

KEY FOCUS AREAS FOR 2021-2022



PROVIDE secure and stable IT services while maintaining high customer satisfaction

- Stabilize and secure the network, applications, databases, hardware, server and workstation operating systems through consistent and best practice preventive maintenance and process improvement activities that ensure transparency and deliver consistent, efficient user experiences
- Maintain a customer satisfaction rating of 4.8+ based on ServiceNow survey scores
- Protect our people by following campus safety and risk management standards and processes
- Transition department/team file storage from legacy systems to strategically-aligned solutions by designing a strategy to provide a sustainable, cost-effective collaboration/productivity suite and storage using Google Workspace for Education
- Improve stewardship by analyzing the campus software portfolio and developing a set of recommendations to minimize software cost growth

EVOLVE and maintain robust data security protocols

- Monitor and analyze the University's technology ecosystem to identify security incidents quickly and respond appropriately
- Develop and implement recommendations to address evolving IT security threats and compliance requirements

DELIVER projects of strategic importance to the University

- Migrate 15% of courses to the Canvas learning management ecosystem for the Fall '21 semester and 50% for Spring '22
- Support COVID-19 response and University hybrid work locations by delivering secure, reliable technology solutions
- Ensure funding for appropriate technology refresh cycles by working with the EVP and Finance to implement MUR improvements for ND International locations and other gap areas
- Work with partners across the University to recommend a future direction for research computing support that clarifies responsibilities for the many different support organizations and improves the researcher experience
- Streamline IT technology governance processes to bring clarity to long-term planning and transparent, efficient approval processes in order to create a portfolio of projects that balances University needs with available resources

NURTURE and invest in a culture that actively values a diverse and inclusive culture within the OIT

- Improve race and gender diversity throughout the OIT by improving our recruiting processes
- Enhance our culture of inclusion through community-building and diversity, equity, and inclusion training throughout the year
- Implement an early career development program to build a pipeline of diverse IT talent