Service	80%	80%
	4. CS: OIT Computer Lab Operational Efficiency	80%	80%
	5. CS: OIT Computer Lab Software Availability	80%	80%
	6. Modernize Web Applications	80%	85%
Impactful Research	7. HPC Cluster Utilization (# of Computing Hours Used / CPU Time available)	90%	--
	8. Research Network Consumption	60%	--
Rapid Delivery of IT Solutions	9. Student Applicant NetIDs Created within 48 Hours	98%	59%
	10. 24 Hours Resolution of Priority 1 Incidents**	80%	43%
	11. 48 Hours Resolution of Priority 2 Incidents	80%	42%
	12. 3 Day Delivery of Service Requests	80%	79%
	13. Successful IT Changes	98%	99%
	14. EIR Accessibility Requests Resolved	95%	94%
	15. Budget Consumed on New Technology*	6%	6%
	16. Budget Reclaimed on Sunset Technology*	6%	2%
Resilient, Hybrid Infrastructure	17. Web Latency	500ms	1,342ms
	18. Web Uptime	99.9%	99.94%
Great Place to Work	19. Utilization of Training Budget*	95%	63%
	20. High Performer Employee Retention*	95%	99%
	21. New Employee 6-Month Retention	90%	100%
	22. Internal Recruitment	30%	32%

*Based on Fiscal year 2020