

A black and white photograph of a computer lab with several students. In the foreground, a young man with a beard and long hair is smiling and pointing at a computer screen. Next to him, a young woman with glasses is also smiling and looking at the screen. Behind them, another student is visible, working on a computer. The scene is brightly lit, and the students appear to be engaged in a collaborative learning activity.

IT @ U of T

INFORMATION TECHNOLOGY
SERVICES STRATEGIC PLAN



UNIVERSITY OF
TORONTO



Agenda

- Update on Strategic Planning
- DRAFT Vision and Strategic Pillars
- Digital Moments
- DRAFT IT Guiding Principles
- Next Steps



New direction



New direction

The development of the University of Toronto's ITS strategic plan will:

- ✓ focus and guide our efforts to support the university's academic mission through information technology services
- ✓ inform the vision, goals and objectives, both within ITS and across the university for the next five years
- ✓ provide a clear picture of and lead our IT investments in a rapidly evolving environment
- ✓ Shape IT at U of T



STRATEGIC PLANNING LAUNCH



ALL STAFF MEETING
(JULY 9, 2018)



ALL STAFF MEETING
(JULY 16, 2018)



IT LEADERS



STEERING COMMITTEE

Steering Comittee:

Diane Horton -Faculty CompSci
Donald Boyes -Faculty Geography
Sean Suleman -Director HR
Jay Pratt -Vice Dean Research
Judith Chadwick -AVP Research Services

Meagan Lau Graduate student - iSchool
Steve Bailey –Director Academic + Campus Events
Susan McCahan -Vice Provost
Uli. Krull -Principal UTM
Zoran Piljevic -Director IT UTSC
Mary Lyne -CAO Rotman

Vision Development Process

2018



Vision



Vision

IT at UofT helps fulfill the University's mission by fostering an integrated and collaborative community, built on creativity, agility, transparency and trust.



Strategic Pillars

People

pride
inclusivity
equity
diverse
engaged
enabling
learning
trusted
accountable
proactive
talented

Technology

leading
differentiating
innovation
creativity/creative solutions
stability with agility
flexibility
adaptive
proactive
global recognition
enabling

Collaboration

transparency
integration
responsive
unified
coordinated
federated
partnerships
alignment
trusted
consistency
proactive
inclusive
engaged

An aerial photograph of a city, likely Toronto, showing a dense urban landscape with numerous skyscrapers and residential buildings. The image is overlaid with a semi-transparent blue filter. In the center, the words "Digital Moments" are written in a white, sans-serif font. The background shows a mix of green spaces, roads, and the city's skyline extending towards a body of water in the distance.

Digital Moments



Digital Moment

- A digital moment is a story in time that illustrates our environment in the future state
- The story can come from any perspective: student, researcher, faculty and staff
- Focus on three years into the future
- The story needs to be realistic, specific and clear about what is happening in the environment in three years



Digital Moment

Describe the digital moment

1) On his first day on campus, Ned opens up an app that helps guide him through his first day.

2) Ned has a clear welcome on the app and an easy navigation to help him with all his needs.

3) The app provides a map to classes, presents club opportunities, access to learning materials, the varsity schedule and other campus events.

4) A notice for lunch comes in which includes meal plans, menu, locations, coupons, wait times/volume and geolocating friends.

Story:

Ned is a 1st year student at the University of Toronto. Enabling the discovery of the full breadth of the University experience.


5) The app allows Ned to navigate campus with a virtual walking tour and the neighbourhoods too. There are different tours based on Ned's profiles and interests.

6) The app notifies Ned of the bookstore traffic, showing where there are shorter wait times for him to get his required books.

7) Ned starts to populate his interactive calendar that outlines what his upcoming week will look like.

8) Ned asks the app questions that pop up during the day and gets accurate answers about information needed related to his school experience.

9) It is time for sleep and he reviews his schedule for the next day so he is ready to go bright and early!

The background image is a dark, blue-tinted photograph of a university campus. It features several trees with autumn-colored leaves (yellows, oranges, and reds) in the foreground and middle ground. In the background, a large, multi-story brick building with many windows is visible. A wooden bench sits on a grassy area in the lower right. The overall atmosphere is quiet and academic.

IT Guiding Principles



IT Guiding Principles

- IT Principles drive the right decisions (daily and strategic)
- About HOW not WHAT
- Meant to connect to overall success
- Are specific to the organization
- Clear enough that they cannot be misinterpreted

"IT principles are to strategy as values are to culture."
Jose Ruggero – Gartner



IT Guiding Principles

- We take an institutional view and look for commonality and strengths while respecting the uniqueness of the divisions and departments
- We leverage peoples' diverse talents from across the University
- We strive to develop simple, sustainable and adaptable solutions for our community
- Through user-centred design, we place the needs of the student, faculty, staff first
- Security and privacy are foundational to our work



Next Steps



Interactive meetings and community engagement

In fall 2018 (October and November) a number of interactive meetings and community engagement/consultations have been planned and scheduled. This will help form the strategic plan and IT guiding principles.

We will be back soon!

Community consultation – phase 2

With guidance from the steering committee, we are proceeding with community consultation to inform our guiding principles and strategic initiatives. In the 2018 fall term a number of meetings and consultations have been planned and scheduled. Please check the webpage for registration information and for updates.

IT leadership at U of T

Joint consultation will be facilitated with U of T IT leaders – the advisory committee on enterprise information technology (ACE-IT) and the enterprise IT update committee (EITU) and ITS leadership/management.

[Register to attend](#)

Committees and Groups	Meeting Dates
ACE-IT, EITU and ITS	October 16: 9:00 a.m. – 11:00 a.m.
	October 25: 2:00 p.m. – 4:00 p.m.
	October 26: 11:30 a.m. – 1:30 p.m.

Community engagement

Interactive community engagement sessions will be held on all three campuses, with faculty, staff and students welcome to register and participate.

[Register to attend](#)

Committees and Groups	Meeting Dates
University of Toronto Scarborough Campus (UTSC)	October 16: 1:00 p.m. – 3:00 p.m.
University of Toronto Downtown Campus (St.George)	October 26: 2:00 p.m. – 4:00 p.m.
University of Toronto Mississauga Campus (UTM)	November 1: 1:00 p.m. – 3:00 p.m.

Divisional leadership groups

Committees and Groups	Meeting Dates
IT Leadership at UTSC	October 16: 3:30 p.m. – 5:00 p.m.
IT Leadership at UTM	November 1: 3:30 p.m. – 5:00 p.m.
IT Leadership at Faculty of Arts and Science	November (TBC)

Business/academic units

Leadership from academic units and key administrative functions will be invited to review the draft plan and gather input on unit priorities. This will include the following groups:

- All academic divisions
- Key business functions
 - Human Resources
 - Finance
 - Research
 - Registrars

Academic and administrative leadership groups

Consultation will occur within the context of existing committees and reference groups.

Committees and Groups	Meeting Dates
Centre for Teaching Support and Innovation	October 15
Student Life staff members	October 19
Teaching learning technology advisory committee	October 25
Administrative leaders and central chief administrative officers	October 25
Institutional Data Hub	October 26
Teaching Academy	October 31
ITS student advisory committee	October (TBC)
Research technical support	November (TBC)

General information sessions

Committees and Groups	Meeting Dates
Provosts and Deans	October 18
Divisional Registrars	October 31

Please check back often as information will be updated as more consultations are scheduled. [Your input and feedback is welcome.](#)



Thank you and Learn more

MAIN.ITS.UTORONTO.CA/STRATEGIC-PLAN