

IT Services Strategic Plan

Our Mission

IT Services collaborates with campus partners to support the mission of the University of Chicago through the consistent delivery of high quality solutions and services.

Guiding Principles

We provide secure, stable, and reliable infrastructure and applications to support the mission of the University.

We support and enable faculty research and teaching with the effective use of technology.

We simplify the technology experience for faculty, students, alumni, and staff, and we ensure technology is mobile-friendly and accessible.

We identify, manage, and mitigate the technology risks of the University.

2021 Strategic Priorities



Modernize the Technology Portfolio

- Financial Systems Transformation
- Alumni Next Generation Fundraising
- Next Generation Network (Wired and Wireless)

Simplify the UChicago Technology Experience

- Intranet
- Managed Print Services
- Student Email 2.0
- Student Technology Simplification

Reduce Technology Risk

- Data Center Consolidation
- Website Remediation
- End User Devices Management
- Disaster Recovery for Critical Systems

Enable and Support Research and Teaching

- Data Science Strategy
- Remote Teaching and Learning

Deliver Operational Excellence

- Operationalize processes and metrics for project and service delivery
- Standardize service and project delivery tools

Core Values



Transparency

- We explain the decisions we make.
- We clarify expectations and share opportunities.
- We clarify and align roles and responsibilities.

Trust

- We assume good intent from others.
- We use good judgment to act, and we take responsibility for our actions.
- We give each other opportunities to learn and grow without fear of failure.

Respect

- We embrace diversity and inclusion.
- We encourage open dialogue.
- We support team decisions as our own.
- We are present and actively participate.
- We treat feedback as a gift; delivering it with care and receiving it with an open mind.

