






UTA GOALS	Transform the Student Experience 	Engage In High-Impact Research & Scholarship 	Reimagine Efficiency & Effectiveness 	Ensure Student Access & Success 	Serve the Community Near & Far 
	<ul style="list-style-type: none"> Enhance Digital Student Experiences 	<ul style="list-style-type: none"> Strengthen Digital Research 	<ul style="list-style-type: none"> Optimize University Administrative Systems 	<ul style="list-style-type: none"> Expand Recruitment & Retention Systems 	<ul style="list-style-type: none"> 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 21-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					03/2021
	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			07/2020		
	Trend Micro – End-point protection		06/2020			
	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 (Mar – May)
Remarkable Service	1. Customer Satisfaction (CS): ServiceNow Ticket Completion	99%	96%
	2. Ontime High Quality Critical & High Project Status Reports	80%	85%
	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%	99.79%
	10. 24 Hours Resolution of Priority 1 Incidents	80%	82%
	11. 48 Hours Resolution of Priority 2 Incidents	80%	77%
	12. 3 Day Delivery of Service Requests	80%	77%
	13. Successful IT Changes	98%	99%
	14. EIR Accessibility Requests Resolved	95%	98%
	15. Budget Consumed on New Technology*	6%	6%
16. Budget Reclaimed on Sunset Technology*	6%	2%	
Resilient, Hybrid Infrastructure	17. Web Latency	500ms	1,329ms
	18. Web Uptime	99.9%	99.95%
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%	25%

*Based on Fiscal year 2020

**Due to the impact of COVID-19, we did not conduct surveys for this period.