

IR Department Strategy: *Partners in Progress*

BUSINESS STRATEGY	PEOPLE 	INFRASTRUCTURE 	SERVICES & SOLUTIONS 	DATA 																																																																
STRATEGIC OBJECTIVES	<ul style="list-style-type: none"> •Develop and support a world-class workforce. •Cultivate partnerships that fuel innovation. 	<ul style="list-style-type: none"> •Provide network and secure storage options that meet customer needs. •Create and maintain a secure IT environment. •Provide flexible access to our infrastructure. 	<ul style="list-style-type: none"> •Align to institutional mission, vision and goals to drive customer success. •Provide leadership and guidance, in addition to technical direction and implementation support. •Match delivery systems to customer needs and expectations. 	<ul style="list-style-type: none"> •Use data and information to drive innovation and to improve performance. 																																																																
IT FOCUS	<ul style="list-style-type: none"> •Colleagues •Partnerships •Collaboration 	<ul style="list-style-type: none"> •Stability •Capacity •Security •Mobility 	<ul style="list-style-type: none"> •Service Catalog •Custom Solutions •Purchased Solutions •Content Delivery 	<ul style="list-style-type: none"> •Governance •Classification •Integration •Integrity 																																																																
IT PROGRAMS/ PROJECTS PEOPLE  INFRASTRUCTURE  SERVICES & SOLUTIONS  DATA 	<table border="1"> <thead> <tr> <th data-bbox="344 997 707 1059">FY17</th> <th data-bbox="707 997 1070 1059">FY18</th> <th data-bbox="1070 997 1433 1059">FY19</th> <th data-bbox="1433 997 1923 1059">FY20</th> </tr> </thead> <tbody> <tr> <td colspan="4" data-bbox="344 1059 1923 1184"> Communicate mission, vision, brand, and strategic priorities in team and 1:1 meetings. Model and set expectations for behaviors that support these. </td> </tr> <tr> <td colspan="4" data-bbox="344 1184 1923 1261"> Create and implement individual development plans for each employee. </td> </tr> <tr> <td colspan="4" data-bbox="344 1261 1923 1339"> Identify key customers and get to know them well. Empower IR staff to provide exceptional, customer experiences. </td> </tr> <tr> <td colspan="4" data-bbox="344 1339 1923 1603"> Provide bandwidth to meet customer needs to all buildings on campus, between KUH/KUMC networks and to support cloud applications. </td> </tr> <tr> <td colspan="4" data-bbox="344 1603 1923 1696"> Evaluate current and future bandwidth needs. </td> </tr> <tr> <td colspan="4" data-bbox="344 1696 1923 1852"> Implement new storage technologies and retire old technologies. </td> </tr> <tr> <td colspan="4" data-bbox="344 1852 1923 1945"> Evaluate current and future storage and delivery options (cloud/hosted vs. on-premise). </td> </tr> <tr> <td colspan="4" data-bbox="344 1945 1923 2023"> Create a CISO office. </td> </tr> <tr> <td colspan="4" data-bbox="344 2023 1923 2101"> Complete full staffing of CISO office. </td> </tr> <tr> <td colspan="4" data-bbox="344 2101 1923 2225"> Procure and implement needed security tools and technologies. </td> </tr> <tr> <td colspan="4" data-bbox="344 2225 1923 2396"> Define an intake process and criteria/methods for prioritizing work and for determining funding sources. </td> </tr> <tr> <td colspan="4" data-bbox="344 2396 1923 2473"> Develop a strategy to market services. </td> </tr> <tr> <td colspan="4" data-bbox="344 2473 1923 2551"> Develop and implement a data classification model and policy. </td> </tr> <tr> <td colspan="4" data-bbox="344 2551 1923 2660"> Develop and implement a data governance model, policy, and group. </td> </tr> <tr> <td colspan="4" data-bbox="344 2660 1923 2738"> Identify, clean out, and prevent data landfills. </td> </tr> </tbody> </table>				FY17	FY18	FY19	FY20	Communicate mission, vision, brand, and strategic priorities in team and 1:1 meetings. Model and set expectations for behaviors that support these.				Create and implement individual development plans for each employee.				Identify key customers and get to know them well. Empower IR staff to provide exceptional, customer experiences.				Provide bandwidth to meet customer needs to all buildings on campus, between KUH/KUMC networks and to support cloud applications.				Evaluate current and future bandwidth needs.				Implement new storage technologies and retire old technologies.				Evaluate current and future storage and delivery options (cloud/hosted vs. on-premise).				Create a CISO office.				Complete full staffing of CISO office.				Procure and implement needed security tools and technologies.				Define an intake process and criteria/methods for prioritizing work and for determining funding sources.				Develop a strategy to market services.				Develop and implement a data classification model and policy.				Develop and implement a data governance model, policy, and group.				Identify, clean out, and prevent data landfills.			
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METRICS	<ul style="list-style-type: none"> •Customer satisfaction •Employee engagement •Staff turnover •Training dollars/IR employee 	<ul style="list-style-type: none"> •Security audit performance •Available storage •Access points/coverage •HEB issues/complaints 	<ul style="list-style-type: none"> •Revenue growth •IR inclusion on grants •Front-end consult v. back-end fixes •Needs met w/ current solutions 	<ul style="list-style-type: none"> •Report of activities supporting the strategic objectives 																																																																

Trends

- Increased security requirements, complexity, compliance, risk management
- Mobile applications / mobile-first strategies
- Hybrid IT environments: on-premise and cloud-based
- IT as a true service business
- Big data
- Data as a monetizable resource
- Critical role of IT in organization's strategy and success

Challenges & Risks

- Cybersecurity
- Talent acquisition and ramp-up
- Funding (changing availability)
- Demand and expectations for analytics
- IT enabling business, not driving it
- Rapid change
- Agility in meeting ever-changing customer needs/expectations
- Accurately understanding big data
- Shifting threat landscapes
- Talent lifecycle issues: competitive pay, acquisition, training, retention



UNIVERSITY OF KANSAS
MEDICAL CENTER

MISSION
To improve lives and communities
in Kanas and beyond
through innovation in education,
research and healthcare

VISION
To lead the nation
in caring, healing,
teaching and discovering

Information Resources

Partners in Progress

We bring our brand to life through daily interactions with our colleagues and customers by:

- ◆ **Being friendly and helpful**
- ◆ **Being present and engaged**
- ◆ **Being positive**
- ◆ **Demonstrating “I care”**
- ◆ **Sharing ownership**
- ◆ **Building relationships**
- ◆ **Thinking outside the box and inside the box, as appropriate**

We respect, value and support our colleagues and customers.