



























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

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	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	OIT Annual Inventory 2023 ▶▶▶ 10/23 John Davidson					
	MyMav FA Security Redesign ◆ 06/23 John Davidson					
	MacOS Device Management ▶▶▶ 10/23 Deepika Chalemela					
Fortify OIT Foundations	NAC Deployment ▶▶▶ 08/23 Deepika Chalemela					
	Network Switch Refresh ▶▶▶ 08/23 Deepika Chalemela					
	Network Resiliency ▶▶▶ 09/23 Deepika Chalemela					
<p>Status: Not started ◆ Completed ◆ In progress ▶▶▶</p>						

Campus IT Satisfaction Survey Results

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

Security Friction			
<p>Data Access: Friction is acceptable <i>Up 11% from last year</i></p>	<p>Regulatory Compliance-driven: Friction is acceptable <i>Up 4% from last year</i></p>	<p>Office and Desktop Security: Friction is acceptable <i>Down 12% from last year</i></p>	<p>Remote and Mobile Device Access: Friction is acceptable <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 th
IT Policies	Satisfaction with policy design and enforcement around security, governance, et cetera	<i>Down 4% from last year</i>	14 th
Courseware and Learning Management Technology	Satisfaction with virtual library, lecture capture, et cetera	<i>Down 2% from last year</i>	12 th
Faculty and Staff Devices Provided by Departments	Satisfaction with desktop, laptop, tablet, and mobile devices	<i>Down 12% from last year</i>	9 th
Help Desk	Satisfaction with supporting end user issues and problems	<i>Down 10% from last year</i>	5 th
Work Orders	Satisfaction with small requests / improvements to existing technology	<i>Down 9% from last year</i>	11 th
Campus Wi-Fi	Satisfaction with access, reliability, and speed of Wi-Fi	<i>Down 18% from last year</i>	2 nd
Campus Infrastructure	Satisfaction with reliable networks, communication, and web portals excluding Wi-Fi	<i>Down 10% from last year</i>	1 st
Classroom Technology provided by Educational Technology Services	Satisfaction with podiums, classroom recordings, audio, video, et cetera	<i>Down 1% from last year</i>	8 th
Administrative Data Quality	Satisfaction with providing reliable and accurate data	<i>Up 3% from last year</i>	6 th
IT Innovation Leadership	Satisfaction with providing opportunities for innovation and innovation leadership to improve the institution	<i>Down 6% from last year</i>	13 th
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 th
Project Management	Satisfaction with large department or institution-wide initiatives	<i>Down 10% from last year</i>	10 th
Administration Applications	Satisfaction with applications used by faculty / staff for running UTA	<i>Up 2% from last year</i>	3 rd