

IT@UofT:

Leading change across the

tri-campus community

Strategic Plan (2019 – 2024)

Presented by Bo Wandschneider, Chief Information Officer, University of Toronto

May 3, 2019



*“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

IT@UofT Framework

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 Vision

Leadership

Integrated and collaborative community

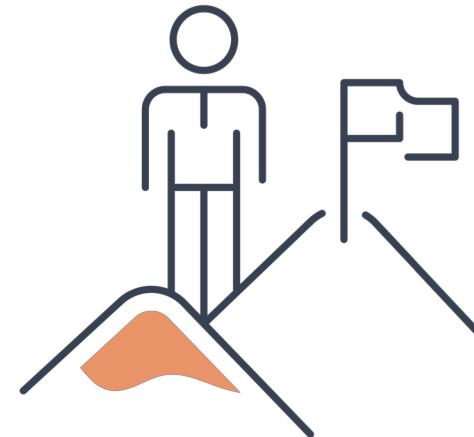
Creativity

Agility

Transparency

Trust

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**.





PEOPLE



SOLUTIONS



COLLABORATION

IT@UofT Pillars

IT@UofT

Guiding Principles



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

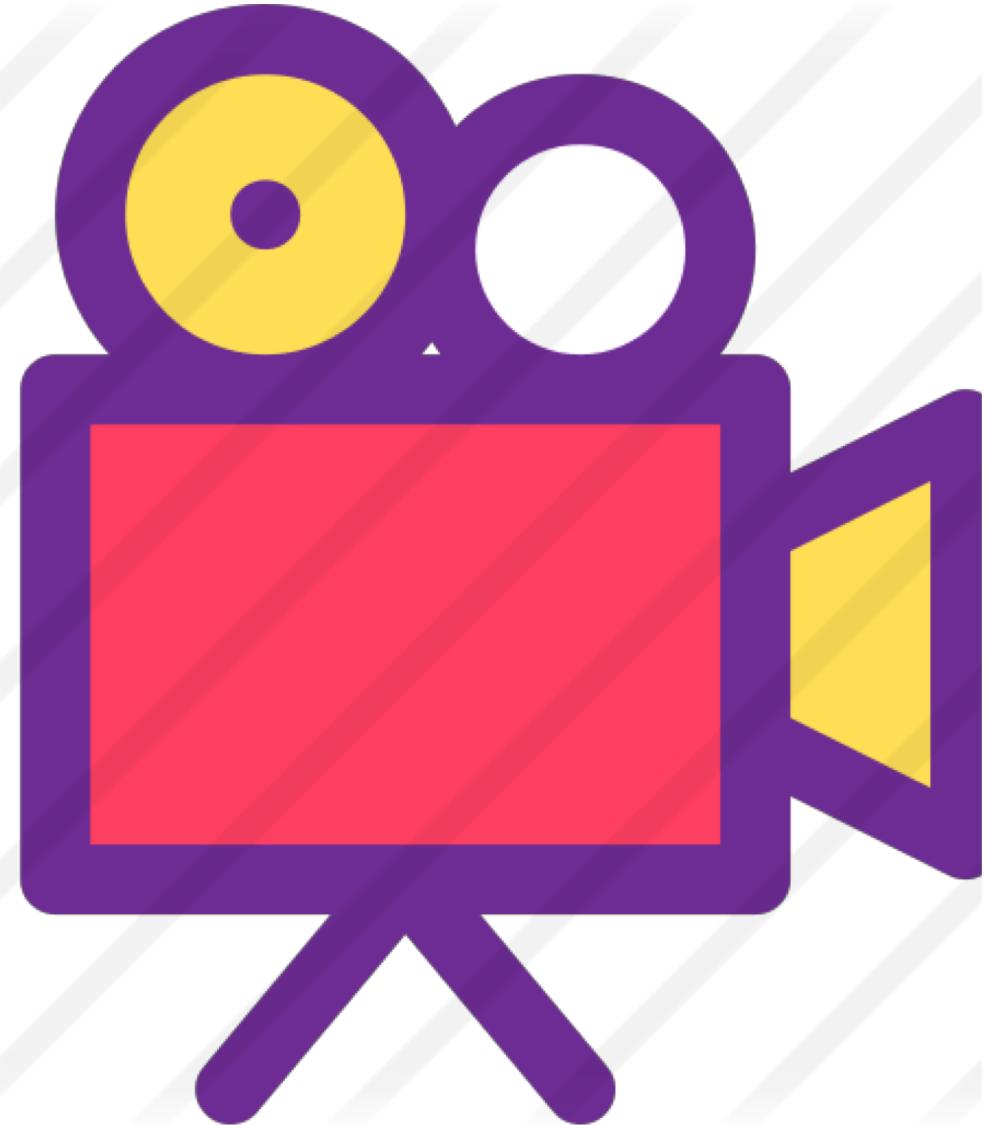


COLLABORATION

- 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**

Many thanks to...

- The Education and Awareness team for communications strategy/planning, marketing, communications and media materials
 - Ann-Marie Colacino, Senior Communications Officer
 - Kathleen McLeod, Education and Awareness Officer
 - Selena Panchoo, Web Developer
 - Chloe Payne, Program Coordinator
 - 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!**

IT@UofT Next steps

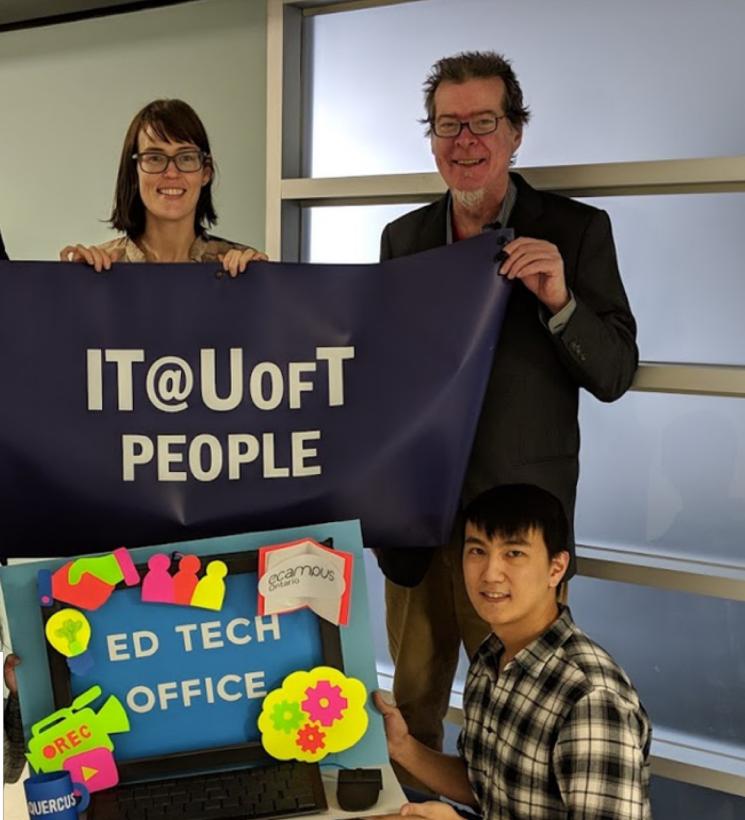
1. Check out online for materials in the resource section of
<http://main.its.utoronto.ca/about/strategic-plan/>
2. Look for communications and more info in the coming weeks and months
3. Contact info

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 [@bjuul](https://twitter.com/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.

