

## OUR MISSION

IT Services collaborates with campus partners to support the mission of the University of Chicago through the consistent delivery of high quality information technology solutions and services.

## GUIDING PRINCIPLES

- We provide secure, stable, and reliable infrastructure and applications to support the mission of the University.
- We support and enable faculty research and teaching with the effective use of technology.
- We simplify the technology experience for faculty, students, alumni, and staff, and we ensure technology is mobile-friendly and accessible.
- We identify, manage, and mitigate the technology risks of the University.

## FY23 STRATEGIC PLAN

- Financial Systems Transformation
- Alumni Next Generation Fundraising
- Next Generation Network (Wired and Wireless)
- Evolving Identity Management
- Enhancing the Customer Experience



## CORE VALUES

### Transparency

- We explain the decisions we make.
- We clarify expectations and share opportunities.
- We clarify and align roles and responsibilities.

### Trust

- We assume good intent from others.
- We use good judgment to act, and we take responsibility for our actions.
- We give each other opportunities to learn and grow without fear of failure.

### Respect

- We embrace diversity and inclusion.
- We encourage open dialogue.
- We support team decisions as our own.
- We are present and actively participate.
- We treat feedback as a gift; delivering it with care and receiving it with an open mind.



# Strategic Goals



## Financial Systems Transformation

- Partner with key stakeholders to implement modern, cloud-based finance and accounting systems and processes.
- Provide unified financial reporting with real time data for improved decision making at all levels of the organization.



## Next Generation Fundraising Transformation

- Partner with ARD on a new cloud-based alumni relationship management and development system and end user portal.
- Enhance alumni development processes and analytics to enable new fundraising capabilities.



## Next Generation Network

- Increase the network's bandwidth, number of access points, and overall performance.
- Implement new security solutions to reduce the risks associated with cyberattacks.



## Unified Identity Management

- Evolve to a modern, unified, secure, cloud-based identity management system to manage access and authorization.
- Retire legacy identity management systems in central IT, schools, divisions, and departments across the University.



## Digital Experience Delivery

- Partner with key stakeholders to deliver a simplified and integrated digital experience with content, applications, and services.
- Deliver digital content through an easy-to-use, consistent interface, and search engine.
- Deliver capabilities for non-technical staff to easily update and manage content.



## Analytics, Reporting, and Data

- Deliver enhanced data analytics and reporting capabilities.
- Work with key partners to improve the quality, accessibility, and governance of administrative data.



## Classroom Modernization and Standardization

- Develop and implement University-wide classroom technology standards and solutions.
- Provide instructors with greater ease of use through simple and consistent classroom technology.
- Assist with the design and implementation Active Learning spaces and associated faculty support resources.