

OneIT Strategic Priorities for FY25

Priority 1: Ongoing IT Service Enhancements



Goal 1: Advance the maturity of IT Project, Change, and Service Management practices to enhance efficiency and effectiveness across the organization.

- Enhance IT efficiency, compliance, and scalability through process improvements, self-service capabilities, and Cloud services.



Goal 2: Develop a comprehensive program for user training (both remote and in-person) to increase adoption of crucial services.

- Raise awareness of key applications/platforms to ensure proficiency and effective utilization.

Goal 3: Enhance Research Computing Services to support advanced computational needs.

- Improve upon the High-Performance Computing (HPC) infrastructure to foster impactful scholarly collaborations.



Goal 4: Evolve OneIT Culture, Talent Resources, and Collaborative Communication



• Create a culture of inclusion and belonging that fosters open and honest communication. Celebrate diversity of thought to unify and motivate employees. Encourage team members to continuously learn and invest in developing their skills and talents to enhance our value to the university.

- Continue to foster internal team collaboration and focus on reskilling initiatives to adapt to future business challenges.

Priority 2: Strengthening Academic, Business and IT Collaboration

Goal 5: Improve the Workday ecosystem by enhancing services provided through the platform.

- Successfully implement Workday Financials to streamline financial operations and enhance fiscal management.
- In collaboration with HR, Compliance and IT successfully implement Workday Learning to enhance compliance requirements.
- Improve the integration, processes, and support of Workday Student, HCM, and Campus CRM platforms to optimize system functionality and user experience.



Goal 6: Enhance teaching and learning outcomes by improving support and integration of classroom technology, academic platforms, and support platforms. And increase partnerships and collaboration with academic, enrollment, and student affairs enterprises to support students' educational journeys.

Priority 3: Driving Continuous Digital Advancements

Goal 7: Mature data and analytics services, including digital tools, through robust Data Governance to enhance data driven decision-making capabilities.



- Expand the usage of innovative tools (e.g., Extend) to support the digital transformation journey, impacting everything from operations to employee and student experiences.



Goal 8: Accelerate efforts to establish the necessary foundations for AI and utilize AI/ML to achieve operational excellence and efficiency.

Goal 9: Mature Digital Trust, Privacy Compliance, Cybersecurity Program and Policies, and Identity and Access Management to ensure secure and reliable digital environments.

