Mission Statement of Information Technology Department
The Information Technology organization assesses and provides enabling technologies for the University community that supports the areas of service, learning, discovery, engagement, and human care.

Vision Statement of Information Technology Department
The University of Toledo will be recognized for its innovative use of technology in its quest to promote improvements to the human condition. The quality of Information Technology services and support will be regarded as exceptional by those being served. Information Technology will be considered a key and valued partner of all other University organizations, enabling success in the attainment of their missions. The qualitative and quantitative attributes of the University’s processes will be significantly enhanced through the technologies and services offered by Information Technology.

Core Strategic Goals
Goal #1: Develop college computing technology to advance and enhance teaching, learning and research.
Goal #2: Enhance the IT network infrastructure to promote improved reliability, availability, cost-effectiveness and security while improving the integration, collaboration and communications service offerings.
Goal #3: Develop administrative systems to enhance productivity.
Goal #4: Implement digital campus phase 5 to enhance healthcare access and delivery.
Goal #5: Develop outstanding IT client services support for Academic and Hospital/Clinical areas.
Goal #1:
Develop college computing technology to advance and enhance teaching, learning and research
[In support of UT Directions 2011 (The Strategic Plan of UT) – Goal 1, sub-goals 1 & 5; Goal 4, sub-goals 1 & 4]
Metrics/Milestones:
1. Advance research computing support services. Enhance and coordinate IT supporting services for all researches at the University; including but limited to high performance computing, clustering, virtualization, large storage needs, applications analysis and technical assistance.
2. Develop a unified intelligent data repository of all academic and clinical systems for researches, clinical trials, management decision making and collaboration.
3. Continue to develop asynchronous, synchronous and collaboration systems for academic and clinical systems in support of teaching, learning and research.
4. Deploy reliable computing technology and establish faculty refresh computing technology cycle to enhance and advance teaching, learning and research across colleges.

Goal #2:
Enhance the IT network infrastructure to promote improved reliability, availability, cost-effectiveness and security while improving the integration, collaboration and communications service offerings.
[In support of UT Strategic Directions 2011 – Goal 3, sub-goals 3, 4 & 6; and Goal 4, sub-goals 1, 4, & 5]
Metrics/Milestones:
1. Complete the deployment of the indoor wireless network for all campuses.
2. Prepare the campus IP network to support QoS (quality of service) for voice and video communications.
3. Upgrade the cross-campus network (HSC to MC) with high bandwidth fiber DWDM connectivity.
4. Replace/upgrade the campus voice-mail and email systems offering unified communications via MS Outlook.
5. Provide SharePoint services to the campus for team and project sites that support workflow applications.
6. Upgrade the Virtual Desktop hosting environment to support a more reliable and expandable architecture.
7. Implement a single 7-digit common internal dialing plan for phones on campus.
8. Deploy enhanced multi-point conferencing capabilities to support web and video conferencing capabilities.
9. Enhance the disaster recovery capabilities for the health care infrastructure.
10. Enhance the network security systems including an upgraded UTAD authentication domain architecture, high availability firewall architecture, client-agnostic VPN service, malware filtering of websites, single sign-on for health care systems, and multi-campus workload balancing offerings.

Goal #3:
Continue the development of administrative systems to enhance productivity
[In support of UT Strategic Directions 2011 – Goal 1, sub-goals 1, 2, & 5; Goal 2, sub-goals 1, & 2]
Metrics/Milestones:
1. Implement productivity enhancements built into Banner 8.x for Admission & Enrollment, AR, Finance, HR & Payroll, Registrar and other areas.
2. Implement academic decision support system and Banner Flexible Registration in support of Provost and Chancellor’s academic mission.
3. Implement employees centered systems such Web Time Entry, FMLA, Open Benefit Enrollment, Travel & Expense, employees’ electronic personnel action process (ePAF) and Personnel Management (PeopleAdmin) in support of Human Resources and Financial administrative mission.
4. Automate Student Admission processing, Curriculum & Program Tracking; Graduate Faculty Tracking; and Dissertation & Thesis tracking in support of Provost and Chancellor’s academic mission.
5. Develop dashboards and scorecards – for administrators, student, patient, and revenue for strategic measures for the Division of Administration.

**Goal #4:**

**Implement of digital campus phase 5 to enhance healthcare access and delivery**

*In support of UT Directions 2011 (The Strategic Plan of UT) – Goal 5, sub-goals 3, 4, 5, 6, 7, & 9*

**Metrics/Milestones:**

1. Improve electronic workflow for physicians, nurses and patient care.
2. Implement IT driven, patient-physician-centered systems.
3. Continue the implementation & upgrade of EMR/EHR systems to achieve ARRA (HITECH Act) Meaningful Use Criteria.
5. Support research through reporting /database development and strengthen relevant data access.
6. Support all compliance efforts for all accreditations and regulatory bodies (JCAHO, CMS, HIPAA, etc.).
7. Maintain and enhance the positive, effective and productive customer service approach to issues and solutions. Keep the end users educated and efficient with clinical technology for quality and patient safety.
8. Align IT with academic health system components brought about by Health Care Reform Act.
9. Support and enhance clinical and simulation center educational programs with emphasis on healthcare applications use and integration to core multi-disciplinary curricula.

**Goal #5:**

**Develop outstanding IT client services support for Academic and Hospital/Clinical areas**

*In support of UT Directions 2011 (The Strategic Plan of UT) – Goal 1, sub-goals 12, & 5, Goal 3, sub-goals 1, 2 & 7, Goal 4, sub-goals 1, 2, 3, 4 & 5, Goal 5, sub-goals 2, 4, 5 & 9*

**Metrics/Milestones:**

1. Deploy a call tracking system that will enable IT to track calls and enhance service response.
2. Expand automated systems deployment using System Center Configuration Manager (SCCM) usage across the entire University.
3. Expand Virtual Desktop Infrastructure (VDI) upgrade and standardization.
4. Expand the security of data on personal computers and laptops through the use of McAfee Endpoint Encryption for personal computers.
5. Centralized intra-net knowledge database for customer support.
7. Support an ongoing computer purchase and refresh plan.