

A Strategic Direction

UAEU IT must be ready to respond to a rapidly shifting business climate and deliver solutions tuned to the needs of university colleges / units as well as the UAEU as a whole. We achieve this by engaging in an annual strategic planning cycle, working with UAEU groups to align IT with business priorities and allocate resources to derive the greatest benefit. Our strategic planning activities help us to develop a long-term view of business goals, challenges and technology trends.

Strategic Planning process

During this academic year we initiated a five-year strategic planning process to improve the use of information technology as a driver for change. With the development of a Strategic Operations Plan for the central IT organization in order to make it more efficient, effective and responsive to its customers. Initially starting with new Operational Goals along with broad strategies for achieving them.

The five year strategic planning process is another significant step in UITs's efforts and challenges to create strategic goals and underlying structures, tools and system. It will be a framework to guide us in offering technological solutions to UAEU, especially considering the forces that are shaping the future of education. Current digital generation have very different expectations related to the learning environment as they expect to be able to learn anytime, anyplace. We will work closely with all areas of the campus as we continue our planning process.

Established IT Governance Model

A new inclusive IT Governance model for the UAEU IT sector began to emerge this fiscal year – bringing UITs and college/departments IT efforts together like never before! This new structure will allow UITs to focus on strategic areas: strategic alignment, value delivery, resource management, risk management, implementing process, policies, procedures and performance measurement.

Developing and Retaining Talent

Enriching the careers of our IT employees helps them make greater contributions to UAEU IT and education sector growth.

In this academic year, we educated and trained our professional. These initiatives included workshops, trainings, conferences, and mentorships. Fifty-five percent of all IT employees have taken a skills development training & workshop, which provides them with skills, tools, a framework for enhancing and maintaining technology at UAEU.