

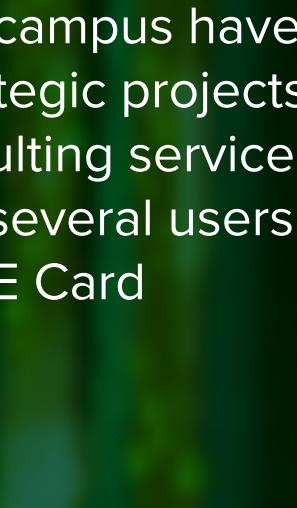
2022 Annual Report

Watch the video



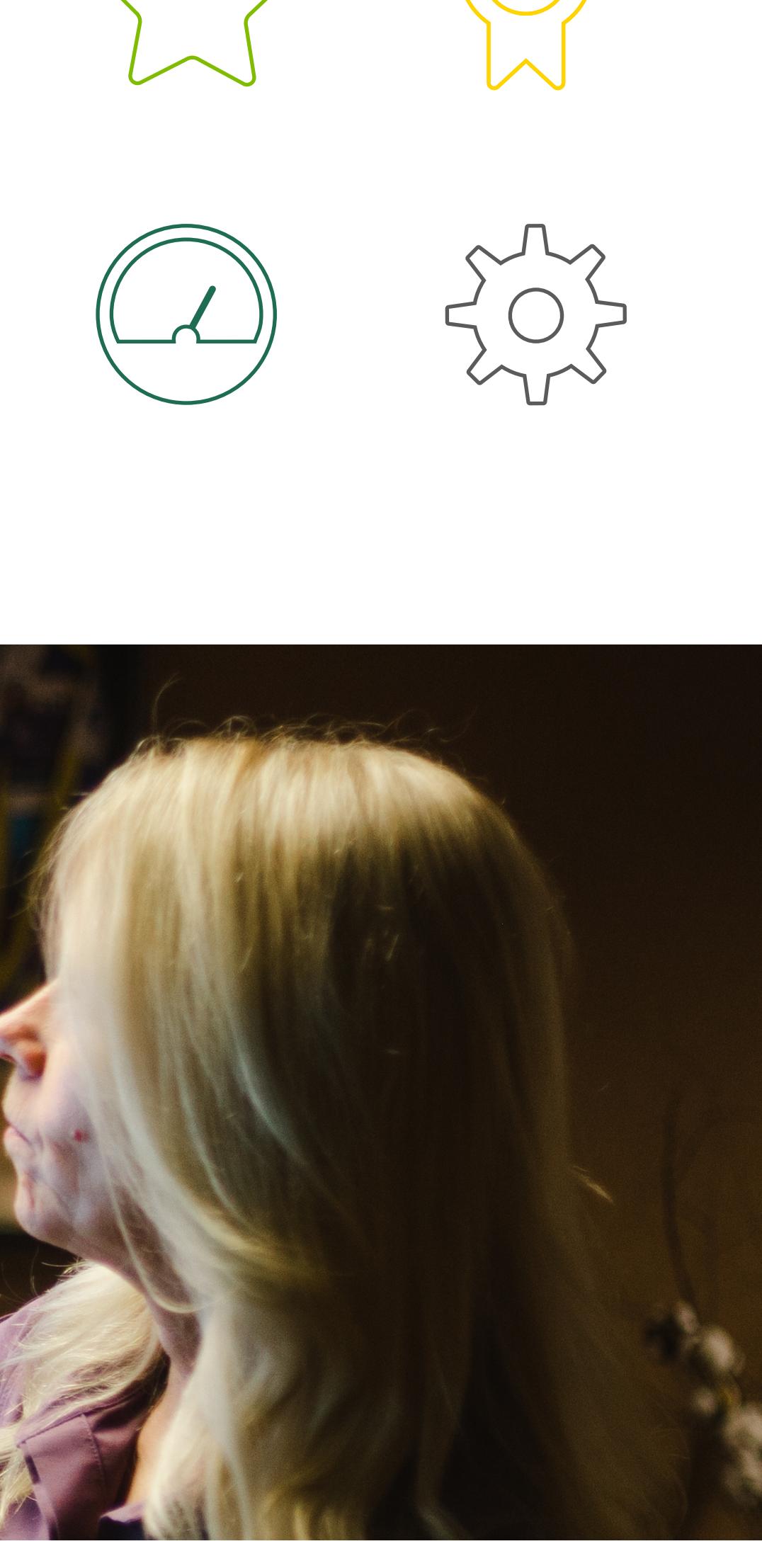
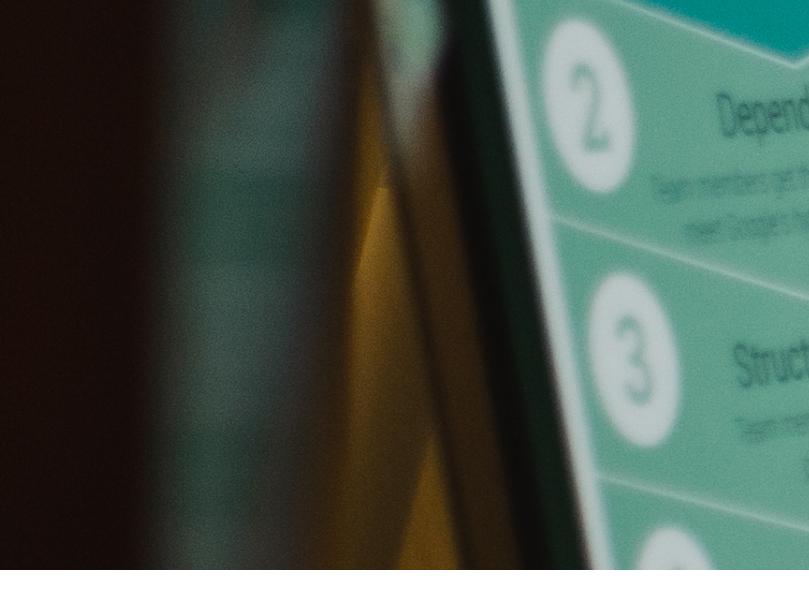
Champions of Excellence

In 2022, UAB IT set out to achieve four metrics: at least 100 wins for campus; strong customer satisfaction ratings; and consistent service availability and service level agreement timeframes. All of those metrics are designed to deliver innovation and dependability—in short, to delight our customers. We champion excellence in our own work, so that our technology solutions can help empower UAB students, faculty, researchers and staff to achieve excellence.



