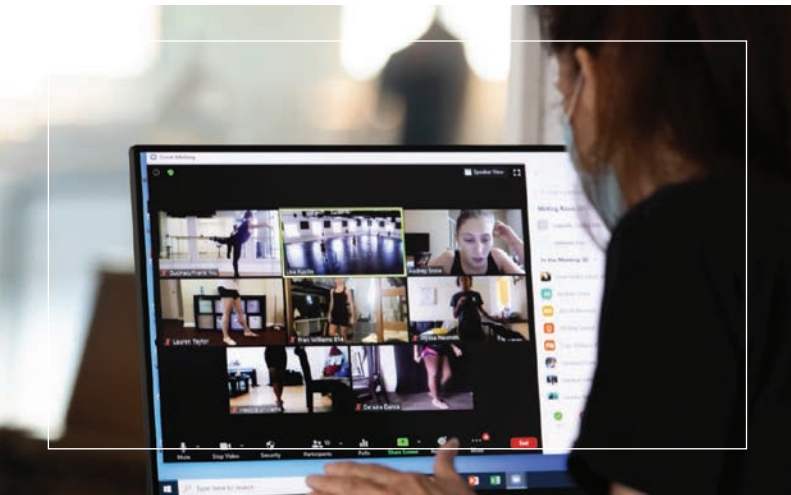
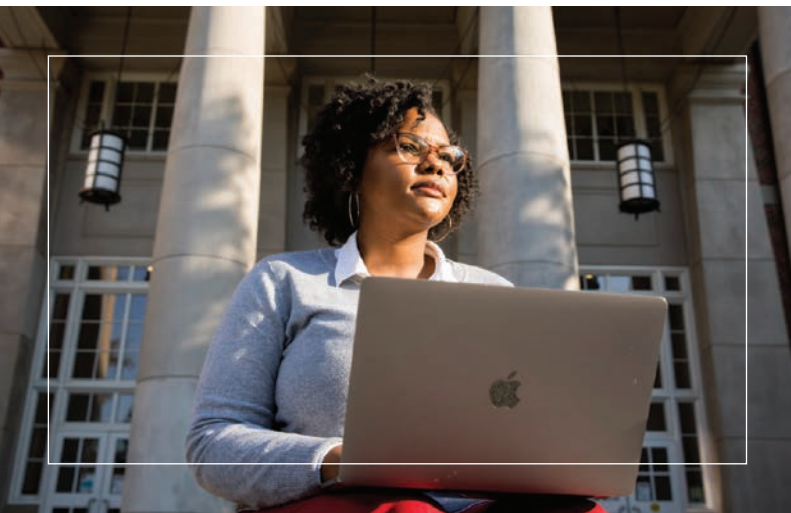


VICE PRESIDENT FOR INFORMATION TECHNOLOGY

IT STRATEGIC PLAN

2020-2025
TECHNOLOGY GOALS FOR UGA



UNIVERSITY OF
GEORGIA





2020-2025 IT STRATEGIC PLAN

Throughout the fall of 2019, Enterprise Information Technology Services (EITS) worked with a campus-wide advisory committee to develop the 2020-2025 Technology Strategic Plan for the University of Georgia.

Under the leadership of Dean Charles Davis and University Librarian and Associate Provost Toby Graham, Enterprise Information Technology Services facilitated a series of focus groups and working groups comprised of students, faculty, and staff to discuss how technology should be used to advance the University's 2025 Strategic Plan.

This plan is a culmination of input from the advisory committee and other strategic initiatives that are ongoing.

ESTABLISHING A GRAND VISION

Deepening UGA's impact through a continued innovative IT partnership



Next Generation Teaching and Learning

Support and facilitate the creation of the next generation of physical and virtual learning spaces for both students and faculty.



Student Digital Life Experience

Improve the ability of personalized digital services for students to promote collaboration, facilitate discovery, and reduce wasted effort.



Research Computing and Data Management

Extend the University's research cyber infrastructure to enable expanded research activity while promoting effective data management.



