



























# OIT Strategy

|                             |  |   |  |  |  |
|-----------------------------|--|---|--|--|--|
| <b>UTA Strategic Themes</b> |  <b>People and Culture</b>                  |  <b>Student Success</b>              |  <b>Research and Innovation</b> |  <b>Alumni and Community Engagement</b> |  <b>Infrastructure and Finance</b>  |
| <b>OIT Goals</b>            |  Optimize University Administrative Systems |  Enhance Digital Student Experiences |  Strengthen Digital Research    |  |  Prevent Security and Compliance Risks<br><br> Fortify OIT Foundations |

## OIT Operating Tenets

## OIT Values

|   |                                 |   |                              |   |                               |
|---|---------------------------------|---|------------------------------|---|-------------------------------|
|    | Design for Campus Success       |    | Operate Out of the Box       |    | MavTechs Matter               |
|    | Security Wise                   |    | Reduce Complexity            |    | One IT                        |
|   | Automate Everything             |   | Leverage Cloud Services      |   | Valuing Each Other            |
|  | Design Responsive Systems       |  | Centralize and Standardize   |  | Mavericks First               |
|  | Integrate with Critical Systems |  | Recover Costs                |  | Premier Support and Solutions |
|   |                                 |  | Consolidate the IT Portfolio |   |                               |

# Campus Technology Initiatives with Executive Sponsors

|  | Sep 22 - Nov 22   | Dec 22 - Feb 23 | March 23 - May 23   | Jun 23 - Aug 23  | Sep 23 - Nov 23   | Dec 23 - Feb 24 |
|--|---|-----------------|---------------------|------------------|-------------------|-----------------|
| Enhance Digital Student Experience         | Student Planner Functionality <span style="float: right;">◆ 01/23</span> Dr. Tamara Brown |                 |                     |                  |                   |                 |
|  | CRM Project 2   |                 |                     | >>> 08/23        | Dr. Tamara Brown  |                 |
|  | UTA Maverick Online <span style="float: right;">&gt;&gt;&gt; 02/23</span>                 |                 | Dr. Jennifer Cowley |                  |                   |                 |
| Strengthen Digital Research                | CUI Compliant   |                 | >>> 05/23           | Dr. Kate Miller  |                   |                 |
|  | Research Data Submission to IRIS  |                 | >>> 05/23           | Dr. Kate Miller  |                   |                 |
|  | ThreatFinder Blocklist Website Platform Provision   |                 |                     | >>> 06/23        | Dr. Peter Crouch  |                 |
| Optimize University Administrative Systems | Smart Evals <span style="float: right;">&gt;&gt;&gt; 02/23</span>                         |                 | Dr. Tamara Brown    |                  |                   |                 |
|  | TCP Phase II Analysis   |                 |                     | >>> 08/23        | Jewel Washington  |                 |
|  | Cost of Programs & Activities   |                 | >>> 05/23           | John Davidson    |                   |                 |
| Prevent Security & Compliance Risks        | Endpoint Security Project <span style="float: right;">&gt;&gt;&gt; 03/23</span>           |                 | Cheryl Nifong       |                  |                   |                 |
|  | MyMav FA Security Redesign  |                 |                     | >>> 06/23        | John Davidson     |                 |
|  | Syllabus Compliance   |                 | >>> 04/23           | Dr. Tamara Brown |                   |                 |
| Fortify OIT Foundations                    | NAC Deployment  |                 |                     | >>> 08/23        | Deepika Chalemela |                 |
|  | Network Switch Refresh  |                 |                     | >>> 08/23        | Deepika Chalemela |                 |
|  | Network Resiliency  |                 |                     | >>> 09/23        | Deepika Chalemela |                 |

Status:

