OUR MISSION

IT Services collaborates with campus partners to support the mission of the University of Chicago through the consistent delivery of high quality 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.

FY24 STRATEGIC PLAN

• Financial Systems Transformation

• Next Generation Network (Wired and Wireless)

• Evolving Identity Management

• Generative AI

• 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 Network
- Increase network bandwidth, number of wireless access points, and network performance.
- Implement new network security solutions to reduce cybersecurity risks.

### 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 web interface and search engine.
- Deliver capabilities for non-technical staff to easily update and manage content.

### Digital Accessibility Advocates
- Establish digital accessibility advocate program to raise awareness, educate, train, and provide resources to the units for improving digital accessibility in their areas.

### Generative AI
- Support faculty and instructors in thinking about the use of generative AI tools for teaching and learning.
- Increase awareness and understanding about the opportunities and risks of artificial intelligence with workshops and online content.

### Campus Print Enhancements
- Integrate the student printing environment with the University’s Managed Print Services.
- Expand Managed Print Services across administrative and academic units.