IT@UofT: Leading change across the tri-campus community
Strategic Plan (2019 – 2024)

Presented by Bo Wandschneider, Chief Information Officer, University of Toronto
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“I would say, in a word, that the team I have is awesome! It is probably one of the most skilled and dedicated teams I’ve ever had at the University of Toronto.”

Cathy Eberts
Executive Director
Enterprise Applications and Solutions Integration
Information Technology Services
“This strategic planning exercise, in the breadth of its consulting, engagement, analysis and synthesis, has been a valuable process in understanding the role IT plays in the life of the University and its community.”

Marden Paul
Director
Planning, Governance and Assessment
Information Technology Services
“It’s not really about just the immediate team you work with, it’s not even about the department you work in, in the end, we all play for team U of T.”

Zoran Piljevic
Director
Information and Instructional Technology Services
University of Toronto Scarborough
“If we’re more transparent, we can build trust and we can do a lot more than we can do individually. The sum of the whole is much more than the sum of the individual parts.”

Bo Wandschneider
Chief Information Officer
Information Technology Services
The IT@UofT Strategic Plan framework is inspired by a community-wide appetite for working collaboratively and collectively within a federated model based on a shared foundation and guiding principles. The Strategic Plan is for the entire IT@UofT community.
IT@UofT provides leadership that enables the University to achieve our mission by fostering an integrated and collaborative community, built on creativity, agility, transparency and trust.
IT@UofT Pillars
1. We take a University-wide view and embrace commonalities and strengths while respecting the diverse needs of the divisions and departments.
2. We strive to implement simple, sustainable and adaptable solutions for our community.
3. Security, privacy and accessibility are foundational to our work.
4. We trust and value peoples’ unique talents from across the University.
5. Through active engagement, the needs of the students, faculty and staff inform and shape our solutions.
6. We use technology deliberately to achieve efficiencies and deliver more effective service through digitalization and process transformation.
Benefits to U of T’s tri-campus community

- Direction and a way forward
- Build trust and transparency
- Bolster priority setting, accountability, and shared decision making
PEOPLE

- Create a culture of continuous skill and professional development.
- Cultivate high performance team practices in IT.
- Increase the visibility, transparency and availability of IT talent and specialized skill sets.

Example: In partnership with HR, initiate an IT talent program for IT@UofT that embraces aspects such as recruitment, retention, diversity and secondments.

SOLUTIONS

- Empower educators and learners through broader access to transformative teaching and learning apps and resources.
- Digitalization of the University’s core administrative systems focused on process reengineering (including assessment, redesign and implementation of recommendations).
- Create a culture of evidence-based (data driven) decision-making and information flow.
- Enable a secure computing environment and protected management of information.
- Leverage alternative service delivery models that can deliver enhanced security, increased agility, improved return on investment (ROI) and more flexible solutions.
- Rationalize, standardize and simplify systems and services across the three campuses.

Example: Modernise and extend the Administrative Management Systems (AMS), including HR Talent Management Suite, Finance and Research systems.

COLLABORATION

- Increase transparency and collaboration through proactive, streamlined and trust-based communication between ITS and the U of T community.
- Improve collaboration and communication using distributed strategies to enable engagement across all units.
- Leverage shared infrastructure and technologies supporting research.

Example: Facilitate efficiencies in project initiation and management through improved requirements gathering, intake processing, visibility and awareness of ITS projects across the University.
Enough talking – let's hear from the most important pillar – IT@UofT People.
Thank you to the many people who helped make the IT@UofT Strategic Plan a success.
Many thanks to...

- The steering committee:
  - Steve Bailey, Director, Academic + Campus Events
  - Donald Boyes, Associate Professor, Department of Geography and Planning
  - Judith Chadwick, Assistant Vice President, Research Services Office
  - Diane Horton, Associate Professor, Department of Computer Science
  - Ulrich J. Krull, Vice President and Principal, University of Toronto Mississauga
  - Meagan Lau, Graduate Student, iSchool
  - Mary Lyne, Chief Administrative Officer, Rotman School of Management
  - Susan McCahan, Vice Provost, Innovations in Undergraduate Education
  - Zoran Piljevic, Information and Instructional Technology Services Director, University of Toronto Scarborough
  - Jay Pratt, Vice Dean, Research and Infrastructure
  - Sean Suleman, Director of Human Resources and Workplace Investigations, HR & Equity

- The Strategic Plan core team:
  - Marco Di Vittorio, Manager of Application Administration, Academic and Collaborative Technologies
  - Laurie Harrison, Director, Online Learning Strategies
  - Patrick Hopewell, Director, Enterprise Infrastructure Solutions
  - Carrie Schmidt, Senior Manager, Education and Awareness
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  - Carrie Schmidt, Senior Manager
- Meghan Kirwin, Facilitator
- Academic + Campus Events
- Intuitive Conference and Events
- All ITS staff, managers and directors
- The IT@UofT tri-campus community
- The larger University of Toronto community

...and more. We couldn't have done it without you!
Next steps

1. Check out online for materials in the resource section of http://main.its.utoronto.ca/about/strategic-plan/
2. Look for communications and more info in the coming weeks and months
3. Contact info
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Tel: 416-978-8385
@bjuul
Last but not least, on your way out...

- I encourage you to take some group pictures with the Strategic Plan signs in the foyer.
- Don’t forget to pick up a treat at the table.
- Grab handy materials – we have limited full reports, a comprehensive two-page summary and stickers for all.