WELCOME TO IT

PARTICIPANT GUIDE
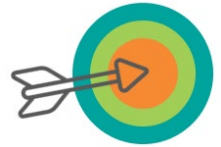
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OVERVIEW

Welcome to IT! In this class, we'll explore the our IT goals and diverse teams within the IT ecosystem at UWM including Product Development, Application Development, Enterprise Technology, and more! Additionally, we'll take a tour of the IT floor including the data center which will allow you to know how team members collaborate and where they can be found.

OUTCOMES

After completing this training, you will be able to:

- Identify the eleven IT goals
- Recognize the five main IT groups and where they fit within the ecosystem of IT
- Tour the IT Floor

IT GOALS

IT has established our own goals to better support the company's overall goals. Let's take a look:

Goal #	Company Goal Supported	IT Goal	Notes
#1	#1 People	90% of team members are engaged and participate	
#2	#2 Service	Resolve 98% of tickets within 4 hours	
#3	#2 Service	Increase efficiency of the Initial Underwrite by 100% AND through the use of BOLT, improve overall Loan Quality by 25%.	
#4	#2 Service	Increase the adoption and usage of Dynatrace across all environments.	
#5	#3 Compliance #6 Expenses	50% year-over-year reduction in IT remedy payouts per loan and level 1, 2, and 3 defects caused due to IT related issues.	

#6	#3 Compliance #5 Production #6 Expenses	Reduce vulnerabilities by lowering the Rapid7 InsightVM risk number down to 250,000,000.	
#7	#4 Quality	98% change success rate	
#8	#4 Quality #5 Production	Provide all IT team members centralized visibility into IT operational metrics at the team, product and projectr level.	
#9	#5 Production	85% of Production outages have a MTTR (Mean Time to Recovery) less than 30 minutes for Tier 0 and 1 applications	
#10	#6 Expenses	A 20% contribution towards our Corporate Goal for a $4M Reduction on IT related expenses year over year	
#11	#7 Brokers	500 IT Team Member visits to broker shops, participate in Mix & Mingle events, or host a UWM Live booth.	

For more information on IT goals, visit the goals page on KB here[1].

IT ECOSYSTEM

Every role and group plays an important part in keeping UWM's ecosystem healthy and thriving. The teams making up our IT ecosystem can be chunked into 5 main groups:

Group	Notes
Application Development	
Enterprise Architecture & Product Development	
Shared Services	
Enterprise Technology	
Information Security	

UWM BROKER PRODUCTS

At UWM, we subscribe to the build vs. buy mentality. Let's take a look at some of our apps and tools:

BLINK+	Borrowers can complete the loan application on their own time
BOLT	Process allows loans to be underwritten quickly
BRAND 360	Provides clients with a menu of services to help build their brand
PROCESSOR ASSIST + (PA+)	Paid broker service where tasks are assigned to a loan coordinator

Notes:

For a complete list of our products, check out this [guide](#)[2].

HYPERLINKS IN THIS DOCUMENT

1. https://kb.uwm.com/display/ITGOALS/2023+IT+Goals
2. https://uwm.csod.com/ui/lms-learning-details/app/material/912015d9-8798-4d86-b816-db6f3e9abd68

If you have any questions or concerns, please reach out to your trainer.