

## OIT Strategy

### UTA Goals Linked to OIT Goals (Portfolios)

- The UTA goal “People and Culture” is paired with the OIT goals “Optimize University Administrative Systems.”
- The UTA goal "Student Success" is paired with the OIT goals "Enhance Digital Student Experiences" and "Expand Recruitment and Retention Systems."
- The UTA goal "Research and Innovation" is paired with the OIT goal "Strengthen Digital Research."
- The UTA goal "Infrastructure and Finance" is paired with the OIT goals "Prevent Security and Compliance Risks" and "Fortify OIT Foundations."

### OIT Programs and Projects

The chart shows projects between September 2022 and December 2024. The chart links each project to an OIT Portfolio and shows the delivery date and status of each project (completed, in progress, not started).

“Enhance the Student Experience” section contains these milestones:

- Conf Room/Classroom Technology Modernization: Training and Support 10/23 In Progress – Dr. Tamara Brown
- CRM Project 2: Undergrad Admission Application, Expansion of Undergrad Recruitment Capabilities, and Grad Recruitment 10/23 In Progress – Dr. Tamara Brown
- Modernize Omega Server 10/23 In Progress – Deepika Chalemela

“Strengthen Digital Research” section contains these milestones:

- SIER 322A Cleanup, Investigation, and Response 10/23 In Progress – Deepika Chalemela
- Research Data Submission to IRIS 06/23 Completed – Dr. Kate Miller
- ThreatFinder Blocklist Website Platform Provision 09/23 In Progress – Dr. Peter Crouch

“Optimize University Administrative Systems” section contains these milestones:

- Oracle EPM Implementation 10/23 In Progress – John Davidson
- TCP Phase II Analysis 10/23 In Progress – Jewel Washington
- RFP for Transcript Data Capture 03/24 In Progress – Raymond Brown

“Prevent Security & Compliance Risks” section contains these milestones:

- OIT Annual Inventory 2023 09/23 Completed – John Davidson
- MyMav FA Security Redesign 09/23 Completed – John Davidson
- MacOS Device Management 08/23 In Progress – Deepika Chalemela

“Fortify OIT Foundations” section contains these following milestones:

- Network Access Control Deployment 12/24 In Progress – Deepika Chalemela
- Network Switch Refresh for FY22 09/23 In Progress – Deepika Chalemela
- Network Resiliency 09/23 In Progress – Deepika Chalemela

## 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
- Recovery Costs
- Consolidate the IT Portfolio

## OIT Values

- MavTechs Matter
- One IT
- Valuing Each Other
- Mavericks First
- Premier Support and Solutions

## OIT Satisfaction Scorecard

### Satisfaction

- 76% Satisfaction with OIT and its ability to support your needs
- 36% Net promoter score
- 76% Understands Needs: Satisfaction with OIT's understanding of your needs
- 74% Executes Requests: Satisfaction with the way OIT executes requests and meets your needs

### Value

- 75% OIT provides high value relative to perception of cost and staffing
- 31% Net promoter score
- 75% Communicates Effectively: Satisfaction with OIT communication
- 72% Trains Effectively: Satisfaction with training quality and timing

### Security Friction

- 89% Office and Desktop Security: Friction is acceptable
- 87% Regulatory Compliance-driven: Friction is acceptable
- 82% Remote and Mobile Device Access: Friction is acceptable
- 76% 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.

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