



UM IT Strategic Plan

“The art of progress is to preserve order amid change and to preserve change amid order.”
– Alfred North Whitehead



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The goals and objectives outlined in this plan are designed by UM IT to support the University of Mississippi as a premier R1 university to enrich, explore, engage, and empower for and with its constituents.

Mission

Support the university's success through teaching, learning, research and service by way of technological excellence

Vision

Empower the UM community through technology that:

- Enables effortless access to data, information, and knowledge
- Supports profound innovation in teaching, learning, research and service
- Delivers creative technology services in support of the mission of campus units
- Establishes and maintains exceptional operational services in support of the institution

The foundational components of our framework – People, Process, and Technology – are critical to effectively supporting and enabling the university's vision, mission, and goals.

People: Investing in and enabling our workforce

To foster a department culture committed to attracting, retaining, and developing skilled IT talent by:

- Creating an inclusive culture that promotes and values diversity, equity, inclusion and belonging
- Providing a welcoming, safe, and accessible work environment for all employees
- Creating clear pathways for career development and advancement opportunities
- Being flexible to offer options that support work life balance
- Cultivating trusting relationships that enable collaboration and innovation

Process: Investing in operational effectiveness

To embrace a culture of continuous improvement, striving for excellence in everything we do, to deliver services that are responsive to the university's needs by:

- Forging collaborations to leverage our collective expertise
- Identifying and eliminating barriers, duplicative and/or redundant efforts and processes
- Using industry best practices to deliver our services
- Partnering with stakeholders to ensure our work is aligned with UM strategic priorities
- Leveraging technology to scale processes

Technology: Investing in capable, resilient and secure infrastructure

Our strategic technology goals focus on the key areas of mobile, cloud, connectivity and security.

- We strive to enable mobile connectivity for our students, faculty and staff across enterprise functions through a consistent mobile strategy

- We strive to enable secure, cost effective use of cloud technologies and services through an enterprise strategy, architecture, and best practices
- We work to enable global, seamless and ubiquitous connectivity for our students, faculty and staff
- We work to ensure the appropriate security and privacy of our users, systems, and data

Guiding Principles

- Drive toward increased institutional efficiencies
- Identify opportunities for simplification to enable agility and enhance ease of use
- Enable technology flexibility, integration, and interoperability
- Become the trusted partner who empowers and supports UM's students, faculty and staff
- Support enhancements in teaching, learning, research, and service
- We continuously strive to improve ourselves, our organization, our services, our work and our results
- We encourage thoughtful, intentional change, innovation and reasoned risk, and we are informed by the lessons from our experiences

The IT strategic plan presents five pillars to directly support UM's strategic plan:

Instructional Excellence & Student Success:

- With partners across the university, we focus on the intersection of innovation, pedagogy, and technology to ensure that UM can achieve its vision, mission, and goals for undergraduate and graduate education
- Amplify the distinctive and exceptional qualities of the student academic experience at UM through a rich and flexible technology environment

- Promote student success by expanding access, closing the digital divide, and providing tools for education that translate to advanced achievement as a student
- Advance innovative pedagogies and the success of all students through an accessible, state-of-the-art teaching and learning ecosystem

Impactful, Innovative Research and Creative Achievement:

- Create and support a high-performance computing ecosystem for everyone in the university community
- Progress in artificial intelligence through access and inclusion, enhancing and accelerating research outcomes for maximum societal benefit

Alignment of Resources to Maximize Organizational Efficiency and Effectiveness:

- Strive to promote and enhance institutional excellence across the university through services and technologies that advance data-informed decision making, enterprise effectiveness, and organizational innovation
- The integration of technology with processes that are efficient, effective and continuously improved allows us to work in a way that best supports the needs of our stakeholders, creates value for the university, and enables the university to become a more data-informed institution

Embrace New Areas of Expertise and Engagement:

- The outcomes of this plan and broader campus efforts will position UM to drive positive change for our campus community. The pace of innovation and discovery—together with UM's leadership will continue to transform how we teach and learn, how we conduct research and service, and how we work. We are dedicated to our purpose and to creating a legacy for the future of our university, our state, and our nation

Differentiating the UM Experience:

- We strive to provide a technology experience for the university community and stakeholders that is consistent, robust, and exceeds expectations
- Advance universal design and a user-centered approach to technology services delivery for the institution's stakeholders
- Extend an integrated and holistic UM identity and experience with harmonized technological processes
- Deliver exceptional and accessible services and support

Additionally, to enable the needed technological advancements, UM IT will put in place the necessary framework to support the overall UM strategic plan, focusing on three key areas:

Data Access and Integration:

- Strengthen university data governance and enable data sharing that builds stronger analytics and increases data-driven decisions
- Enable a technology ecosystem that creates a world-class constituent experience that is integrated, dynamic, responsive, and personalized
- Leverage integrated technology platforms to create meaningful and useful data exchanges

Advance an analytics-enabled environment:

- Build a shared resource for institutional and unit data related to the business of the university
- Cultivate a culture of shared responsibility, data stewardship, and data-informed decision-making

- Partner with campus constituents to develop an analytics-enabled environment that empowers the university
- Clarify outcomes across the teaching, learning, research, and service missions of the institution through analytics and data reporting

Build a Resilient Cybersecurity Environment:

- Advance institutional missions through an integrative and holistic approach to risk management with outcome-oriented solutions
- Leverage automation to make timely, data-driven, context-aware decisions
- Enable innovation by providing secure environments, promoting a risk-aware culture, and building a resilient and flexible cybersecurity environment

In our quest to be among the nation's top public universities, we are driven by our purpose to enrich, explore, engage, and empower with and for our constituents as we improve how we work, run, and grow. We are driven to establish a legacy—to build a world for tomorrow through a university that will inspire all of us for many years to come.