

| Goal 4: Increase the utilization and effectiveness of IT. | | | | | | | | |
|--|--|---|--|--|----------------------------|--------|-------|--|
| Strategy | Activity Description | 1H - FY15 (Jul - Dec 2014) | 2H - FY15 (Jan - Jun 2015) | 1H - FY16 (Jul - Dec 2015) | 2H - FY16 (Jan - Jun 2016) | Beyond | Notes | |
| 1: Increase awareness of available technologies and services. | ITS Web Site | Implement new category-based landing pages for services, software, hardware, etc. - T. Scott | | Investigate an "IT" Service Catalog. | | | | |
| | | Implement a web site refresh based upon redesigned category pages - T. Scott | | | | | | |
| | Marketing | | Develop a set of marketing/information materials around ITS services for use on digital signage and the web. - Web/Marketing Position | | | | | |
| | Onboarding | | Determine scope for onboarding and overall awareness for students, faculty and staff about IT services and resources - Web/Marketing Position | | | | | |
| 2: Enhance individual skills and ability to use available technology and services. | IT Training | | Perform a needs assessment for staff IT training needs - T. Scott | Implement the outcomes of the staff IT Training needs assessment - M. Grabe | | | | |
| | | | Investigate delivering additional instructor-led IT training to students. M. Grabe | | | | | |
| | Do It Yourself (DIY) - http://diy.its.uiowa.edu | | Develop a high-level plan for an ITS "Do It Yourself (DIY) Portal" - T. Scott | Implement specific components of the ITS DIY portal - T. Scott | | | | |
| | | | Implement improved HawkID Password Reset Tools and Processes - T. Scott, C. Pruess | | | | | |
| 3: Improve access to and simplify usage of institutional data. | Business Intelligence | Develop BI-pilot projects for Student Records, Admissions, and GLDSS - B Ulin, R Allen | | | | | | |
| | | Implement BI Shared Service Center Proposal(BISSC) - M. Noel | | | | | | |

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| 4: Ensure campus IT services meet accessibility requirements for all users, including those with disabilities. | IT accessibility | Complete initial campus assessments and report on overall campus status - T. Weissenberger | Report status of campus web assets | Repeat cycle | | | |
| | | Work with collegiate units to improve assessment scores - T. Weissenberger | | | | | |
| | Creating accessible PDFs | Provide training and assistance to campus personnel to create accessible PDFs or alternatives - M. Hale, T. Weissenberger | | | | | |
| | | Engage and assist faculty and instructional support in improved practices for instructional materials - M. Hale | | | | | |
| | Improving accessibility of IT services | Work with ITS service providers to improve accessibility of current services - M. Hale, T. Weissenberger | | | | | |
| | | Assess accessibility issues for non-ITS IT services and develop improvement plans - M. Hale, T. Weissenberger | Work with IT service providers to improve accessibility of current services - M. Hale, T. Weissenberger | | | | |
| | Media captioning | Provide training and assistance to campus personnel on media captioning - M. Hale, T. Weissenberger | | | | | |
| | Accessible Technology Purchasing | Develop a campus-wide initiative to address accessibility issues in technology purchases - M. Hale | | | | | |
| | Develop Accessibility Community | Develop Accessibility Community - M. Hale, T. Weissenberger | | | | | |
| Transition/Continuity | Plan for transition: staffing, budget, resources, etc. - T. Weissenberger, M. Hale | | | | | | |
| 5: Help university leaders understand how IT can be used to advance the university's strategic goals, improve efficiencies, and how IT organizations can serve as strategic partners. | Promoting the value of IT on campus | Review the many past and current efforts to promote value of IT on campus, formulate some effectiveness rating for each, decide what to continue, what to drop and what to add and adjust Strategic Communication Plan accordingly. N Riehl, S. Fleagle, T. Evans | | | | | |
| 6: Ensure UI departments are following IT policies and standards | ITS compliance (Computer Inventory and Control Policy, Mac Management, etc.) | Audit the new ITS Computer Inventory policy process to assure it meets the policy requirements. - L Smith. | | | | | |
| | IT Compliance | Approach CITL about forming a CITL member led team to identify and promote best practices across the IT discipline - C. Clark, J. Drews | See Goal 3, Strategy 1 | | | | |

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