










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 & Compliance Risks  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		● 04/22				
	eLearning 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 Maverick Online					● 01/23	
Strengthen Digital Research	Faculty Profiles Website	● 01/22					
	OPPERA CUI	● 12/21					
	HPC Phase 1	◆ 11/21					
Optimize University Administrative Systems	Robotic Process Automation		● 03/22				
	Timekeeping		● 03/22				
	Cost of Programs & Activities					● 09/22	
Prevent Security & Compliance Risks	Endpoint Management Project		● 05/22				
	Enterprise Risk Mgmt		● 01/22				
	DMARC reporting		● 12/21				
Fortify OIT Foundations	NAC 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	
84%	Satisfaction with OIT and its ability to support your needs	72%	Net promoter score
84%	OIT provides high value relative to perception of cost and staffing	83%	Net promoter score
87%	Understands Needs: Satisfaction with OIT's understanding of your needs	84%	Communicates Effectively: Satisfaction with OIT communication
82%	Executes Requests: Satisfaction with the way OIT executes requests and meets your needs	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.			
Project	Description	Satisfaction	Importance
Campus WiFi	Satisfaction with access, reliability, and speed of WiFi	91%	8th
Faculty and Staff Devices Provided by Departments	Satisfaction with desktop, laptop, tablet, and mobile devices	89%	13th
Help Desk	Satisfaction with supporting end user issues and problems	86%	6th
IT Security	Practices ensuring organizational devices / data are properly secured	85%	1st
Work Orders	Satisfaction with small requests / improvements to existing technology	83%	12th
Campus Infrastructure	Satisfaction with reliable networks, communication, and web portals excluding WiFi	83%	2nd
IT Policies	Satisfaction with policy design and enforcement around security, governance, et cetera	82%	14th
Courseware and Learning Management Technology	Satisfaction with virtual library, lecture capture, et cetera	80%	5th
Project Management	Satisfaction with large department or institution-wide initiatives	78%	4th
IT Innovation Leadership	Satisfaction with providing opportunities for innovation and innovation leadership to improve the institution	76%	11th
Classroom Technology provided by EduTech	Satisfaction with podiums, classroom recordings, audio, video, et cetera	73%	3rd
Administrative Data Quality	Satisfaction with providing reliable and accurate data	69%	10th
Administrative Analytical Capability and Reports	Satisfaction with effective standard reports, custom reports capability, and the ability to generate business insights	69%	8th
Administration Applications	Satisfaction with applications used by faculty / staff for running UTA	61%	7th