Improve Business Processes

Improve business processes, inform healthy decision-making, eliminate unnecessary bureaucracy, and reduce administrative burdens.



Maintain an Inclusive Environment

Recruit, retain, and support a more diverse workforce, ensuring that it more closely resembles the State of Georgia as a whole.



Be Proactive, Fly the Plane

Be an organization that works proactively to spend more time driving improved user experience and less time reacting to the unexpected.

1

Next Generation Teaching and Learning

Support and facilitate the creation of the next generation of physical and virtual learning spaces for both students and faculty.

Work in partnership with the Office of Instruction to support and facilitate the creation of the next generation of physical and virtual learning spaces for both on-campus and off-campus students and faculty.

Supports UGA Strategic Direction 1; UGA Goals 1.3 and 1.4

KEY PERFORMANCE INDICATOR	DATA SOURCE
Percentage uptime/availability of online learning platforms and software	<ul style="list-style-type: none"> • University System of Georgia (USG) Status Page and Listserv for eLearning Commons (eLC), the learning management system provided by USG • Kaltura Status Page and Listserv for Kaltura, a media streaming service • Zoom Status Page for Zoom, a media streaming service
Wired network performance (uptime and capacity) in learning spaces	<ul style="list-style-type: none"> • UGA's network monitoring system, known as Solarwinds • Other sources to be determined in the first year
Wireless network performance (uptime and capacity) in learning spaces	<ul style="list-style-type: none"> • UGA's network monitoring system, known as Solarwinds • Other sources to be determined in the first year
Adoption rate of UGA's virtual computer lab, which allows users to access lab software anywhere, anytime via a web browser on their devices	<ul style="list-style-type: none"> • Data exported from UGA's virtual computer lab environment (also known as vLab)

2

Student Digital Life Experience

Improve the ability of personalized digital services for students to promote collaboration, facilitate discovery, and reduce wasted effort.

Work in partnership with the Office of Instruction, the Office of the Vice President for Student Affairs, and the Student Government Association to improve the availability of efficient, personalized digital services for students. Services that promote collaboration, facilitate the discovery of University resources, and reduce time spent on routine tasks from the time they are prospective students through graduation.

Supports UGA Strategic Direction 1; UGA Goals 1.3 and 1.4

KEY PERFORMANCE INDICATOR	DATA SOURCE
Adoption rates or rates of usage of EITS-provided student supporting technologies including: <ul style="list-style-type: none"> • the UGA wireless network • wireless print kiosks also known by the vendor name, wepa • UGA's virtual computer lab environment also known as vLab 	<ul style="list-style-type: none"> • Data exported out of the wireless network monitoring system known as Solarwinds, wepa, vLab and other supporting technologies to be determined in the first year
Student satisfaction or net promoter score of usability of EITS-provided student technologies	<ul style="list-style-type: none"> • Data gathered through annual TechQual survey administered by EITS
Execution of roadmap enhancements to the University mobile app as agreed upon by relevant governance groups	<ul style="list-style-type: none"> • To be determined during year one, when the roadmap has been developed
Average number of daily users of the University mobile app	<ul style="list-style-type: none"> • Google Analytics

3

Research Computing and Data Management

Extend the University’s research cyber infrastructure to enable expanded research activity while promoting effective data management.

Work in partnership with the Office of Research to extend the University’s centrally supported research cyber infrastructure to enable expanded research activity and utilization of research computing services by more faculty in more disciplinary areas. The services provided by the Georgia Advanced Computing Resource Center (GACRC) provide access to research and teaching clusters and large-scale storage and data management services that aid the research community in its initiatives. Collaborate with partners to support the development of policies, services, and tools to enable effective management of data throughout the lifecycle of a research project.

