


VUIT STRATEGIC PLAN

JULY 2021 TASK UPDATE

- Not Started – 5
- In Progress – 31
- Completed – 24
- On Hold - 1



1 Engage VU Strategic Plan

Leaders: Slagell and Spurrier

- 1a. Align VUIT with institutional goals
- Advance IT security strategy
 - Evolve IT risk governance
 - Increase awareness across VUIT of institutional priorities and goals

1b. Develop a strategy to consistently engage with Research

- 1c. Equip VUIT staff with the tools to understand, evolve, and promote our services to all University constituencies
- Continue and extend the VUIT Institute
 - Organize lunch and learns
 - Train on key products & services
 - Articulate cost drivers

1d. Incorporate a data driven emphasis into our work

2 Retain, Develop, and Attract Diverse Talent

Leaders: Mallory and Wilson

- 2a. Assure the growth and development of a diverse team
- Organize a program that includes activities to grow our culture of inclusion
 - Implement diversity focused strategies for recruiting and hiring
 - Expand the internship program
 - Provide diversity & inclusion training

- 2b. Empower our team to grow their skill sets
- Standardize performance evaluations
 - Review and update succession plans for key roles
 - Provide management training to potential and existing VUIT leaders
 - Institute formal mentoring programs
 - Assess full-circle feedback program

- 2c. Enhance and articulate a competitive employee value proposition
- Create an incentive program for high performance
 - Create more modernized workspace for our first-class workforce
 - Define success factors for career development
 - Build and deliver role specific training plans
 - Assure competitive compensation
 - Create mental & physical wellness resources & outlets
 - Support work/life integration

3 Deliver Outstanding Technical Agenda

Leaders: Sundaram and Wisdom

- 3a. Advance digital transformation
- Select emerging technologies
 - Identify potential of selected services
 - Identify customers to pilot
 - Coordinate presentations at Lunch & Learns

- 3b. Assure reliable, accessible, serviceable, and secure technology infrastructure
- Determine key services
 - Assign associated technologies for the identified key services
 - Identify benchmarks for key technologies
 - Establish targets for key technologies
 - Perform peer comparisons for key technologies
 - Deliver customer-centric metrics for efficiency and effectiveness

- 3c. Expand self-service capabilities with technologies, including AI
- Increase share of self-service automation options
 - Leverage AI, data-driven automation and other advanced technologies

- 3d. Identify and reduce IT risk in the delivery of our products and services
- Determine risk matrix level (1-5)
 - Develop a risk registry to define risk criteria
 - Determine services to focus on first
 - Develop a plan to reduce risk

- 3e. Leverage Architecture Reviews to align technology to business strategy
- Create IT architecture charter
 - Develop roadmap for technology
 - Facilitate technology alignment to business needs through ARB

4 Elevate Customer-Focused Practices

Leaders: Armour Spitzer and Owen

- 4a. Communicate actively and effectively to the broad VU community
- Document and transparently communicate project progress
 - Improve the products & services landing page
 - Develop comprehensive customer area profiles
 - Leverage the official VU mobile app to add VUIT info
 - Clearly articulate our value to customers

- 4b. Demonstrate customer focus by actively engaging the client agenda
- Create a customer-focused outreach program
 - Develop a research engagement report
 - Enhance communication channels

4c. Establish and develop a structured change management approach

- 4d. Foster a culture to drive continuous service improvement
- Create accountability partner training
 - Create a secret shopper program
 - Reduce hand-offs between technical teams
 - Inculcate a client service mentality throughout VUIT
 - Cultivate the culture of VUIT to enable our teams to help each other improve
 - Train staff on effective customer communication

- 4e. Improve each customer contact technique and effectively integrate them
- Bolster transparency with automated system availability status page
 - Improve clarity for system-generated emails
 - Empower support staff with the tools to create more first-contact resolution experiences
 - Develop simple & omnichannel customer engagement
 - Expand the reach of TechHub

4f. Support the flexible work needs of students, faculty, and staff

5 Advance Cybersecurity

Leaders: Mobley Harris and Sidiqyar

5a. Develop processes and implement standards

5b. Enforce alignment with policies

5c. Establish governance

5d. Transform cybersecurity culture and awareness