



The IT Plan for Pitt

*Making a Difference Together... through Strategic
and Coordinated Use of Technology*

Academic Years 2017 – 2020

Draft



The mission of the University is to:

- Offer superior educational programs
- Advance the frontiers of knowledge and creative endeavor
- Share expertise with private, community, and public partners



Information technology plays a strategic role in the success of the University and the achievement of its mission. To maximize its value and impact, information technology must be a coordinated and strategic effort across the University.



IT @ Pitt

The information technology environment should empower students, faculty, and staff as they conduct teaching, learning, research, scholarly activities, and effective operation of the University.

Strategic Priorities for IT at Pitt

- Reliability
 - Information technology resources need to be available when students, faculty, and staff need them.
- Security
 - The University's data and technology resources must be protected and the privacy of individuals and the integrity of data must be preserved.
- Integration
 - Information technology systems must work together so that individuals can accomplish their goals efficiently and without needing to understand the complexities of individual systems.

Strategic Priorities for IT at Pitt (cont'd)

- Transparency
 - Information technology decision making, future directions, initiatives, and operations will be visible to the University community.
- Collaboration
 - All areas of the University need to work together to gain efficiencies and to ensure that information technology is in alignment with the goals of the University.

Goals

1. **Institutional data/information** will be accessible and used effectively to *advance educational excellence* by strengthening individualized education, facilitating innovative and collaborative teaching, and enabling *research of impact* to be conducted, while also maintaining appropriate levels of security and privacy.
2. The University's information technology environment will encourage **collaborative interdisciplinary and inter-institutional work**, driving economic and community development and breakthroughs that *advance the frontiers of knowledge*.
3. Pitt's operational and administrative environment will *support success* by fostering **efficient and coordinated effort**.
4. In order to *prepare students*, information technology at Pitt will be used to support **teaching that transforms, enhances, and enriches** student learning.



IT Initiatives (Governance: University IT)

- Establish IT governance structure for the University to maximize efficiencies and reduce redundancy of effort and resources
- Review and refactor information technology funding models across the University to maximize available resources



IT Initiatives (data/information, data governance)

- Establish data governance framework for the use of institutional data to ensure the integrity and proper use of data
- Use data analytics to improve the student success rate and student retention
- Expand availability and accessibility of institutional data and information to support operational decision making



IT Initiatives (cyberinfrastructure)

- Expand existing infrastructure and implement new technologies to facilitate high-speed connectivity and data transfer
- Work with the appropriate areas within the University to enhance the research computing ecosystem
- Engage and assist the University research community with their information technology needs to allow them to focus on research and scholarly efforts rather than information technology



IT Initiatives (integrated systems)

- Deploy an Enterprise Relationship Management system to improve interactions with individuals associated with the University
- Enhance collaboration and untether individuals by deploying Unified Communications technologies
- Streamline and integrate Enterprise Administrative Processes to ease the burden of obtaining appropriate access to University administrative systems



IT Initiatives (teaching and learning)

- Provide students with state-of-the-art technology resources and environments that promote active learning, collaboration, and “career readiness”
- Provide technology resources to faculty so they can engage students and deliver instruction in creative and effective ways





IT Plan Development

- Input provided through:
 - Faculty, student, and staff open forums
 - One-on-one discussions
 - Committee meetings
 - Online surveys

Ongoing Opportunities to Participate

- STFG: Student Technology Focus Group
(Pittsburgh campus undergraduates)
- SCUC: Senate Computer Usage Committee
(faculty, staff, students; all campuses)
- Expert Partners
(primarily staff; all campuses)
- Direct feedback through surveys and consultations