



INFORMATION TECHNOLOGY SERVICES DIVISION

STRATEGIC PLAN FY23/24



ABOUT US

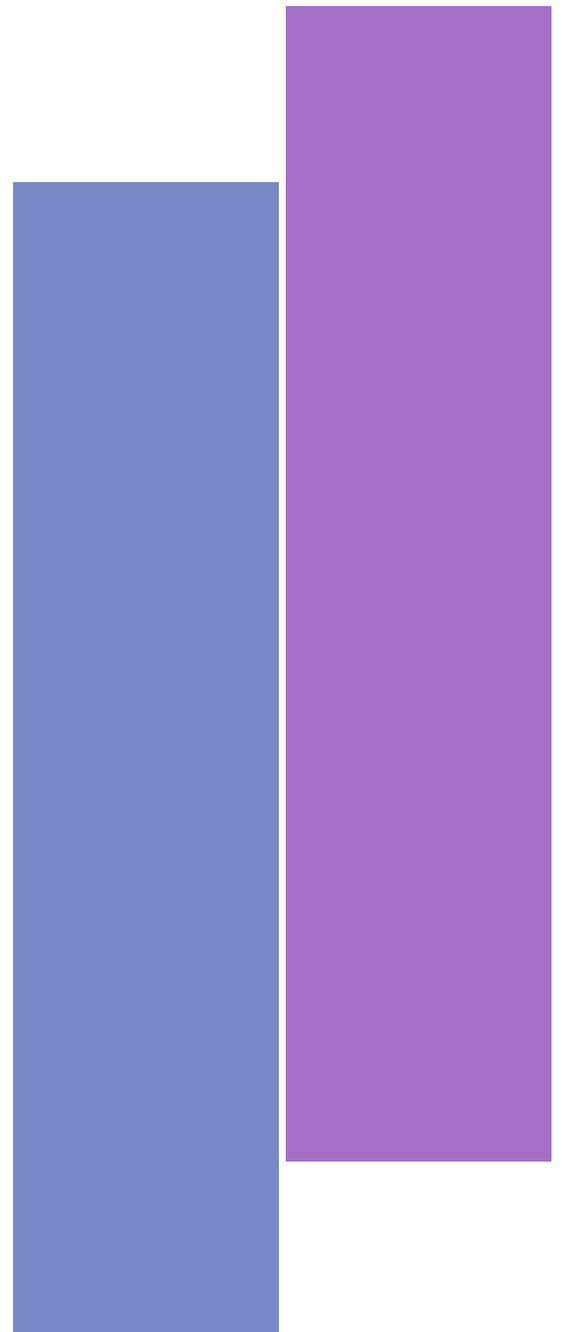
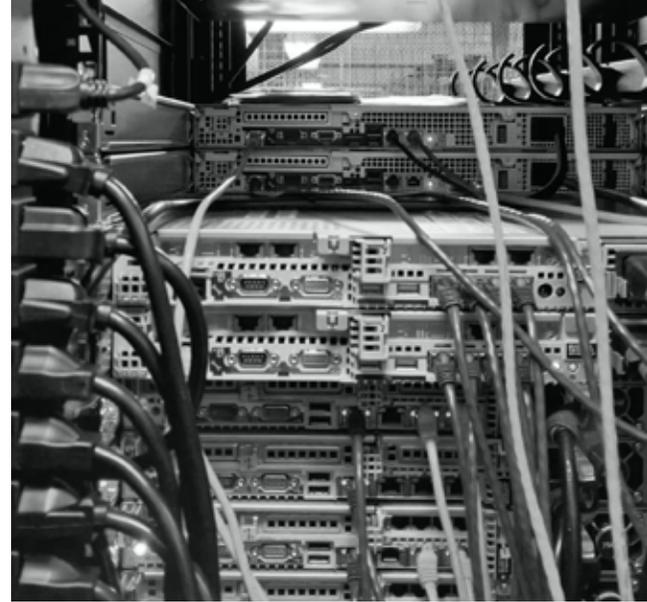
Technology is no longer an add-on to our lives, it is deeply integrated into everything we do. The UMass Boston IT Service Division's job is to make sure the technology we all need for teaching, learning, working, and research is useful, reliable, and secure.

IT provides extensive services to meet faculty's technology needs of delivering instruction remotely and in the classroom. We offer computer resources in many forms, including computer labs and classrooms, mobile laptop and iPad carts, permanent and loaner computers for office and remote working, as well as virtual cloud-based computer access. UMass Boston is Boston's only public research university, and our Research Computing team provides many technology services to our campus researchers.