Not started ◆

Completed ◆

In progress >>>

# Campus IT Satisfaction Survey Results

| OIT Satisfaction Scorecard  |   |  |                           |
|---|---|--|---------------------------|
| Satisfaction  |   | Value  |                           |
| <p>Satisfaction with campus IT and its ability to support your needs<br/><i>Down 8% from last year</i></p>  | <p>Net promoter score</p>   | <p>Campus IT provides high value relative to perception of cost and staffing<br/><i>Down 9% from last year</i></p> | <p>Net promoter score</p> |
| <p><b>Understands Needs:</b><br/>Satisfaction with campus IT's understanding of your needs<br/><i>Down 11% from last year</i></p>                 | <p><b>Communicates Effectively:</b><br/>Satisfaction with campus IT communication<br/><i>Down 9% from last year</i></p> |  |                           |
| <p><b>Executes Requests:</b><br/>Satisfaction with the way campus IT executes requests and meets your needs<br/><i>Down 8% from last year</i></p> | <p><b>Trains Effectively:</b><br/>Satisfaction with training quality and timing<br/><i>Down 7% from last year</i></p>   |  |                           |

| Security Friction  |  |  |   |
|--|--|--|---|
| <p><b>Data Access:</b><br/>Friction is acceptable<br/><i>Up 11% from last year</i></p> | <p><b>Regulatory Compliance-driven:</b><br/>Friction is acceptable<br/><i>Up 4% from last year</i></p> | <p><b>Office and Desktop Security:</b><br/>Friction is acceptable<br/><i>Down 12% from last year</i></p> | <p><b>Remote and Mobile Device Access:</b><br/>Friction is acceptable<br/><i>Down 2% from last year</i></p> |

| Campus Satisfaction and Importance for Core IT Services   |  |                                |                  |
|---|--|--------------------------------|------------------|
| Core IT services are important determinants of campus IT providers focus areas. The most important services with the lowest satisfaction offer the greatest improvement opportunities to drive value for UTA. |  |                                |                  |
| Service   | Description  | Satisfaction                   | Importance       |
| IT Security   | Practices ensuring organizational devices / data are properly secured  | <i>Down 4% from last year</i>  | 4 <sup>th</sup>  |
| IT Policies   | Satisfaction with policy design and enforcement around security, governance, et cetera                                 | <i>Down 4% from last year</i>  | 14 <sup>th</sup> |
| Courseware and Learning Management Technology   | Satisfaction with virtual library, lecture capture, et cetera  | <i>Down 2% from last year</i>  | 12 <sup>th</sup> |
| Faculty and Staff Devices Provided by Departments   | Satisfaction with desktop, laptop, tablet, and mobile devices  | <i>Down 12% from last year</i> | 9 <sup>th</sup>  |
| Help Desk   | Satisfaction with supporting end user issues and problems  | <i>Down 10% from last year</i> | 5 <sup>th</sup>  |
| Work Orders   | Satisfaction with small requests / improvements to existing technology   | <i>Down 9% from last year</i>  | 11 <sup>th</sup> |
| Campus Wi-Fi  | Satisfaction with access, reliability, and speed of Wi-Fi  | <i>Down 18% from last year</i> | 2 <sup>nd</sup>  |
| Campus Infrastructure   | Satisfaction with reliable networks, communication, and web portals excluding Wi-Fi                                    | <i>Down 10% from last year</i> | 1 <sup>st</sup>  |
| Classroom Technology provided by Educational Technology Services  | Satisfaction with podiums, classroom recordings, audio, video, et cetera   | <i>Down 1% from last year</i>  | 8 <sup>th</sup>  |
| Administrative Data Quality   | Satisfaction with providing reliable and accurate data   | <i>Up 3% from last year</i>    | 6 <sup>th</sup>  |
| IT Innovation Leadership  | Satisfaction with providing opportunities for innovation and innovation leadership to improve the institution          | <i>Down 6% from last year</i>  | 13 <sup>th</sup> |
| Administrative Analytical Capability and Reports  | Satisfaction with effective standard reports, custom reports capability, and the ability to generate business insights | <i>Down 1% from last year</i>  | 7 <sup>th</sup>  |
| Project Management  | Satisfaction with large department or institution-wide initiatives   | <i>Down 10% from last year</i> | 10 <sup>th</sup> |
| Administration Applications   | Satisfaction with applications used by faculty / staff for running UTA   | <i>Up 2% from last year</i>    | 3 <sup>rd</sup>  |