

OIT Strategy

UTA Goals Linked to OIT Goals (Portfolios)

- The UTA goal "Student Access and Success" is paired with the OIT goals "Enhance Digital Student Experiences" and "Expand Recruitment and Retention Systems."
- The UTA goal "Research and Creative Works" is paired with the OIT goal "Strengthen Digital Research."
- The UTA goal "A Community of Scholars" is paired with the OIT goals "Optimize University Administrative Systems," The UTA goal "IT Governance, Risk, and Compliance," and "OIT Foundations."

OIT Programs and Projects

The chart shows projects between September 2020 and February 2022. The chart links each project to an OIT Portfolio and shows the delivery date and status of each project (completed, in progress, not started).

“Enhance the Student Experience” section contains these milestones:

- UTA-Modo Mobile App Mod 04/22 In Progress
- eLearning Transformational Model Project 01/23 In Progress
- Conference/Classroom Technology Modernization 10/22 In Progress

“Expand Recruitment and Retention System” section contains these milestones:

- CRM Project – Phase 1 Recruitment 04/22 In progress
- CRM Project 2: Undergrad Admission Application, Expansion of Undergrad Recruitment Capabilities, and Grad Recruitment 10/22 In progress
- UTA Maverick Online 01/23 In progress

“Strengthen Digital Research” section contains these milestones:

- Faculty Profiles Website 01/22 In progress
- OPPERA CUI 12/21 In progress
- HPC Phase 1 11/21 Completed

“Optimize University Administrative Systems” section contains these milestones:

- Robotic Process Automation 03/22 In progress
- Timekeeping 03/22 In progress
- Cost of Programs & Activities 09/22 In progress

“Prevent Security & Compliance Risks” section contains these milestones:

- Endpoint Management Project 05/22 In progress
- Enterprise Risk Management 01/22 In progress
- DMARC reporting 12/22 In progress

“Fortify OIT Foundations” section contains these following milestones:

- Network Access Control Deployment 05/22 In progress
- Telephone – MS Teams 01/22 In progress
- Network Resiliency 12/22 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
- Recovery Costs
- Consolidate the IT Portfolio

OIT Values

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

OIT Satisfaction Scorecard

Satisfaction

- 84% Satisfaction with OIT and its ability to support your needs
- 72% Net promoter score
- 87% Understands Needs: Satisfaction with OIT's understanding of your needs
- 82% Executes Requests: Satisfaction with the way OIT executes requests and meets your needs

Value

- 84% OIT provides high value relative to perception of cost and staffing
- 83% Net promoter score
- 84% Communicates Effectively: Satisfaction with OIT communication
- 79% Trains Effectively: Satisfaction with training quality and timing

Security Friction

- 94% Office and Desktop Security: Friction is acceptable
- 83% Regulatory Compliance-driven: Friction is acceptable
- 78% Remote and Mobile Device Access: Friction is acceptable
- 78% 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.

- Campus Wi-Fi: Satisfaction with access, reliability, and speed of Wi-Fi; 91% Satisfaction; 8th Importance
- Faculty and Staff Devices Provided by Departments: Satisfaction with desktop, laptop, tablet, and mobile devices; 89% Satisfaction; 13th Importance
- Help Desk: Satisfaction with supporting end user issues and problems; 86% Satisfaction; 6th Importance
- IT Security: Practices ensuring organizational devices / data are properly secured; 85% Satisfaction; 1st Importance
- Work Orders: Satisfaction with small requests / improvements to existing technology; 83% Satisfaction; 12th Importance
- Campus Infrastructure: Satisfaction with reliable networks, communication, and web portals excluding Wi-Fi; 83% Satisfaction; 2nd Importance
- IT Policies: Satisfaction with policy design and enforcement around security, governance, et cetera; 82% Satisfaction; 14th Importance
- Courseware and Learning Management Technology: Satisfaction with virtual library, lecture capture, et cetera; 80% Satisfaction; 5th Importance
- Project Management: Satisfaction with large department or institution-wide initiatives; 78% Satisfaction; 4th Importance
- IT Innovation Leadership: Satisfaction with providing opportunities for innovation and innovation leadership to improve the institution; 76% Satisfaction; 11th Importance
- Classroom Technology provided by EduTech: Satisfaction with podiums, classroom recordings, audio, video, et cetera; 73% Satisfaction; 3rd Importance
- Administrative Data Quality: Satisfaction with providing reliable and accurate data; 69% Satisfaction; 10th Importance
- Administrative Analytical Capability and Reports: Satisfaction with effective standard reports, custom reports capability, and the ability to generate business insights; 69% Satisfaction; 8th Importance
- Administration Applications: Satisfaction with applications used by faculty / staff for running UTA; 61% Satisfaction; 7th Importance