Goals in support of OneIT’s campus partners

Goal #1: Teaching & Learning
OneIT will advance student learning and success by engaging campus partners, leading, and supporting effective instruction, services, and systems.

Strategies:
A. Leverage data, research, and instructional assessment to foster student success.
B. Evolve and adopt flexible, effective physical and online learning environments and ecosystems.
C. Deliver initiatives and programs in support of effective instruction.

Accountable Leader: Maggie Jesse

Goal #2: Research
OneIT will enable and accelerate research and interdisciplinary collaboration by providing a campus-wide framework that is responsive to the needs of the research community.

Strategies:
A. Provide robust research computing infrastructure, services, and training that meet current and future needs of the research community.
B. Identify and execute projects that decrease administrative burden on the research community.
C. Develop a campus-wide framework of IT support and services for supporting research. Recognize the diverse, unique needs of research and scholarly work, and simplify and improve the experiences of our all partners in the research enterprise.
D. Develop and improve services that remove barriers to research collaboration.
E. Increase awareness and adoption of available research services and technologies.
F. Develop research analytics and business intelligence (BI) tools to help guide the university research portfolio.

Accountable Leader: Ben Rogers

Goal #3: Data
OneIT recognizes that data is a critical university asset, and will align data initiatives with strategic and operational priorities to empower academic excellence, research discovery, and administrative efficiency and effectiveness.

Strategies:
A. Implement an effective and sustainable institutional data governance process to ensure the stewardship, quality, accessibility, and security of data.
B. Continually assesses campus academic, research, and administrative data priorities, and provide infrastructure and services to achieve them.
C. Integrate information silos by collecting and curating data within the data warehouse to improve the university’s efficiency, effectiveness, and competitiveness.
D. Support robust reporting, business intelligence (BI), and analytics solutions to empower data-driven decision making.
E. Increase campus data literacy and awareness by promoting an informed data culture.
F. Champion the Campus Data Portal as the authoritative source for disseminating institutional data.

Accountable Leader: Mike Noel

Goal #4: Innovation
OneIT will enable faculty, staff, and students to pursue innovation so that the University of Iowa is increasingly recognized for its inspiration of discovery and excellence.

Strategies:
A. Create new internal funding options for faculty, staff, and students to pursue innovation.
B. Develop services, processes, and structures within OneIT to rapidly meet the technology needs of new and innovative projects from the faculty, staff, and students.
C. Ensure that existing production IT services are as adaptable as possible to accommodate innovation and emergent technology needs.
D. Develop and implement a process by which new technologies, systems, and services can be scaled and transitioned to production mode, as appropriate.
E. Intentionally direct more of our IT efforts to supporting innovation.

Accountable Leader: Danny Tang

Goal #5: Partnerships
OneIT will foster strong, trusting partnerships across organizational and functional boundaries to deliver solutions as an integrated team so that the university can fully benefit from IT.

Strategies:
A. Increase engagement of IT leadership in planning and decision-making efforts in every institutional, collegiate, and administrative organization.
B. Improve OneIT’s understanding of the functional processes in the units with which OneIT partners.
C. Involve functional and technical expertise in collaboration with unit-level operational efforts.
D. Invest in tools, skills, and processes to develop, understand, and manage relationships and partnerships on campus.

Accountable Leader: Lance Bolton

Goal #6: Risk/Security
OneIT will protect the technology and information assets of the institution with services and solutions that incorporate a strategic perspective to identify, assess, and manage risk, security, and compliance.

Strategies:
A. Proactively enhance automated defenses for UI networks, systems, and accounts, both locally and in the cloud.
B. Improve support and protection of campus activities that require compliance with applicable laws and regulations, including privacy obligations.
C. Develop a security-aware community that encourages responsible stewardship and actively assesses information security risks.
D. Provide ubiquitous protection for personal and university devices via policy-based access controls.
E. Assess enterprise risk and adopt systems to facilitate the identification, acceptance, or mitigation of risk.
F. Regularly update, improve, and test disaster recovery and business continuity plans at all levels to ensure viability of university operations.

Accountable Leader: Shari Lewison
Goal #7: IT Evolution

The entire IT community will foster a culture of collaboration, leveraging collective expertise and resources. OneIT will continue to unify campus IT and integrate with healthcare IT, to provide a seamless experience and effectively meet the myriad needs of the UI community.

Strategies:

A. Leverage the complementary strengths of Health Care Information Systems and OneIT to foster success in teaching, research, and health care, and to meet growing demand for IT. Execute collaborative HCIS/OneIT assessments and resulting implementation projects to take advantage of expertise, reduce duplication, leverage scale, and optimize IT support.

B. Clarify the mission and identity of OneIT. Increase collaboration and build bridges throughout campus IT units. Minimize isolated processes and decision-making, and cultivate broad perspectives to best serve the needs of the whole institution.

Accountable Leader: Rachel Napoli

Goal #8: IT Workforce of the Future

OneIT will meet the future needs of campus with a diverse, inclusive, and engaged workforce by attracting and retaining exceptional staff, and making career growth and development opportunities a valued part of the organizational culture.

Strategies:

A. Ensure the skills of our IT workforce meet current and future institutional needs.

B. Cultivate a workforce culture of commitment to diversity, equity, and inclusion. Embrace this commitment as mission-critical, not just compliance-driven, and embed it in hiring, incentive, retention, and career-development practices and initiatives.

C. Strengthen IT communities and promote collaboration to maximize staff contributions, enhance engagement, and foster professional growth.

D. Develop student employment opportunities and internships in order to promote staff development and provide a pipeline for future IT staff.

E. Develop and implement consistent HR practices and programs for all OneIT staff.

Accountable Leader: José Jimenez

Goal #9: Effectiveness & Efficiency

OneIT will optimize resources, processes, and service management to effectively deliver solutions that support the university’s mission, as well as the unique needs of faculty, staff, and students.

Strategies:

A. Implement an IT Service Management (ITSM) framework based on IT Infrastructure Library (ITIL) principles.

B. Aggressively pursue automation in all aspects of IT service delivery and utilize self-service tools when they improve the experience of users.

C. Evolve campus-wide IT governance to increase transparency and best prioritize IT resources through active management of the entire OneIT project portfolio, services portfolio and application portfolio.

D. Increase awareness of IT services through marketing, and ensure that faculty, staff, and students understand how to utilize the technologies available to meet their needs.

E. Implement a formal process reengineering team to focus on IT service processes.

Accountable Leader: Tim Evans