FY 2023 OFFICE OF INFORMATION TECHNOLOGY STRATEGIC PLAN

DIGITAL TRANSFORMATION AND INSTITUTIONAL ALIGNMENT TO IMPROVE THE USER EXPERIENCE
FY 2022 OIT SUCCESSES

These examples of successes of FY 2022 reflect the statewide, enterprise-wide focus of the Office of Information Technology (OIT):

- Formed OIT and brought the technology support of ITS, CALS, Auxiliary Services, all Centers, and others together
- Development of the student journey map
- Initial launch of the MyUI (Ellucian Experience) portal
- Implementation of Canvas learning management system
- Multiple security risk mitigation and compliance projects
- Collaboration tools review and removal of unused telephones lines
- Strategic network upgrade
- Classroom collaboration tool upgrades
- Streamlining of procurement processes for hardware and software.
- Technology policy modernization
- Azure Dev/Ops and Agile development processes
<table>
<thead>
<tr>
<th>Student Journey Step</th>
<th>Undergrad</th>
<th>Grad</th>
<th>Online Learner</th>
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<tbody>
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<td>Admissions</td>
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<td>Registration</td>
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<td>Degree Plan Audit</td>
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<td>Financial/Vouchering</td>
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<td>Courses</td>
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<td>Quizzes/Exams</td>
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<td>Grades</td>
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<td>Communications/Outcomes</td>
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<td>Graduation</td>
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<td>Student Worker</td>
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<td>Other</td>
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OIT STATEMENT OF COMMITMENT

“OIT will help shape the future of the U of I through innovative thinking, partnership, security, and transformative capabilities.”

OIT is an integral part of the foundation of our institution. Initiatives with an overall focus on the whole university can provide many unrealized efficiencies and service improvements with our leadership. This move towards agility will help us transform to the university, achieve an R1 ranking.

OIT is committed to the collaboration and service needed to achieve this digital transformation of U of I by improving the user experience with all our constituents in mind.

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### Innovative Thinking
- Ever changing technology has need for agile computing environment.
- User experience always top of mind.
- Build out of the U of I experience regardless of location.
- Creative solutions for bandwidth and connectivity at non-Moscow locations and for remote work.

### Security
- Extremely complex technology, security and compliance environments.
- Balance innovation with security – it is not one or the other, but both are necessary.
- Requirement for R1 standing resulting in an enhanced security posture to protect all U of I research.
- Helping everyone see their role in security.

### Transformational Capabilities
- Alignment of data across multiple systems to build accessible and trusted planning data.
- Target efficiencies to allow focus on customer service
- Access to the university that is inclusive and easy to use from recruitment to graduation.
- Transform our tools and processes to help others transform

### Partnership
- Institutional prioritization of initiatives leads to alignment of OIT work with other units.
- Support and training that helps everyone see possibilities for institutional change.
- Assist “Faculty Champions”
- Continue student leadership and engagement in technology in general, MyUI in particular.
HOW DO WE MEET OUR COMMITMENT?

WE PLAN AND EXECUTE. THE KEYS TO PLANNING ARE UNDERSTANDING AND AGREEMENT ON:

**Why** are we doing this?  **What** do we need to do?  **How** will we achieve our goals?
FOCUS FOR FY 2023

Building on foundational efforts accomplished in the FY 2022 plan, the focus of FY 2023 is to:

Facilitate a university-wide move to digital transformation and institutional alignment to improve the user experience.
FOCUS FOR FY 2023

Facilitate a university-wide move to digital transformation and institutional alignment to improve the user experience

Goals:

• Institutional alignment to improve student outcomes and constituent experiences
• Improve efficiency in processes across the institution and across higher education.
• Expectations for inclusive technology usage for statewide collaboration
• Address increasing compliance requirements and address evolving security risks
Digital Transformation (DX) at U of I is combining people, technology, data & process improvement to anticipate & rapidly adapt to university goals and improve the experience for all.

Institutional alignment includes coordinated actions by units across the institution that improve service delivery and bring value through business process change and information technology investments.

