WHAT'S *ahead*

Here are a few areas of focus for 2021.

STUDENT SUCCESS
Leverage, data, research, and instructional assessment to foster student success, and adopt flexible, effective physical and online learning environments.

REMOTE WORK
Continue to support the campus and OneIT staff through transitions to new kinds of work arrangements in a more remote, post-pandemic world.

RESEARCH
Continue to improve high-performance computing, and develop and improve services for data science, analytics, artificial intelligence, and machine learning.

DEI
Emphasize that DEI is critical and promote an inclusive culture, enhance the campus environment for inclusion and accessibility, and embed DEI in recruitment and retention.

IT SECURITY
Continue to invest in and enhance defenses against escalating cybersecurity threats.

Learn more:

OneIT Strategic Plan: Oneit.uiowa.edu/strategic-plan

OneIT Project Roadmaps: Oneit.uiowa.edu/roadmaps

Diversity, Equity, and Inclusion Plan: Oneit.uiowa.edu/draft-DEI-Action-Plan

IOWA

OneIT 2020
Year in Review

"The university has always relied on technology, but this year IT was more essential than ever. The COVID-19 pandemic brought many new challenges, including the rapid transition to working, teaching, and learning remotely. As an IT community, we are very proud of the ingenuity, collaboration, hard work, and resilience that helped make it possible for the University of Iowa to continue to operate and thrive throughout these unprecedented times."

—Steve Fleagle, associate VP and CIO

OneIT 2020
Year in Review

The University of Iowa IT community operates as unified organization called OneIT. The OneIT organization comprises about 500 IT professionals across the central IT organization, Information Technology Services (ITS), and distributed IT departments in colleges and administrative units. It unites the units in structure and common values, guiding principles, processes, technologies, governance, plans, priorities, and policies. OneIT engages the UI community as a trusted, valued partner to foster excellence in research, education, health care, and public engagement. OneIT is committed to working as one to provide the best IT environment for the campus now while positioning the university to take full advantage of technology advances in the future.

2020 was a year like no other.
OneIT adapted to the unexpected while also moving forward on planned projects.

COVID RESPONSE

Information technology has always been critical to the university mission and its day-to-day operations, but the institution counted on the IT community more than ever during the pandemic. OneIT worked very hard to adapt, innovate, and deliver essential IT services throughout this period of rapid change.

DIVERSITY, EQUITY, AND INCLUSION

Racial justice issues were highlighted over the last year as violence against Black individuals by authorities continued and movements such as Black Lives Matter raised their voices to be heard. These events prompted significant dialog around the nation, across campus, and within OneIT, raising awareness and reinforcing the importance of ongoing diversity, equity, and inclusion activities.

RESEARCH

As research continued throughout the pandemic, and as new COVID-related projects were born, research computing services and administrative research systems were enhanced.

COLLABORATION WITH HEALTH CARE IT

Despite the challenges of the pandemic, great progress was made on collaboration across OneIT and Health Care Information Systems (HCIS) to provide a more seamless experience for IT users while delivering IT services as efficiently and effectively as possible.

COVID RESPONSE

OneIT was critical in the transition to remote teaching and learning.

- The Office of Teaching, Learning, and Technology and Distance and Online Education created the UI Remote Instruction Team to support faculty and instructors moving between course-delivery modes, developing websites to share resources for remote instruction and learning, and offering customized support and workshops. These efforts were critical to maintaining a quality education for students.

Data solutions and administrative systems provided key insights and enabled new processes.

- The tools helped the university use data to evaluate virtual course readiness, course engagement, and financial impacts of COVID.
- Dashboards were developed to monitor COVID metrics, and enhancements were made to the student information system and HR systems to support changes related to COVID-19.

OneIT supported the campus through a rapid shift to a remote work environment.

- IT support professionals were integral in the transition to a remote work environment, delivering essential technical support to thousands of students, faculty, and staff throughout the pandemic and supporting a significant increase in the use of online collaboration tools.

OneIT enhanced services to provide safe, convenient access to high-speed internet.

- A new Drive-up Wi-Fi service was deployed in five locations and outdoor wireless was enhanced in heavily traveled spaces.

DIVERSITY, EQUITY, AND INCLUSION

- OneIT issued a statement that read in part,
  - **"As an IT community, we stand against racism, cruelty, and violence in any form. It is imperative that we strive to ensure that everyone is valued and respected, and that we share a commitment to diversity, equity, and inclusion."**
  - The IT community also joined in a nationwide day of reflection to promote deeper understanding of racism and equip individuals to address the changes that are needed at this moment.
- Even before the events of the summer, OneIT had developed a DEI Action Plan and is making progress on several fronts:
  - Inclusive language changes on public-facing websites and underlying code
  - Inclusive pedagogical techniques in faculty events
  - Participation in the BUILD program, National Coalition Building Institute trainings, and virtual sessions by the Division of Diversity, Equity, and Inclusion

RESEARCH

- A new Research Data Collaboration Service enabled researchers to move data and collaborate more easily during the pandemic.
- Enrollment in R, Jupyter, and HPC workshops increased with the transition to virtual sessions.
- COVID-19 researchers had access to dedicated computational resources on the Argon computing cluster.
- Research Information Systems supported Sponsored Programs in processing record-breaking funding proposals, contracts, and awards.
- Enhancements to the animal research information system (ARIS) added the ability for labs to order animals online rather than by phone.

COLLABORATION WITH HEALTH CARE IT

- Skype for Business service for the campus is now being delivered by HCIS.
- Health care email accounts are being moved to Office 365, a service delivered by ITS.
- OneIT joined HCIS in utilizing Cherwell to manage services and requests for support, making it easier to pass customer requests across the organizations.
- Relationships continue to form and grow with joint events, leadership programs, and the SPARK experiential learning program.

16,370 reservations were made by students

The Division of Student Life and ITS developed a centralized system so students could reserve spaces to take remote courses or participate in private online appointments on campus.

330 classrooms

were outfitted with additional cameras and audio-visual equipment for remote learning.

Between March and December 2020
- **909,000 Zoom meetings**
- **2,100 webinars**
- **6.5 million meeting participants**

200 laptops

were loaned to students for online learning from a program implemented by the Office of the Dean of Students and Extended Technical Support.

800 students across 32 courses

used the Interactive Data Analytics Service for educational purposes.