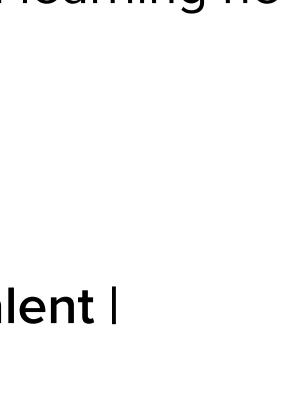
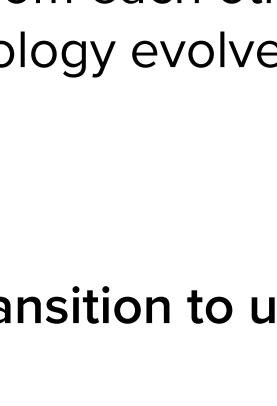
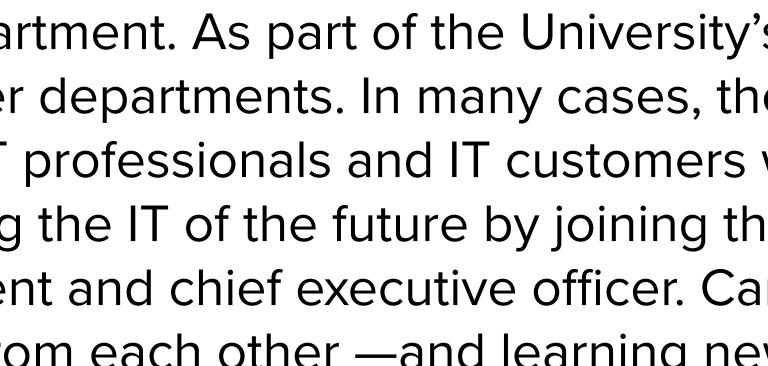
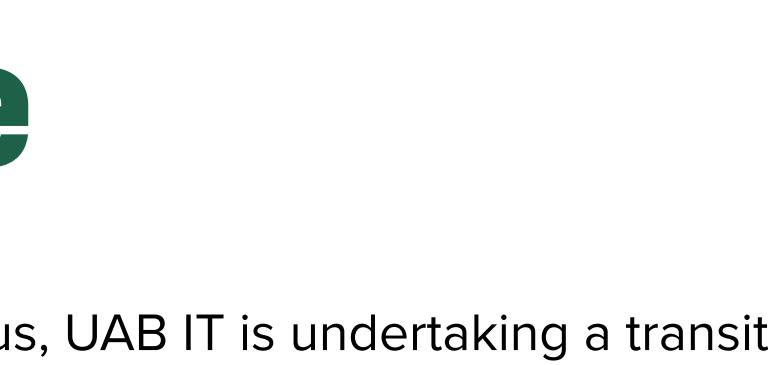
Big impact, one win at a time

An automated form; a fast pass to technology tool approval; a streamlined hiring process. Through a series of innovations and improvements, UAB IT's partners across campus have realized savings of time and money—giving them resources to spend on strategic projects rather than paper processes. In one example, UAB IT's applications and consulting services team created a new form to reduce ONE Card processing times. "We've had several users tell us how much they love it, and how easy it is to use," said Brad Moran, ONE Card technical manager. That kind of time saving adds up—one win at a time.



Digital transformation

Many of UAB IT's 2022 wins are steps toward a digital transformation of the UAB campus—and much of UAB IT's 2022 work was dedicated to projects that will help take UAB into the future, including a new student portal that will debut in early 2023, in partnership with University Relations. In the past year, UAB IT has worked to streamline processes for requesting technology, creating a research digital marketplace and offering a "fast pass" to approval for new research technology. Meanwhile, the digital strategy committee continues to work on projects designed to delight campus and transform the way we work and learn.



IT of the future

In addition to technology projects that will transform campus, UAB IT is undertaking a transition that will unite IT talent from across campus into a new department. As part of the University's RCM initiative, UAB IT will welcome IT employees from other departments. In many cases, those employees will serve the same faculty and staff, but both IT professionals and IT customers will benefit from backup and tools in central IT. "We are building the IT of the future by joining the talent of great teams," said Curtis A. Carver Jr., vice president and chief executive officer. Carver anticipates central and distributed IT employees learning from each other—and learning new skills to help fill the future roles campus will need as technology evolves.

IT student assistants building skills for the future | RCM transition to unite IT talent | Customer service

A culture of collaboration

The work of UAB and UAB IT touched people far beyond campus and Birmingham in 2022. In July, UAB helped welcome the world to campus for The World Games, and IT employees were there to connect them to the internet—and to family and friends back home. "UAB IT has been an excellent partner, collaborating with us and other vendors to ensure that our athletes and staff have a seamless technology experience while on campus at UAB," said Justin Watson, chief technology officer for The World Games 2022.



IT by the numbers