User experience encompasses all aspects of the end-user’s interaction with the institution, its services, and its products.
THE ROLE OF OIT IN U OF I’S DIGITAL TRANSFORMATION

OIT is a strategic, statewide service organization, specifically charged to provide services globally that enable other university units to achieve successes that allow the university to meet its strategic goals.

The activities of the university run on various technologies and systems for which OIT is an integrated partner. These are the foundation of U of I on which so much of our land-grant mission is built.

To achieve U of I’s mission, vision and goals through digital transformation, the OIT role includes:

- align our departments and colleges with the development and use of our digital assets
- have a basis in customer needs as well as known challenges
- provide flexibility to accommodate innovation, institutional, and higher education change
- build scalable capacity and organizational and process flexibility in addressing institutional needs with new or improved services
- Improve cyber security
WHY DIGITAL TRANSFORMATION?

IT’S ABOUT THE MISSION OF OUR UNIVERSITY

”I want to spend my time helping students but there are so many manual and cumbersome processes that seem disjointed and siloed. Students want to help themselves, but they face the same issues and often get sent from place to place to fix their problems. **It just needs to be easier to do your academic and administrative tasks!”**
WHY INSTITUTIONAL ALIGNMENT ACROSS U OF I UNITS?

University Benefits

- Ecosystem approach allows us to weave academic, financial, administrative, and student life planning together.
- Saves money, time, and other resources
- Automated processes build trusted, actionable data.
- Build a clear and achievable vision
- Chart the future course for all foundational and operational elements
- Further build out of the U of I experience in innovative new ways!

OIT’s Contribution

- Provides an integrated, easy-to-navigate environment for all constituencies.
- Foster communication across units.
- Innovative thinking on improving processes
- Security for our most valuable resources.
- Efficiencies as we look to the future.
- Build out of the U of I experience for in-person, hybrid and online audiences.
Example: Onboarding New Employees

- Suboptimal experience as new employees join U of I
- Extensive work by multiple units that could be optimized
- Data consistency issues and long-term problems
- Duplicative work and rework by multiple units
- $100k additional costs in OIT time and additional security concerns to manually create accounts

Much of this could resolved by getting the right data up front, clarifying responsibilities and then automating related processes.
INSTITUTIONAL ALIGNMENT AND PRIORITIES USING DIGITAL TRANSFORMATION (DX)

WHAT?

• Examine how our internal processes affect those we serve.
• Challenge institutional memory and ways we do things.
• Work collaboratively to build the U of I Vision now and into our future.

WHY?

It allows us to pivot in the event of a business issue.

• Building trusted systems and processes.
• Efficiency in all we do.
• It’s the way the world is now.

WHO?

• Every member of the Vandal family!
WHAT IS THE BASIS FOR DECISIONS FOR FY 2023 INITIATIVES

Our decisions will be based on fundamental philosophies:

- Keep the user experience in mind at all times
- Align institutional processes to utilize appropriate technology resources.
- Building agile, more collaborative ways of working together
- Provide a baseline of support for all and enhanced support for strategic priorities
- Improve technology integration to stop duplication of effort and duplicate systems
- Focus security efforts based on ecosystem approach
- Build data collection standards that compliment various groups or systems
- Communicate effectively internally and externally
- Review technology service offerings qualitatively and quantitatively with input from customers

The list of initiatives in the FY 2023 Strategic Plan is not intended to be inclusive or represent all technology-oriented activities, but those we feel will make the greatest impact.
## INITIATIVES

