ONE IT STRATEGIC PLAN
2018-2022

University Information Technology

PURPOSE
Provide technology excellence to advance UND’s mission

VISION
Empower UND students, faculty, and staff to become Leaders in Action

Customer Service
Innovation
Collaboration
Objectives

- Why do we need an IT Strategic Plan?
- The development process of the draft IT Strategic Plan
- Seeking feedback on the draft IT Strategic Plan
Why do we need an IT Strategic Plan?

• Information technology is pervasive and it is crucial that UND has an IT environment that is stable, secure, and innovative
• Set the direction and provide a blueprint for the future
• Align with the UND Strategic Plan
• Prioritize IT workload
IT Strategic Planning Process

- Timeline for draft
  - 2-1/2 months during the summer
- Provide a framework for the IT Strategic Plan
- Working group
  - Aaron Bergstrom (VPRED)
  - Henry Borysewicz (JDOSAS)
  - Sherry Lawdermilt (UIT)
  - Jeremy Malheim (CEM)
  - Madhavi Marasinghe (CIO)
  - Brad Miller (CTS)
  - Chris Remme (UIT)
  - Lori Swinney (TTaDA)
- Additional resources
  - IT Directors
  - Students, faculty, and staff
  - Other aspiring research universities
UIT Core Values

Customer Services
We strive to offer quality services by seeking out, listening, and responding to our users’ needs.

Collaboration
We are committed to working together and building relationships with our colleagues at UIT and across the university to leverage and value each other’s expertise and insights.

Innovative
We encourage and experiment with new ideas by continuously striving to improve how we work and deliver services by embracing new technologies and processes.
IT Goals

• IT organization and service excellence
• Student experience
• Data-informed decision support system
• Research computing
• Teaching and learning
• Information technology infrastructure
• Information security and risk management
Create a culture of service excellence where the UND community seeks our services not because they have to, but because they want to:

1.1 Establish IT Advisory Council to provide feedback on IT planning, policies, and project portfolio
1.2 Improve community engagement
1.3 Optimize IT services and resource management
1.4 Provide services that exceed the expectations of customers
1.5 Stay current with emerging technologies
Goal 2: Student Excellence

Provide an information technology environment that meets the current and future needs of the students

2.1 Provide best practices and technology to interact and communicate with students

2.2 Provide universal access to computing resources regardless of physical location to enhance student learning experience

2.3 Increase student engagement to identify their needs and collaboration opportunities

- CRM;
- Communication channels;
- Mobile experience;
- Student portal;
- Student IT sub-committee
Support University Analytics and Planning to establish a Decision Support System

3.1 Create a data-informed culture

3.2 Build organizational capacity to support development and use of analytics

3.3 Make analytics accessible, understandable, and actionable

3.4 Drive innovation

Common questions:
- Build trust;
- Data warehouse;
- Data points;
- Quality control;
- Story telling;
- Efficiencies
Goal 4: Research Computing

Support VP for Research and Economic Development to achieve Carnegie R1 status

4.1 Expand High Performance Computing and Advanced Cyber Infrastructure capabilities

4.2 Increase accessibility and usage of centralized research computing

4.3 Increase faculty awareness of HPC and ACI

4.4 Increase research funding utilizing HPC and ACI

Flexible research computing; 100G network; Computational capabilities; On boarding services; Student facilitators
Goal 5: Teaching and Learning

Support TTaDA to deliver innovative and effective teaching and learning technology services

5.1 Adopt evidence-based instructional design technologies

5.2 Standardize teaching facilities with most up to date technologies

5.3 Optimize learning outcomes informed by data

5.4 Champion innovative use of technologies for student success

Increase mobile technology; Learning space repository; Standardize; Prototype; Experiment
Goal 6: Information Technology Infrastructure

Ensure current and future technology needs are realized cost effectively

6.1 Ensure availability of base funding for critical infrastructure
6.2 Adopt new technologies and standards for efficiencies
6.3 Standardize network infrastructure
6.4 Consolidate data and storage to increase collaboration
6.5 Implement functional consolidation policy

Sustain funding; Cloud first; Alleviate technical debt; Network upgrade 10G/1G; Data storage needs
Goal 7: Information Security and Risk Management

Adopt Safeguarding UND as a platform to protect information resources using industry standards and best practices

7.1 Establish data governance to enable common understanding of data and security controls

7.2 Integrate security practices to protect confidentiality, integrity, and availability of information assets

7.3 Adopt industry standards and best practices to detect, mitigate, and prevent cybersecurity threats

Restricted data area; Data governance; Security assessments in procurement; Multi-factor authentication; Security awareness; Risk assessment
Next Steps

• Received feedback from the President’s Cabinet
• Shared draft IT Strategic Plan with Dean’s Council
• Presented to the Chairs’ Leadership
• Presented to the Staff Senate
• Present at a Provost Forum
• Student Government? University Senate?
• Incorporate feedback into IT Strategic Plan
• Identify metrics and timelines
• Finalize and get approval
• Launch and monitor progress
Feedback

CIO@UND.EDU
by September 21, 2018

Draft IT Strategic Plan available at: und.edu/uit and und.edu/cio