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. Prepare the campus IP network to support QoS (quality of service) for voice and video communications.
2. Replace/upgrade the campus voice-mail and email systems offering unified communications via MS Outlook for the Health Science Campus.
3. Provide SharePoint services to the campus for team and project sites that support workflow applications.
4. Enhance the disaster recovery capabilities for the health care infrastructure.
5. Enhance the network security systems including an upgraded UTAD authentication domain architecture, high availability firewall architecture, malware filtering of websites, and single sign-on for health care systems.
6. Upgrade backup and storage environments across campus data centers for all enterprise systems.
7. Implement and deploy automated monitoring for maximum uptime for all enterprise systems.
8. Update data center architecture to support increased high availability of server resources.
9. Perform institutional network backbone capacity upgrades. Implement high availability internet presence between data centers
10. Initiate phase 1 telecommunications upgrade from time-division multiplexing (TDM) to voice over IP (VoIP)
11. Complete phase 2 of Main Campus network infrastructure building refresh program

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.
   a. Law School common application integrating with Banner
   b. Time & Effort Certification Banner implementation for Grants Accounting
   c. Non Student A/R
   d. AP/Purchasing Implementation in Banner for non-clinical - Invoice Import, Imaging Integration, Email Notifications for Requisitions
   e. Student Hold Upload Website & processing
   f. Implementation of new International Student Services system, replacing FSA Atlas

2. Implement student centered systems in support of Provost and Chancellor’s academic mission.
a. Flexible registration for Education
b. Flexible Registration for Occupational Therapy Department
c. U.Achieve upgrade from DARS
d. Full implementation of Astra Schedule and Platinum Analytics
e. Automated load with ability to update via web all advisors for the students – will include ability for colleges to easily change advisors for groups of students.
f. College Re-Org.
g. MyUT Mobile – Phase II
h. StarRez Inventory Module – Student will perform Room Checks online. This will reduce paperwork at time of Check In
i. Graduate Student Admissions Decision Workflow
j. Student Grade Change Workflow
k. Influenza Web site enhancements
l. Apple Store Web frontend to order and pay

3. Implement employees centered systems in support of Human Resources and Financial administrative mission.
   a. Qualifying Event Banner Feed Automation
   b. Key Request Workflow
c. Employee Leave Management System (Phase 1)
d. Selectica SaaS implementation (Purchasing Dept) – converted Contract Management system from ARIBA to Selectica – enhanced functionality for maintaining and administering Contracts with the University
e. CWA/UTPPA Wellness Automation
f. CWA Sick Incentive Automation
g. HSC New Hire Requirements Tracking App - this is for following a newly hired employee through the drug screening and vaccine processing
h. Conversion for Grants Accounting System(GAS) to use Kuali Coeus(KC)
i. People Admin Interface with Banner – this includes the new talent management piece to People Admin

4. Develop dashboards and scorecards – for administrators, student, patient, and revenue for strategic measures for the Division of Administration.
   a. Full implementation of Argos Reporting tool to replace WRL

5. Develop and implement an electronic access request and fulfillment system for health care and academic systems.

6. Automate the request process for non-student/employee (affiliate) users in the clinical as well as academic areas.

7. Enable the UT Portal to be mobile aware.

**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 1 2 & 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 the security of data on all personal computers and laptops through the use of Encryption Systems.
5. Streamline administration and oversight of personal computer Group Policies.
6. Support an ongoing computer purchase and refresh plan to ensure all machines are within 5 years old with the latest tools and technology.