UAEU University Information
Technology Sector (UITS)

جامعة الإمارات العربية المتحدة
United Arab Emirates University

2017 - 2021 IT Strategy
UITS - CIO Office

Version 1.2

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2 Executive Summary

University Information Technology Sector (UITS) mission is to provide and promote an IT services and support University by enabling the creation, management, and distribution of information to advance the University's teaching, learning, and research, as well as providing effective leadership and IT solutions for the UAEU. The UITS Strategic Plan provides both long and short term objectives that align with the UAEU Strategic Plan through additional campus-wide planning initiatives.

The UITS Strategic Plan shapes six fundamental areas of examination - Customer Focus and Service Oriented, Enable and support Evolving Research Needs, Collaboration & Efficiency through Information Sharing Within a secure IT environment, Supporting Excellence in Teaching and Learning, develop an Adaptable IT Organization and support m-government initiative. Advanced classroom technology and supporting IT tools allow the classroom experience and experimental learning to be more vigorous and dynamic. Areas of interest include a focus on faculty and student needs, development of research computing and comprehensive University-wide IT environment.

UITS will engage participation, flexibility, adaptability, and integration of IT tools and services, an understanding of supporting disciplinary differences while fostering collaborative, cooperative relationships, and evaluation to determine the effectiveness of IT tools and services.

3 Strategic Plan (2017 – 2021)

The summary descriptions of five years of UITS strategic plan.

Goal 1: Customer Focused & Service Oriented:

The strategic direction of UITS is to improve support services by implementing best practices in Customer Support Service, based on common processes and consistent standards of support and to operate as a single point of contact to provide any type of technology and other support services to the UAEU Community. Also the Project Management Office (PMO) is delivering projects support to the UITS and its clients by providing guidance in project management framework and processes.

Strategies:

1. Open different channels of communication and improve transparency and interaction with customers and partners.
2. Deliver first class, accountable and customer focused services that meet customer service level requirements at a justifiable cost.
3. Develop an automated processing that will eliminate repetitive service tasks and freeing IT and other personals to focus on business initiatives of greater strategic value.
4. Ensure that projects are prioritized and aligned with university's strategic objectives.
5. Adhere and implement IT best practices, International standards and project management methodology.
6. Act as a competency center that provides expertise, support, and training.
7. Provide project oversight for UITS as a whole to help maximize project benefits.
8. Focus on customer happiness and not only satisfaction.
9. Embed quality management throughout the lifecycle of IT services and projects.

10. Create an advance IT environment that ensure IT services efficiency, availability and continuity.

11. Adopt a proactive approach in providing required services supports and introducing new IT solutions and technology.

Goal 2: Enable and Support Evolving Research and innovation in UAEU:

Researchers in all fields of study at UAEU need to have access to the university's high-capacity, highly-available gigabit network and connect to research/education networks. UITS will work closely with UAEU researchers to help evaluate research technology needs and recommend solutions that not only meet the faculty specific needs, but also are compatible with the University enterprise technologies. As the research requirements grow, UITS will provide network and related services designed to meet the researchers' needs.

Strategies:

1. Enable Researchers to develop their digital identity through Social Networking, Collaboration Tools and Unified Communications.
2. Enhance existing and introduce new IT services and infrastructure to better meet the needs of researchers.
3. Provide effective hardware/software resources and specialized IT staff with subject matter expertise to support research computing.
4. Leverage the research computing services and infrastructure with UAE National Network and other research institutions.
5. Introduce cutting edge technologies that support the research environment.
6. Create an environment where innovation can thrive.
7. Provide IT tools to support the innovative environment.
8. Implement best green IT practices.

Goal 3: Collaboration & Efficiency through Information Sharing Within a secure IT environment

It is imperative for UAEU to effectively exchange information among public and private educational institutes within UAE, coalition partners and international educational organizations as a critical element of our efforts to educate and enhance the level of knowledge for the UAE nation. UAE University requires innovation to enhance information sharing across the departments, colleges and with external partners by using best and cost effective technology. UITS vision of information sharing describes a future state where transparent, open, timely, and relevant information sharing occurs to promote freedom of maneuverability across a trusted information technology environment.

Strategies:

1. Increase Accessibility of Shared Information.
2. enable students, faculty and staff to easily access any educational service or information within campus or across the boundaries as needed.
3. Establish an environment that bridges UAE educational organizational boundaries, promotes trust, teamwork and the sharing of information and technical resources.
4. Ensure that information and data are transmitted securely according to the IT security policies.
5. Ensure efficient promotion of all UITS services in collaboration with the business units.
6. Encourage and adapt information security awareness to all UAEU community.
7. Enhance and strengthen the endpoint security.
8. Create and oversee an IT Risk Management Program that enables the University to appropriately identify and protect its business data, intellectual property, and physical assets.

Goal 4: Support Excellence in Teaching & Learning

UITS is aiming to recognize, enhance, and support excellence in teaching and learning to both faculty and students by providing a wide-range of technologies for teaching and learning practices. UITS is in a constant search for all up to date tools, technologies and standards that is aimed to provide an excellent teaching and learning environment for both students and faculty members within UAEU.

Strategies:
1. Provide technologies that enrich the teaching and learning experience.
2. Provide training for using available technologies and present the different roles technology in the classroom.
3. Enhance the use of technology in the classrooms.
4. Convert existing classroom technology into Smart classrooms.
5. Provide internships to students in order to prepare them for their future career.

Goal 5: An Adaptable Organization

Adaptability is exceptionally important to expand. Attracting new constituents include understanding and being able to meet their needs, which may be quite different from the needs of current customers. An adaptable organization should be able to offer services that are desirable to potential new customers. During the process of relationship building, flexibility on the part of the division's staff may help to establish trust. By incorporating adaptability into the everyday operations of the division, a culture of flexibility is created.

Strategies:

1. Ensure that professional development is provided to all IT staff.
2. Adapting to Change in a changing environment.
3. Adapting new technologies and implementing them.
4. Periodically re-evaluate the division's focus.
5. Maintaining and continuous improvement with IT International Industry Standards such as ISO and ITIL.
6. Enhance and implement IT governance model.

Goal 6: M-Government

UAE is heading into an age where m-government is intended to be used in every aspect of life, UITS is taking the same initiative to align all it is services and projects according to the standards and requirements of UAE m-government approach. Mobile learning initiative is one of the key initiatives that is following the m-government approach as UITS is keen to support and facilitate mobile learning at the UAEU by implementing needed infrastructure and support mechanism.

Strategies

- To fulfill the requirement of m-government in regard of IT services.
- Create and Implement Enterprise Mobility strategy.
- Support the electronic/smart transformation of UAEU Services.

4 Approvals:

The management signatures below indicate the acceptance of the IT strategy for the period of 2017 – 2021 and the agreement to all points included within this document. Changes may be made as necessary to reflect UAEU requirements and strategic direction. Upon the approval of this high level strategic plan document, each department of UITS will set the detailed relevant plans, goals and projects in each direction and forecast the resources and timeline. We acknowledge this document is baseline at this time and a signed change request form will support any subsequent variations.

Approver	Title	Signature	Date
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Professor. Mohamed Al Baili	Vice Chancellor, UAE University		_/_/_