



IT Strategic Plan 2014 - 2016

UITS - CIO Office

Date: 16-Jun-2015

Version 1.4

CLASSIFICATION: PUBLIC

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Document Control

Item	Description
Document Title:	IT Strategic Plan 2014 - 2016
Reference ID:	Updated June 2015
Version:	1.4
Status:	Approved
Publish Date:	16-Jun-2015
Revision Date:	11-Jun-2015

Document Publication History

Version	Date	Author	Description of Change
V1.0	06-Mar-2014	PMO	Initial Draft
V1.1	03-May-2014	CIO	Reviewed and Published
V1.2	04-Jun-2015	PMO	Reviewed and Revised
V1.3	11-Jun-2015	PMO	Reviewed and Revised with the IT Strategic Planning Committee
V1.4	16-Jun-2015	CIO	Reviewed and Approved for Publication

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Approvals

The management signatures below indicate the acceptance of the IT strategic plan for the period of 2014 – 2016 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.

Approver	Title	Signature	Date
Afraa Al Shamsi	Chief Information Officer, UITS		17/06/2015
Dr. Ali Al Noaimi	Vice Chancellor, UAE University		5/7/15

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1 Executive Summary

The University Information Technology Sector (UITS) mission is to provide and promote IT products and 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 is developed collectively by the IT Strategic Planning Committee, led by the Chief Information Officer and with members that include Unit Directors and key managers of the sector. This plan has been developed to emphasize the use of communication, information, and technology resources to strengthen the academic, research and administrative capabilities of the University. The IT Strategic Plan Committee will follow and oversee its implementation. Members will engage internally with UITS staff and University community as needed to implement the strategic plan.

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 five fundamental areas of examination - Customer Focus and Service Oriented, Enable and support Evolving Research Needs, Collaboration and Efficiency through Sharing across Campus, Supporting Excellence in Teaching and Learning, and develop an Adaptable IT Organization. Areas of interest include a focus on faculty and student needs, classroom technology, mobile learning, technology based learning, and 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.

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1 IT Strategic Plan (2014 – 2016)

The summary descriptions of three years of UITS strategic plan, underneath each of them, action steps are indicated and indicated how they are aligned with UAEU strategic plan.

1.1 Goal 1: Customer Focused & Service Oriented:

The strategic direction of UITS customer support is to improve support services by implementing best practices 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 whole UAEU community. Also the Project Management Office (PMO) will reevaluate the process in which IT projects are planned and prioritize to deliver projects that support and contribute to the University goals by providing guidance in project management processes and methodologies.

Strategies:

- Listen very carefully to the students, faculty and staff.
- Deliver first class, accountable and customer focused services that meet customer service level requirements at a justifiable cost.
- Develop an automated processing workflow that will eliminate repetitive service tasks and freeing IT and other personals to focus on business initiatives of greater strategic value.
- Improve transparency and clarity of communication between UITS and UAEU Community.
- Ensure that projects are prioritized and aligned with university's strategic objectives.
- Establish a disaster recovery site to provide the critical IT services continuity.
- Act as a competency center that provides expertise, support, and training.
- Provide project oversight for UITS as a whole to help maximize project benefits.
- Serve as the authority on IT project management best practices framework to deliver successful IT projects.

Alignment with UAEU Strategic Goals:

Goal 5: Provide up-to-date IT services

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1.2 Goal 2: Enable and Support Evolving Research Needs of 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 the UAE National Network Ankabut and other research and 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:

- Enable Researchers to develop their digital identity through social networking, collaboration tools such as SharePoint, Blackboard Collaborate and Unified Communication.
- Enhance existing and introduce new IT services to better meet the needs of researchers by conducting periodic surveys of faculty to provide updates to the ever-changing research requirements.
- Develop infrastructure and services to address the unique needs of researchers such as high performance computing, Telepresence and Cloud Computing Services.
- Plan for and provide sufficient bandwidth, cabling, electronics, and quality of service protocols for network connectivity in all classrooms, laboratories and workspaces across the University.
- UITS should be proactive in uncovering University research computing needs.
- UITS should provide effective hardware/software resources and specialized IT staff with subject matter expertise to support research computing.
- UITS should leverage the research computing services and infrastructure with UAE National Network (Ankabut) and other research institutions.

Alignment with UAEU Strategic Goals:

- Goal 2: Build institutional capacity to meet the research needs in UAE
 Goal 3: Ensuring that the academic procedures and outcomes in the UAEU are at an international standard
 Goal 5: Provide up-to-date IT services

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1.3 Goal 3: Collaboration & Efficiency through Information Sharing

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.

The UAE University requires innovation to enhance information sharing across the departments, colleges and with external partners by using best and cost effective technology. The 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:

- Increase accessibility of shared information.
- Increase electronic interaction with and to UAE institutes.
- Allow students, faculty and staff to easily access educational service and information inside and outside the campuses.
- Establish an environment that bridges UAE educational organizational boundaries, promotes trust, working together and the sharing of information and technical resources.
- Promote IT solutions that support common business processes.
- Provide services to the library community which supports the sharing of resources and facilitate access to the information resources of UAE Libraries.
- Collaboration and resource sharing to support research communities and encourage them by the development of the shared Research Libraries Network.
- Adapting new technology trends which benefits and fits university needs.
- Ensure that information and data are transmitted and captured securely according to the IT policy and industry standard.

Alignment with UAEU Strategic Goals:

Goal 3: Ensuring that the academic procedures and outcomes in the UAEU are at an international standard

Goal 4: Improve the strategic communications of the university

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1.4 Goal 4: Support Excellence in Teaching & Learning

The UITS strategy is to recognize, enhance, and support excellence in teaching and learning for both faculty and students by providing a wide-range of technologies for teaching and learning practices. Mobile learning initiative is a key to provide excellence in teaching and learning. UITS is keen to support and facilitate mobile learning at the UAEU by implementing needed infrastructure and support mechanism. UITS will also support a mechanism by which faculty and staff can work collaboratively towards the improvement of teaching and advancement of learning at UAEU.

Strategies:

- Facilitate the integration of technology into teaching and learning.
- Provide technologies that enrich the teaching and learning experience.
- Provide training for using available technologies and present the different roles technology might play in the classroom.
- Research ways in which technology can affect the teaching and learning process and can improve student learning.
- Provide internships to students in order to prepare them for their future career.
- Provide and support infrastructure for mobility.
- Create and Implement enterprise mobility strategy.
- Continue investing in mobility framework

Alignment with UAEU Strategic Goals:

Goal 1: Develop and promote innovation in teaching and learning

Goal 5: Provide up-to-date IT services

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1.5 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. As an adaptable organization UITS will be able to offer services that are desirable to potential new customers. By incorporating adaptability into the everyday operations of the sector, a culture of flexibility is created.

Strategies:

- Make professional development a priority for IT staff.
- Be opportunistic and innovative.
- Periodically re-evaluate the division's focus.
- Implement and comply with International Industry Standards such as ISO and ITIL.

Alignment with UAEU Strategic Goals:

Goal 5: Provide up-to-date IT services

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