**Strategic Planning Report – 2017-2018**

**Unit: ITS**

**Administrative Lead: Jan J. van der Aa**

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| **Strategic Priority** | **Initiative** | **Accomplishments** |
| **Strategic Priority A:** Educate Outstanding Graduates Who Meet the Needs of the State & Its Communities | New Construction/Upgrade Learning Spaces | 1. Sim Center (Computer deployment, Network Simulator configuration)
2. SAC Student Computer Lab upgrade
3. Selected Classroom Upgrades
	1. Pharmacy Lecture Halls (Memphis, Nashville)
	2. GEB A104
	3. Dunn C103 and Prosthodontics
	4. Computer refresh for testing and computer labs, and classrooms.
4. Auditorium/Conference Room upgrades (Memphis)
	1. SAC Auditorium
	2. TLC 920 Rooms
	3. Library
5. Conference and classrooms upgrades Nashville, Knoxville
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| **Strategic Priority B:** Grow the Research Portfolio Focusing on Targeted Areas |  |  |
| **Strategic Priority C:** Create Areas of Clinical Prominence While Expanding Outreach |  |  |
| **Strategic Priority D:** Increase Visibility & Recognition of UTHSC Contribution |  |  |
| **Strategic Priority E:** Align UTHSC Resources with Areas of Excellence | Stimulate Collaboration with other UTHSC areas | 1. Collaborate with Academic Affairs towards process improvements, upgrade Banner and ancillary software.
	1. Focused additional resources to the Banner team
	2. Planning and Implementation of major Banner upgrade (Banner 9)
	3. Established new pre-production Banner instance consisting of application servers, job server, and database server
	4. Implemented Axiom to Banner Interfaces from CAS systems
	5. Installed new Form Fusion environment for academic transcript printing
	6. Upgrade Security process reviewed, updated, and automated.
	7. Established bi-weekly processes for Banner Upgrades.
	8. New Banner Workflow processes defined and being implemented in production environment.
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| **Strategic Priority F:** Expand & Strengthen Key Community & Other Partnerships |  |  |
| **Cross Cutting Priority 6:** Recruit & Retain Faculty, Staff & Students Through Development, Support & Mentorship |  |  |
| **Cross Cutting Priority 7:** Continue to Increase Diversity |  |  |
| **Cross Cutting Priority G:** Increase Strategic Integration Across UTHSC |  |  |
| **Cross Cutting Priority H:** Strengthen Organizational Effectiveness & Adaptability Through a Focus on a Culture of Excellence Across the Institution Including Staff, Faculty & Administration | Continuing Process Improvement (CPI) Initiative | Development of a Training Methodology for the Continuous Process Improvement (CPI) Pilot in ITSStarted the project *Lean ITS*, as we have settled on the established methodology of Lean Six Sigma, which has recognition, proven success, and standardized terms and methods.  Collaborate with HIIM for training development as they have a distance learning course, taught by Charisse Matlock entitled:  Quality Management in Health Sciences. In this course, quality management and the Six Sigma methodology are taught.Teams have been selected as well as 2 project to use as a vehicle for training in CPI.Working Project Meetings are be used to reinforce concepts taught during online training.  In addition, project teams will make progress on their projects during these sessions.·            |