

Strategic Planning Report – 2016-2017
Unit: ITS
Administrative Lead: Jan J. van der Aa, CIO

Strategic Priority	Initiative	Accomplishments
<p>Strategic Priority A: Educate Outstanding Graduates Who Meet the Needs of the State & Its Communities</p>	<p>Improve infrastructure in support of Education</p>	<ul style="list-style-type: none"> • Upgraded all computers in computer labs, auditoriums, and classrooms with new hardware and new software installs. (Inclusive of GEB and Coleman on the Memphis campus) • Collaborated with Teaching and Learning center towards supporting UTHSC faculty in their efforts to expand and strengthen their use of teaching techniques and technologies • Created and staffed two instructional technology positions towards technology instructional support services in the classroom. • Design, specify, deploy technology infrastructure for new construction and renovations of learning spaces. (Memphis campus as well as Knoxville and Nashville locations) • Deployed software based video conferencing/distant learning capabilities at Memphis, Nashville, and Knoxville locations allowing students to participate from remote locations. • Commodity Internet bandwidth upgrade; two (redundant) 500 Mbps circuits were installed to achieve 1Gbps commodity Internet bandwidth. • Added color printing capability to the student labs. • Sim Center Infrastructure design and installation • Launched new responsive UTHSC Website. Started restructuring of the Web content responsibility in collaboration with Communications and Marketing. • Upgraded network infrastructure in College of Dentistry Dunn building to improve bandwidth and throughput. • Upgraded and audited all emergency phones on campus. Installed new hardware in pole-mounted wireless emergency phones. • Campus Safety Project; Actively working with Siemens and campus entities on architecture, design, and installation. • Deployed Campus Emergency Response system inclusive of the RAVE Alert, RAVE Guardian, and Alertus implementation. • Started upgrade of the Banner system to newly announce version 9.

		<ul style="list-style-type: none"> • Deployed additional classroom recorders; currently 28 sites have recording capabilities. Upgraded central Mediasite streaming server.
<p>Strategic Priority B: Grow the Research Portfolio Focusing on Targeted Areas</p>	Provide Infrastructure	<ul style="list-style-type: none"> • Completed TSRB infrastructure build-out. Design and installation of LAN-Based laboratory equipment. Completed TSRB classroom and video conferencing rooms. • Distributed Antenna System (DAS) install for Vivarium • Installed and Configured the Center for Biomedical Informatics enterprise data warehouse for storage and analysis of clinical data. • Installed software based video conferencing capability in several locations towards improving collaborations. • Developed and streamlined processes to minimize the occurrence of multiple NetID for one individual. • Initiated the development of a Service Catalog • Implemented a new Banner application access security process and assignments.
<p>Strategic Priority C: Create Areas of Clinical Prominence While Expanding Outreach</p>		
<p>Strategic Priority D: Increase Visibility & Recognition of UTHSC Contribution</p>		
<p>Strategic Priority E: Align UTHSC Resources with Areas of Excellence</p>		
<p>Strategic Priority F: Expand & Strengthen Key Community & Other Partnerships</p>	Outreach	<ul style="list-style-type: none"> • Annual ITS Tech Fair promoting the use of Technology within the UTHSC. • Continued our partnership with Maxine Smith STEAM Academy. • Participated in Maxine Smith STEAM Academy Career Fair.
<p>Cross Cutting Priority 6: Recruit & Retain Faculty, Staff & Students Through Development, Support & Mentorship</p>	Staff development	<ul style="list-style-type: none"> • Organized and sponsored several workshops for ITS Directors and team-leads. • Stimulate staff presentations at local and national meetings. • Sponsored staff participation in various Greater Memphis IT Council events. • Promoted and made available non-technical training to team members.
<p>Cross Cutting Priority 7: Continue to Increase Diversity</p>		
<p>Cross Cutting Priority G: Increase Strategic Integration Across UTHSC</p>	Streamline Infrastructure	<ul style="list-style-type: none"> • Implemented consistent information security training for new hires. • Roll-out of a UTHSC-wide VPN process for remote access for faculty, staff, and students.

		<ul style="list-style-type: none"> • Campus Safety Project: working with various parties towards a consistent and integrated Campus safety implementation. • Standardized on Zoom software videoconferencing. • Migrated to Office365 for office productivity software. • Rolled out Shibboleth identity management software allowing federated identity management at UTHSC.
<p>Cross Cutting Priority H: Strengthen Organizational Effectiveness & Adaptability Through a Focus on a Culture of Excellence Across the Institution Including Staff, Faculty & Administration</p>	<p>Life Cycle Infrastructure</p>	<ul style="list-style-type: none"> • Deployed Disaster Recovery/Business Continuity capability for critical UTHSC system to our sister campus in Knoxville. • Deployed System Center Configuration Manager to centrally manage Windows end-points. System and third party application patches can be centrally deployed. • Deployed Casper Suite to centrally manage OS-X computers and iOS mobile devices, including encryption. • Migrated Campus Microsoft Office to the Office 365 Cloud-based office environment. • Replaced three cooling units in UTHSC machine room • Expanded the use of project management office in ITS to improve alignment, coordination, resource allocation, and tracking of work. • Worked with UTHSC community toward replacing outdated and obsolete equipment and software. • Created and implemented Security Awareness and Training Standards/Practices. • Standardize much of the UTHSC technology (Workstations, Server, AV, Services.) • Design, specify, deploy technology infrastructure for new construction and renovations. • Migrated tape-based system backup to cloud-based data backup system • Collaborated with Human Resources to implement HR Acuity and Work Number tools to improve efficiency. • Retired all Dell Blade system hardware; moved applications to new virtual environment and Storage Area Network. • Refreshed projectors in a GEB and Coleman Auditoriums.