

FY2022 Annual Review Narrative Survey

Unit: UW Information Technology

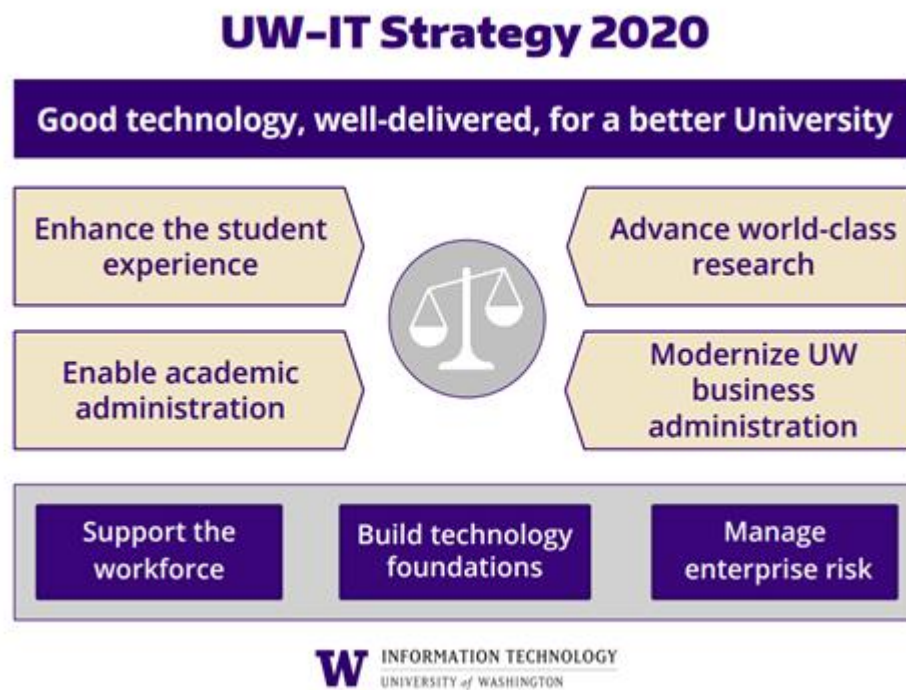
Section 1: Programmatic & Academic Vitality Narratives

- 1) Have you made any changes to your unit's strategic plan and/or budget process in the past year? If yes, what are 3-5 key elements of your unit's new/revised strategic plan and/or budget process? If no, please comment on the progress you've made in 3-5 key areas of your strategic plan.

Although the core strategic plan for UW Information Technology (UW-IT) has not changed, the progress toward achieving these goals has been significantly impacted by the sudden pivot to respond to the University needs as the COVID-19 pandemic caused unprecedented changes to the University's academic and business operations, and by efforts to support Finance Transformation.

UW-IT's strategic plan framework links our operations and investments to the University's academic mission and priorities, and to serve the broader UW community. This framework challenges us to focus on the impact that our work, and technology more broadly, has on building a better University and helping better serve our students and the state of Washington. This strategic framework includes three components:

- a. A "north star" that describes the impact we strive to achieve.
- b. Four mission-driven areas of contribution. We must balance our work across these areas.
- c. A foundation for execution in three areas that we must continue to build and secure.



We orient around a simple phrase as our "north star:" ***Good technology, well-delivered, for a better University.*** Our strategy is founded on the belief that information technology, well-conceived, designed, and

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delivered, is a powerful force for enhancing access and excellence at the University. It recognizes that UW-IT is in a unique position to support the University from an enterprise perspective, and that one of our key roles is to provide strong institutional IT leadership across the UW. It also acknowledges that, given our institutional challenges and core needs, we must prioritize investments and service levels that are appropriate for the academic priorities and mission. This statement also reflects our investment philosophy — we seek to invest in good, well-architected technology, deliver sustainable, well-executed services, and advance the University's academic mission.

Additional information on our Strategic Plan can be found at: <https://www.washington.edu/uwit/about-us/uw-it-strategy/>

Beginning in the Spring of 2020, our highest strategic priorities have shifted to address the emerging needs related to the COVID-19 pandemic.

- **Ensure business continuity and support the workforce**
 - Our Unit Response Center was activated to prioritize and manage emerging health and safety needs for staff, their needs for working remotely, communicate important information and maintain the continuity of vital systems.
 - As the UW's customer service centers, including our own Technology Service Center, had to convert to home-based operations, UW-IT staff helped set up a number of these remote call centers, and supplied needed software. UW-IT staff answered hundreds of requests to transition phone connections for remote work.
 - UW-IT developed a new cloud-based, contactless UW computer configuration option so UW staff working remotely could more easily set up new computers, ready to use with security settings, Microsoft 365 Apps, Husky OnNet virtual private network, and more.
- **Manage Enterprise Risk**
 - To address potential risks in working remotely, the Office of the Chief Information Security Officer provided information on how to protect institutional and personal data from phishing and other scams connected to COVID-19 via email, on its website and by adapting its online training.
- **Ensure academic continuity and support students and instructors**
 - UW-IT rolled out UW Zoom Pro free to faculty, students, and staff just before much of the University went remote and updated the Zoom's security features regularly.
 - Resources were deployed to meet increased demand at the Technology Service Center and Teaching and Learning Technology Help Desk.
 - In order to support remote access for all, no matter an individual's ability, UW-IT Accessible Technology worked to share resources and support faculty and students.
 - MyPlan was enhanced so students could search for in-person versus remote courses. The process for proposing new majors and degrees, and making changes to existing ones, moved from paper to online in the UW Curriculum Management system.
 - To support the UW's all virtual 2020 Commencement, UW-IT provided wired/wireless connectivity, website hosting and authentication, security monitoring and more.

Our other primary focus is to support **Finance Transformation** — the multi-year program to transform the University's legacy financial systems, policies, and processes. As a major partner in this effort, the UW-IT Finance program (ITF) has expanded rapidly, and today, there are over 60 employees on the teams in ITF. In addition, the program continues to benefit from the expertise and the hundreds of hours of contributed labor from other



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UW-IT teams. Among the milestones completed: Defined workstreams and the high-level components, data and additional systems infrastructure needed to complete the project; confirmed which systems will be remediated and which will be retired; and development of an integrated plan in conjunction with UW Finance Transformation and other partner groups.