OUR **MISSION**

IT Services collaborates with campus partners to support the mission of the University of Chicago through the consistent delivery of high quality technology solutions and services.

GUIDING **PRINCIPLES**

• We provide secure, stable, and reliable infrastructure and applications to support the mission of the University.

• We support and enable faculty research and teaching with the effective use of technology.

• We simplify the technology experience for faculty, students, alumni, and staff, and we ensure technology is mobile-friendly and accessible.

• We identify, manage, and mitigate the technology risks of the University.

FY24 **STRATEGIC PLAN**

• Financial Systems Transformation

• Next Generation Network (Wired and Wireless)

• Evolving Identity Management

• Generative AI

• Enhancing the Customer Experience

CORE **VALUES**

Transparency
• We explain the decisions we make.
• We clarify expectations and share opportunities.
• We clarify and align roles and responsibilities.

Trust
• We assume good intent from others.
• We use good judgment to act, and we take responsibility for our actions.
• We give each other opportunities to learn and grow without fear of failure.

Respect
• We embrace diversity and inclusion.
• We encourage open dialogue.
• We support team decisions as our own.
• We are present and actively participate.
• We treat feedback as a gift; delivering it with care and receiving it with an open mind.

THE UNIVERSITY OF **CHICAGO** | **INFORMATION TECHNOLOGY SERVICES**

Strategic Goals

Financial Systems Transformation

- Partner with key stakeholders to implement modern, cloud-based finance and accounting systems and processes.

- Provide unified financial reporting with real-time data for improved decision making at all levels of the organization.

Next Generation Network

- Increase network bandwidth, number of wireless access points, and network performance.

- Implement new network security solutions to reduce cybersecurity risks.

Evolving Identity Management

- Evolve to a modern, unified, secure, cloud-based identity management system to manage access and authorization.

- Retire legacy identity management systems in central IT, schools, divisions, and departments across the University.

Analytics, Reporting, and Data

- Deliver enhanced data analytics and reporting capabilities with interactive dashboards and reports.

- Partner with key stakeholders to improve the quality, accessibility, and governance of administrative data.

Digital Experience Delivery

- Partner with key stakeholders to deliver a simplified and integrated digital experience with content, applications, and services.

- Deliver digital content through an easy-to-use, consistent web interface and search engine.

- Deliver capabilities for non-technical staff to easily update and manage content.

Digital Accessibility Advocates

- Establish digital accessibility advocate program to raise awareness, educate, train, and provide resources to the units for improving digital accessibility in their areas.

Generative AI

- Support faculty and instructors in thinking about the use of generative AI tools for teaching and learning.

- Increase awareness and understanding about the opportunities and risks of artificial intelligence with workshops and online content.

Campus Print Enhancements

- Integrate the student printing environment with the University's Managed Print Services.

- Expand Managed Print Services across administrative and academic units.