






<b>UTA GOALS</b>	<b>Transform the Student Experience</b> 	<b>Engage In High-Impact Research &amp; Scholarship</b> 	<b>Reimagine Efficiency &amp; Effectiveness</b> 	<b>Ensure Student Access &amp; Success</b> 	<b>Serve the Community Near &amp; Far</b> 
	• 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 21-May 21
Enhance Digital Student Experience	Web Mod Phase II					07/2021
	Digital Signage Phase II			08/2020		
Strengthen Digital Research	Upgrade High Performance Computing (HPC)				10/20	
	Establish Centralized Research Support Org.			8/2020		
Optimize University Administrative Systems	Decommission Data Manager ETL Tool and Data Warehouse					05/2021
	Timekeeping					03/2021
	Automation and Scheduling Orchestration tool selection					12/20
	Implement Adobe Sign Enterprise				09/20	
	Design and Implement MS Calling Solution			6/20		
Expand Recruitment & Retention Systems	Implement CRM Phase I					02/2021
	Implement Guest Access Functionality in MyMav				08/20	
	Implement Transfer Portal			06/2020		
Digitally Extend Service Activities						
OIT Foundations	Wireless Network Upgrade				12/20	
	Telephone – Network Infrastructure for MS Teams Phone System				12/2020	
	NetIQ IGA Implementation				08/2020	
	RFP for NAC Solution					02/2021
	Trend Micro – End-point protection			06/2020		

**Status:**      Not Started       In Progress       Complete 

OIT Goals Dashboard	Success Measurement	Goal	Actual (Mar – May)
<b>Remarkable Service</b>	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%
<b>Impactful Research</b>	7. HPC Cluster Utilization (# of Computing Hours Used / CPU Time available)	90%	--
	8. Research Network Consumption	60%	--
<b>Rapid Delivery of IT Solutions</b>	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%
<b>Resilient, Hybrid Infrastructure</b>	17. Web Latency	500ms	1,329ms
	18. Web Uptime	99.9%	99.95%
<b>Great Place to Work</b>	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.