OIT Strategy

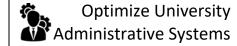| UTA Strategic Themes	People and Culture	Student Success	Research and Innovation	Alumni and Community Engagement	Infrastructure and Finance
OIT Goals	Optimize University Administrative Systems	Enhance Digital Student Experiences	Strengthen Digital Research		Prevent Security and Compliance Risks
			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

OIT 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 and Standardize

Recover Costs

Consolidate the IT Portfolio

OIT Values
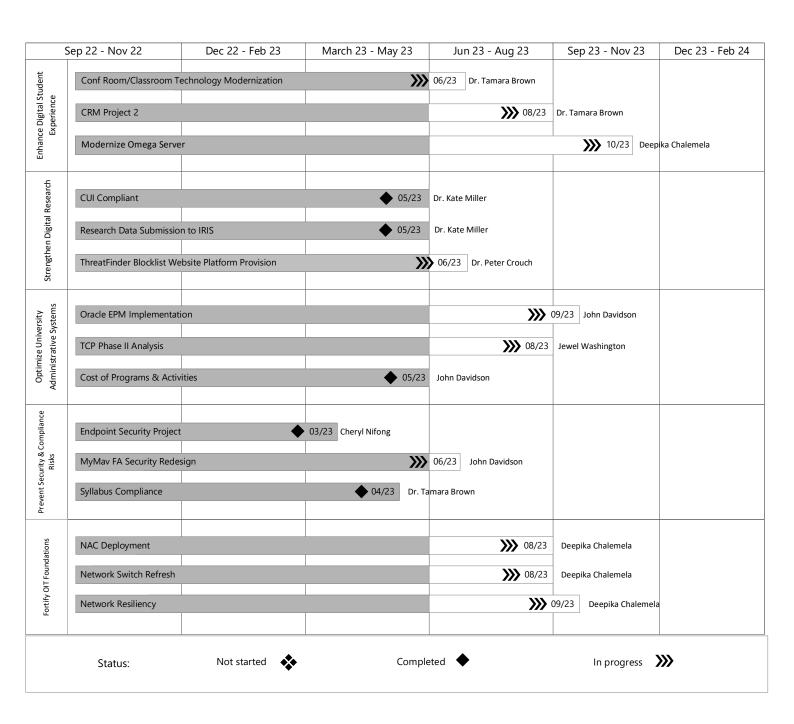
MavTechs Matter

One IT

Valuing Each Other

Mavericks First

Premier Support and Solutions

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	Conf Room/Classroom Technology Modernization »» 06/23			Dr. Tamara Brown		
	CRM Project 2 »» 08/23				Dr. Tamara Brown	
	Modernize Omega Server			»» 10/23	Deepika Chalemela	
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	Oracle EPM Implementation »» 09/23				John Davidson	
	TCP Phase II Analysis »» 08/23				Jewel Washington	
	Cost of Programs & Activities ◆ 05/23			John Davidson		
Prevent Security & Compliance Risks	Endpoint Security Project ◆ 03/23		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	
76% Satisfaction with campus IT and its ability to support your needs *Down 8% from last year*	**36%** Net promoter score	**75%** Campus IT provides high value relative to perception of cost and staffing *Down 9% from last year*	**31%** Net promoter score
76% **Understands Needs**: Satisfaction with campus IT's understanding of your needs *Down 11% from last year*		**75%** **Communicates Effectively**: Satisfaction with campus IT communication *Down 9% from last year*	
74% **Executes Requests**: Satisfaction with the way campus IT executes requests and meets your needs *Down 8% from last year*		**72%** **Trains Effectively**: Satisfaction with training quality and timing *Down 7% from last year*	

Security Friction

89% **Data Access**: Friction is acceptable *Up 11% from last year*	**87%** **Regulatory Compliance-driven**: Friction is acceptable *Up 4% from last year*	**82%** **Office and Desktop Security**: Friction is acceptable *Down 12% from last year*	**76%** **Remote and Mobile Device Access**: Friction is acceptable *Down 2% from last year*

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	**81%** *Down 4% from last year*	4th
IT Policies	Satisfaction with policy design and enforcement around security, governance, et cetera	**78%** *Down 4% from last year*	14th
Courseware and Learning Management Technology	Satisfaction with virtual library, lecture capture, et cetera	**78%** *Down 2% from last year*	12th
Faculty and Staff Devices Provided by Departments	Satisfaction with desktop, laptop, tablet, and mobile devices	**77%** *Down 12% from last year*	9th
Help Desk	Satisfaction with supporting end user issues and problems	**76%** *Down 10% from last year*	5th
Work Orders	Satisfaction with small requests / improvements to existing technology	**74%** *Down 9% from last year*	11th
Campus Wi-Fi	Satisfaction with access, reliability, and speed of Wi-Fi	**73%** Down 18% from last year	**2nd**
Campus Infrastructure	Satisfaction with reliable networks, communication, and web portals excluding Wi-Fi	**73%** *Down 10% from last year*	**1st**
Classroom Technology provided by Educational Technology Services	Satisfaction with podiums, classroom recordings, audio, video, et cetera	**72%** *Down 1% from last year*	8th
Administrative Data Quality	Satisfaction with providing reliable and accurate data	**72%** *Up 3% from last year*	6th
IT Innovation Leadership	Satisfaction with providing opportunities for innovation and innovation leadership to improve the institution	**70%** *Down 6% from last year*	13th
Administrative Analytical Capability and Reports	Satisfaction with effective standard reports, custom reports capability, and the ability to generate business insights	**68%** *Down 1% from last year*	7th
Project Management	Satisfaction with large department or institution-wide initiatives	**68%** *Down 10% from last year*	10th
Administration Applications	Satisfaction with applications used by faculty / staff for running UTA	**63%** *Up 2% from last year*	**3rd**