### **OIT Strategy**

UTA Strategic Themes



People and Culture



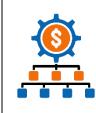
Student Success



Research and Innovation

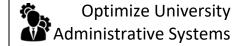


Alumni and Community Engagement



Infrastructure and Finance

OIT Goals





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

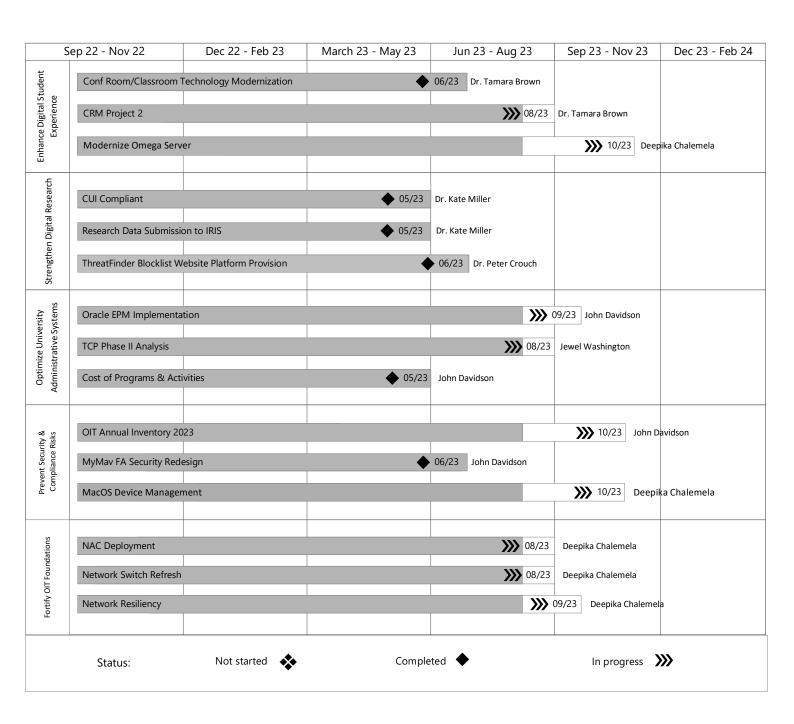


Mavericks First



Premier Support and Solutions

#### **Campus Technology Initiatives with Executive Sponsors**



## **Campus IT Satisfaction Survey Results**

OIT Satisfaction Scorecard						
Satisfaction		Value				
Satisfaction with campus IT and its ability to support your needs  Down 8% from last year	Net promoter score	Campus IT provides high value relative to perception of cost and staffing  Down 9% from last year  Campus IT provides high yall yall yall yall yall yall yall yal				
Understands Needs: Satisfaction with campus IT's understanding of your needs		75% Communicates Effectively: Satisfaction with campus IT communication				
Down 11% from last year		Down 9% from last year				
74% Executes Requests: Satisfaction with the way campus IT executes requests and meets your needs		Trains Effectively: Satisfaction with training quality and timing				
Down 8% from last year		Down 7% from last year				

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