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Outcomes</th>
<th>Initiative Lead(s)</th>
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</thead>
<tbody>
<tr>
<td>Enterprise Content Management System Implementation</td>
<td>Examination and improvement of business processes that have the need for documentation from other sources to develop a complete record of transactions. This will provide a comprehensive view of student records, financial transactions, and other relevant processes.</td>
<td>Wood</td>
</tr>
<tr>
<td>Integration Platform Implementation</td>
<td>Examine various data elements and their need to be populated into other applications. This will create consistency in data along with an understanding of where data resides.</td>
<td>Armitage</td>
</tr>
<tr>
<td>Reimagine Governance  (Carryover from FY 2022)</td>
<td>To accommodate new and sustained statewide and institutional requirements for technology, the IT Governance and Prioritization process needs to be reviewed, collaboratively updated and communicated to university constituents</td>
<td>Ewart / Armitage</td>
</tr>
<tr>
<td>Research Cyber Support Program</td>
<td>Create a sustainable model for a Research Cyber Support Program that will support known and expected compliance requirements for information technology security in higher education. Supporting the university’s goal of achieving R1 status.</td>
<td>Parks</td>
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<td><strong>FY 24 Strategic Plan</strong></td>
<td>To accommodate the many changes the university and technology support are undergoing, a collaborative cascaded planning process for FY 24 will result in a new format and initiatives for technology at the university.</td>
<td>Ewart/Amos</td>
</tr>
<tr>
<td><strong>Communications Strategy</strong> (carryover from 2022)</td>
<td>To best communicate IT needs, challenges and information to many different constituent groups, this initiative will develop a communication strategy that reflects the importance of the information and the available resources through which to communicate.</td>
<td>Prescott</td>
</tr>
<tr>
<td><strong>IT Change Management</strong></td>
<td>Define how an adjustment or replacement will impact processes, systems and employees within the organization. Build a process for planning and testing change, communicating change, scheduling and implementing change, documenting change and evaluating its effects.</td>
<td>TBD post full scope definition</td>
</tr>
<tr>
<td><strong>Process Automation &amp; Improvement</strong></td>
<td>To improve efficiency, security, and customer service, define, prioritize then automate administrative processes. This will be done partially in parallel, and partially after, Enterprise Content Management System Implementation.</td>
<td>TBD post full scope definition</td>
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<td>Disaster Recovery / Business Continuity (carryover from FY 2022)</td>
<td>To minimize risks associated with extended downtime of the Banner ERP system and specific related systems and infrastructure, this initiative will develop enhanced capabilities and documented plans for disaster recovery and business continuity.</td>
<td>Lien / Woods</td>
</tr>
<tr>
<td>MyUI (formerly Ellucian Experience) (carryover from FY 2022)</td>
<td>Develop additional cards for development of a streamlined online experience for student and employee constituents. This is designed to be the designated location for access to U of I services</td>
<td>Armitage</td>
</tr>
<tr>
<td>Vandal Card/Building Access Modernization Phase I</td>
<td>Expand use of electronic locks in university building for centralized approach to building access. This will create efficiency for access to university resources for all constituencies by removing duplicative methods for access.</td>
<td>Kearney/English</td>
</tr>
<tr>
<td>User Support Experience Enhancement</td>
<td>Exploration of methods to provide a streamlined, efficient, support offering to our customers. This includes web, phone, and in person delivery methods for all audiences.</td>
<td>Ewart</td>
</tr>
<tr>
<td>Phones Reduction &amp; Voice Communication Refresh Phase 2</td>
<td>Continuing with successes from FY 22, continuing reduction of telephone lines and begin the transition to a unified communications platform.</td>
<td>Kearney</td>
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</table>
In addition to operational work and ongoing initiatives, as time and resources allow other statewide initiatives may begin:

- E-sports program investigation
- Multiple security risk mitigation projects
- Fiber-optic cable replacement strategy
- Statewide efficiency efforts with other Idaho higher education institutions
- Possible implementation of new technologies in support of marketing and communications (depending on institutional decisions)

OIT will also be responsive to new initiatives that arise from the dynamic nature of the university’s growth and progress.
PARTING THOUGHTS

The FY 2023 OIT Strategic Plan will build on the successes of FY 2022

Focus for FY 2023: Facilitate a university-wide move to digital transformation and institutional alignment to improve the user experience

OIT Statement of Commitment: “OIT will help shape the future of the U of I through innovative thinking, partnership, security, and transformative capabilities.”

The success of the initiatives will take collaboration across the university, will be measured and will be reported.
QUESTIONS CAN BE SENT TO
DAN EWART, VP FOR IT AND CIO

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OFFICE: 208-885-2271