











OIT Strategy






UTA Goals	 Student Access and Success	 Research and Creative Works	 A Community of Scholars
OIT Goals (Portfolios)	 Enhance Digital Student Experiences  Expand Recruitment and Retention Systems	 Strengthen Digital Research	 Optimize University Administrative Systems  Prevent Security, Risk, and Compliance  Fortify OIT Foundations







OIT Programs and Projects

	Sep 21-Nov 21	Dec 21-Feb 22	March 22-May 22	June 22-Aug 22	Sep 22-Nov 22	Dec 22-Feb 23
Enhance Digital Student Experience	UTA-Modo Mobile App Mod ● 02/22					
	E-Learning Transformational Model Project					● 01/23
	Conference/Classroom Technology Modernization					● 10/22
Expand Recruitment & Retention Systems	CRM Project – Phase 1 Recruitment ● 04/22					
	CRM Project 2					● 10/22
	UTA Mavrick Online					● 01/23
Strengthen Digital Research	Faculty ● 11/21					
	Shared Compute Space ● 12/21					
	HPC Phase 1 ● 11/21					
Optimize University Administrative Systems	Robotic Process Automation ● 02/22					
	Timekeeping		● 03/22			
	Cost of Programs & Activities		● 03/22			
Prevent Security & Compliance Risks	Endpoint Management Project		● 05/22			
	Enterprise Risk Management		● 01/22			
	Improve SPAM		● 12/21			
Fortify OIT Foundations	Network Access Control Deployment		● 05/22			
	Telephone – MS Teams		● 01/22			
	Network Resiliency					● 12/22






Status: Not started  Completed  In progress 

Operating Tenets

-  Design for Campus Success
-  Security Wise
-  Automate Everything
-  Design Responsive Systems
-  Integrate with Critical Systems

-  Operate Out of the Box
-  Reduce Complexity
-  Leverage Cloud Services
-  Centralize & Standardize
-  Recover Costs
-  Consolidate the IT Portfolio

OIT Values

-  MavTechs Matter
-  One IT
-  Valuing Each Other
-  Mavericks First
-  Premier Support and Solutions

CIO Business Vision Report

OIT Satisfaction Scorecard			
Satisfaction		Value	
Satisfaction with OIT and its ability to support your needs	Net promoter score	OIT provides high value relative to perception of cost and staffing	Net promoter score
Understands Needs: Satisfaction with OIT's understanding of your needs		Communicates Effectively: Satisfaction with OIT communication	
Executes Requests: Satisfaction with the way OIT executes requests and meets your needs		Trains Effectively: Satisfaction with training quality and timing	

Security Friction			
Office and Desktop Security: Friction is acceptable	Regulatory Compliance-driven: Friction is acceptable	Remote and Mobile Device Access: Friction is acceptable	Data Access: Friction is acceptable

Business Satisfaction and Importance for Core Services			
The core services of OIT are important when determining what OIT should focus on. The most important services with the lowest satisfaction offer the largest area of improvement for OIT to drive business value.			
Project	Description	Satisfaction	Importance
Campus WiFi	Satisfaction with access, reliability, and speed of WiFi		8th
Faculty and Staff Devices Provided by Departments	Satisfaction with desktop, laptop, tablet, and mobile devices		13th
Help Desk	Satisfaction with supporting end user issues and problems		6th
IT Security	Practices ensuring organizational devices / data are properly secured		1st
Work Orders	Satisfaction with small requests / improvements to existing technology		12th
Campus Infrastructure	Satisfaction with reliable networks, communication, and web portals excluding WiFi		2nd
IT Policies	Satisfaction with policy design and enforcement around security, governance, et cetera		14th
Courseware and Learning Management Technology	Satisfaction with virtual library, lecture capture, et cetera		5th
Project Management	Satisfaction with large department or institution-wide initiatives		4th
IT Innovation Leadership	Satisfaction with providing opportunities for innovation and innovation leadership to improve the institution		11th
Classroom Technology provided by EduTech	Satisfaction with podiums, classroom recordings, audio, video, et cetera		3rd
Administrative Data Quality	Satisfaction with providing reliable and accurate data		10th
Administrative Analytical Capability and Reports	Satisfaction with effective standard reports, custom reports capability, and the ability to generate business insights		8th
Administration Applications	Satisfaction with applications used by faculty / staff for running UTA		7th