### Strategic Plan

#### Engaging VU

**Align VUIT with institutional goals**
- Evolve IT risk governance
- Advance IT security strategy
- Increase awareness across VUIT of institutional priorities and initiatives

**Communicate actively & effectively to the broad VU community**
- Document & 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

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

#### Attracting, Developing, and Retaining Distinctive Talent

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

**Empower our team to grow their skill sets**
- Review & update succession plans
- Provide management training to potential and existing leaders
- Institutional formal mentoring program
- Assess full-circle feedback program

**Enhance and articulate a competitive employee value proposition**
- Ensure competitive compensation
- Provide ergonomic workspaces
- Create an incentive program for high performance
- Define career development success factors
- Build & deliver individual training plans
- Create mental & physical wellness resources & outlets
- Support work/life integration

**Equip our people with the tools to understand, evolve, and promote our services**
- Train on key products & services
- Continue & extend the VUIT Institute
- Organize lunch & learns
- Articulate cost drivers

#### Delivering Outstanding Technical Agenda

**Assure reliable, accessible, serviceable, and secure technology infrastructure**
- Determine key services
- Assign associated technologies for the identified key services
- Identify benchmarks
- Establish targets
- Perform peer comparisons

**Establish an Architecture Review Board to align technology to business strategy**
- Create IT Architecture charter
- Develop roadmap for technology
- Facilitate technology alignment to business needs through ARB
- Deliver customer-centric metrics for efficiency and effectiveness

**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

**Understand and pilot key emerging technologies**
- Select emerging technologies
- Identify potential selected technologies on IHE
- Identify pilot customer(s)
- Coordinate lunch & learns

#### Elevating Customer-Focused Service

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

**Expand self-service capabilities with technologies, including AI**
- Increase share of self-service automation options
- Leverage AI, data-driven automation & other advanced technologies

**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