“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
The University of Iowa IT community operates as a 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 workshops. These efforts were critical to maintaining a quality education for students.
- The tools helped the university use data to evaluate 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 community also joined in a nationwide day of reflection to promote deeper understanding ofracism and equi 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.