

## Strategic Goal Legend

		UHD Strategic Plan Goal	UHD Strategic Plan Objective	UHD Strategic Plan Strategy
<b>IT Goals</b>				
	ITG-1 Build and maintain a secure and robust technology infrastructure	G6		
	ITG-2 Provide technology support for all academic and administrative units, and the university as a whole;	G6		
	ITG-3 Explore innovative technological opportunities to improve instructional and administrative services;	G6		
	ITG-4 Promote collaborative initiatives involving technology	G6		
	ITG-5 Advise university leadership in leveraging technology to achieve strategic objectives and goals.	G6		
<b>IT Global Strategies</b>				
	GS-1 Comprehensive Business Continuity Plan	G6		
	GS-2 Formal Assessment & Continuous Process Improvement	G6		
	GS-3 Integrated Information Security	G6		
	GS-4 Centralized IT Services w/Decentralized Functional Support	G6		
	GS-5 Effective and Efficient Project Management	G6		
<b>Functional Group</b>	<b>ESM-1.0: Enterprise Systems Management: Planning, development and implementation of Information Systems that support major institutional functions at UHD.</b>	G6		
ES	ESM-1.1: Rely on rule-based, commercial applications versus in house development for major applications where possible.	G6	O4	
ES/TS/OPS	ESM-1.2: Prepare for an orderly transition from Banner to PeopleSoft Student ERP while maintaining quality service	G6	O4	\$4.3
ES	ESM-1.3: Clearly assign application ownership, responsibility, and accountability for all Enterprise Systems. Procedures for ensuring information security should be defined for each application and implemented by application owners and information technology.	G6	O4	\$4.6
ES	ESM-1.4: Deploy Enterprise Systems that are web enabled and mobile friendly	G6	O4	
ES	ESM-1.5: Implement formal Change Management processes for new development and acquisitions. This should include an analysis of impact to other areas, as well as a requirement for approval by all application owners before major changes are put into operation	G6	O4	\$4.5
ES	ESM-1.6: Deliver a comprehensive and decentralized Data Reporting, Data Warehousing and Business Intelligence software strategy.	G6	O4	\$4.6
ES/TTLC	ESM-1.7: Promote effective & proficient use of Student ERP System & associated resources to meet university needs	G6	O4	\$4.3
<b>Functional Group</b>	<b>TSS-1.0: Training and Support Services: Empowering our faculty, students and staff to take advantage of available technology at UHD, when appropriate, to achieve their goals and objectives.</b>	G6		
TTLC/USS	TSS-1.1: Encourage professional development and training for faculty, students and staff that is appropriate to their role in the university.	G6	O2	\$2.1
TTLC/USS	TSS-1.2: Provide access to systems, training and support for instructional and administrative services and applications, including in-person, online and expanded after-hour support.	G6	O2	\$2.1
TTLC/USS	TSS-1.3: Implement universal single sign-on where possible to reduce the number of accounts and passwords issued to users.	G6	O4	\$4.5
TTLC/USS	TSS-1.4: Establish, promote and, when possible, enforce mandatory orientation or training programs including new faculty and staff orientation programs, training for ERP and LMS systems, student technology orientation training, and regulatory training programs.	G6	O2	\$2.4
TTLC/USS	TSS-1.5: Increase the potential for resolving problems by the first-time trouble call response by utilizing real-time of online troubleshooting tools.	G6	O5	\$5.3
TTLC/USS/IS	TSS-1.6: Utilize and support new and widely used technologies such as mobile computing and social media to enhance services as appropriate to university needs and where appropriate security standards can be met.	G6	O4	\$4.5
TTLC/USS	TSS-1.7: Expand online training programs and support services; incorporate online training programs to support faculty and staff preparation for utilizing technology.	G6	O2	\$2.1
<b>Functional Group</b>	<b>TIS-1.0 Technology &amp; Infrastructure: Creating a technology-enhanced environment within the UHD campuses and externally that will allow delivery of services to our users in an efficient, effective and secure manner.</b>	G6		
OPS/TS	TIS-1.1: Maintain a robust and secure infrastructure, including the primary data center, to support all technology functions for the university.	G6	O5	\$5.3
OPS/TS	TIS 1.2: Enhance and expand high-quality and high-capacity wireless network to support students in the classrooms and provide 100% coverage for wireless and mobile computing on campus.	G6	O5	\$5.3
OPS/TS/IS	TIS 1.3: Implement information security best practices including all applicable compliance requirements.	G6	O4	\$4.5
OPS/TS	TIS 1.4: Support high quality streaming video service (video on the Internet).	G6	O5	\$5.3
OPS/TS	TIS 1.5: Maintain an operating redundant data center to support UHD's critical technology functions during primary data center outages.	G6	O6	\$6.1
OPS/USS	TIS 1.6: Maintain technology standards for all classrooms to include a computer, a presentation system, a document camera, and basic network and cable connectivity.	G6	O5	\$5.3
OPS/IS	TIS 1.7: Increase automation in security and A/V control systems	G6	O5	\$5.3
OPS/TS	TIS 1.8: Define and validate infrastructure and security implications of telecommuting and emerging modes of online education	G6	O5	\$5.1
OPS/TS	TIS 1.9: Explore and implement alternative technology infrastructure such virtual and cloud computing and examine targeted hosted services when cost effective.	G6	O4	\$4.5
<b>Functional Group</b>	<b>ODE-1.0: Online and Distance Education Technology: Developing a Technology Plan to support UHD's efforts to deliver online and distance programs.</b>	G2		
TTLC	ODE-1.1: Help develop innovative course design that supports scheduling/delivery methods such as use of hybrid and online courses as well as alternate course timelines and schedules	G2	O3	\$3.1
TTLC	ODE-1.2: Expand inventory of online courses and programs	G2	O3	\$3.1
TTLC/TS/USS	ODE-1.3: Develop alternative delivery capacity for new teaching centers and partner campuses	G2	O3	\$3.1
TTLC/USS	ODE-1.4: Expand program support and services for the Northwest corridor.	G2	O3	\$3.1
TTLC/OPS	ODE-1.5: Evaluate ITV course delivery options and continue to explore alternatives such as streaming video to desktop and mobile device technology as they become more widely adopted and available.	G2	O3	\$3.1
TTLC/USS	ODE-1.6: Maintain a robust, standardized LMS as well as other tools that enhance online instruction, instructional support and collaboration.	G2	O3	\$3.1
TTLC/USS/OPS/TS	ODE-1.7: Identify infrastructure and support service needs to facilitate delivery of large online course sections.			