Supports UGA Strategic Directions 2; UGA Goals 2.1, 2.2

KEY PERFORMANCE INDICATOR	DATA SOURCE
GACRC storage services, used to store and manage research data: Growth in capabilities and usage	<ul style="list-style-type: none">• Various GACRC systems, to be determined during year one
GACRC computing resources, including high performance digital technologies: Growth in capabilities and usage	<ul style="list-style-type: none">• Various GACRC systems, to be determined during year one
Participation and/or attendee satisfaction ratings for training provided by GACRC	<ul style="list-style-type: none">• Participation tracking and survey tools to be determined during year one

4

Improve Business Processes

Improve business processes, inform healthy decision-making, eliminate unnecessary bureaucracy, and reduce administrative burdens.

Work with the Office of Instruction, the Graduate School, Finance and Administration, and the University System of Georgia to extend the benefits of Athena (UGA’s student information system), OneSource Financials (UGA’s Financial Management System), OneUSG Connect (the University System of Georgia’s Human Resource Management System), and other new administrative and data systems to improve business processes, inform healthy decision-making, eliminate unnecessary bureaucracy, and reduce administrative burdens.

Supports UGA Strategic Direction 3. UGA Goals 3.1 and 3.5

KEY PERFORMANCE INDICATOR	DATA SOURCE
Consolidate and streamline data feeds across systems and operating reports	<ul style="list-style-type: none"> • Inventory of current data feeds from various systems
Creation, consolidation and adoption of reporting and information dissemination tools across enterprise systems	<ul style="list-style-type: none"> • Inventory of reporting repositories, reporting and data delivery tools and duplicate operational reports • Domain-specific usage rates
Number of active users of data warehouse and reporting tools	<ul style="list-style-type: none"> • Usage rates of the data warehouse

5

Maintain an Inclusive Environment

Recruit, retain, and support a more diverse workforce, ensuring that it more closely resembles the State of Georgia as a whole.

More information will be provided for this goal as the University's Diversity and Inclusive Excellence Plan is developed.

6

Be Proactive, Fly the Plane

Be an organization that works proactively to spend more time driving improved user experience and less time reacting to the unexpected.

Be an organization that “flies the plane.” Don’t be caught reacting and having to respond to unforeseen changes and extraordinary circumstances continually. Be an organization that proactively thinks and works together so that it spends more of its time driving improved user experiences and less time reacting to things unexpected.

Organizational goal, specific to EITS.



ANNUAL TARGETS

FOR ACHIEVING ALL 2020-2025 TECHNOLOGY GOALS

The technology goals in this plan support numerous University goals and include a range of key performance indicators that will be used to monitor progress. Like the methods used to develop these goals with our campus partners, goal achievement will require extensive collaboration and coordination with other areas of campus.

EITS will continue to leverage its annual planning process and report its strategic progress through the Vice President for Information Technology's (VPIT) annual planning memorandum process. The TechQual Assessment is at the center of the annual process. This assessment surveys the campus community and gauges the effectiveness of a number of technology services at the University, such as network connectivity, websites, administrative systems and wireless service. Results from the annual survey guide the development of the annual planning memorandum. The memorandum outlines progress made towards goal achievement in the previous fiscal year, provides insight into the next year's trajectory, and outlines plans for moving goals forward in the coming fiscal year. The KPIs and annual targets outlined in this plan will be incorporated into that memorandum and have been structured to allow for flexibility and adaptation as technology needs of the University continue to evolve over the next five years.

FY2021

Implement measurement strategies and gather baseline metrics. Establish two-year improvement targets.

FY2022

Begin gathering data and monitoring performance.

FY2023

Assess progress towards targets. Take action to remediate any areas falling below targets. Confirm improvement targets for following two years.

FY2024

Continue to measure performance against targets and take any necessary action to address lagging indicators.

FY2025

Continue to measure performance against targets and take any necessary action to address lagging indicators.





**UNIVERSITY OF
GEORGIA**
Enterprise Information
Technology Services

ENTERPRISE INFORMATION TECHNOLOGY SERVICES

www.eits.uga.edu

706.542.3106

101 Cedar Street | Athens, GA, 30602-1130