IT also values technology innovation with efforts including 3D printing and virtual reality, and through encouraging internal "technovation" working groups to investigate and systemize other emerging technologies. IT offers support and system administration for many applications powering the services that we offer and that are offered by groups across the campus. Additionally, IT supports the base essentials such as telephones, wifi, and email.

It is one of IT's most important duties, in all we do, to ensure that our users leverage these technologies in a secure manner. Therefore, our Information Security Office operates within the IT department and is responsible for security technology and security training.

Each day, the UMass Boston IT services team lives out its vision, fulfills its mission, and maintains a steadfast devotion to its values. Every member of the UMass Boston IT team has a unique perspective and skill set, just like the population it serves. IT's successes can be found in the tangible results of the team's work, but more importantly, in the collaboration and sense of unity that shine through each project.



OUR SERVICES

IT's applications help your teaching, learning, and working every day, but each app has a name that might not be totally clear if you haven't used it before.

**// Echo 360, Office 365, 25 Live...
Get IT, BookIt, TurnItIn...**

We recognize that technology can sometimes be confusing and frustrating. To help, we have built an "IT Toolbox" page to help summarize some of our most important apps so you can more quickly and easily understand which are useful to you and learn more.

IT TOOLBOX

umb.edu/IT/toolbox

Need more help? We have many tech support offerings, including walk-in, phone, email, and live chat. Get help from the IT Service Desk today!

WALK-IN

IT Service Desk - 3rd Floor Healey Library

EMAIL

ITServiceDesk@umb.edu

PHONE

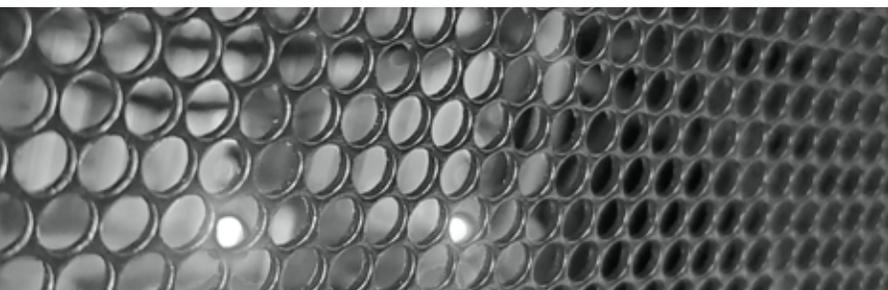
617.287.5220

SELF SERVICE PORTAL

service.umb.edu

LEARN MORE ABOUT OUR SERVICES

umb.edu/IT



UNIVERSITY'S MISSION

The University of Massachusetts Boston is an academic community dedicated to pursuing locally rooted and globally engaged research, teaching, and learning at the highest level of scholarly excellence. Firmly rooted in the city of Boston, we are committed to truth-seeking and service in the quest for social justice.

Our expansive scholarly and creative contributions are directed at advancing knowledge in partnership with the communities we serve, especially the historically marginalized. We honor and uplift the cultural wealth and well-being of our students, faculty, and staff to sustain a vibrant and just campus community.

UNIVERSITY'S VISION

We are a public research university with a teaching soul. UMass Boston brings diverse people and ideas together to seek knowledge and improve lives, here in Boston, across the nation, and around the world. We are dedicated to promoting the practice of democratic citizenship; preparing a diverse, talented workforce; informing equitable public policy; and strengthening the social and economic resilience of our city.

Our rigorous academic environment supports the intellectual growth and success of students from diverse socioeconomic, racial, ethnic, linguistic, and cultural backgrounds. Our student body, drawn from and embodying the world's immense cultural wealth, will be the primary source of Boston's future talent. Our students' future is Boston's future. Equity and an ethic of care are core values that drive institutional policies, practices, and culture. And we thrive as a community of people who learn from each other and from life experiences different from our own.

UMass Boston's community-engaged scholarship, service, and strategic collaborations promote the interests of our partner communities. Our academic programs reflect alignment between racial and environmental justice and the principles of sustainable humanity that guide university planning and operations.



MISSION VISION & VALUES



MISSION

Information Technology Services (ITS) provides a diverse population of students, faculty, and staff with reliable and secure technology, services, and solutions to continuously improve scholarship; teaching and learning; research; and business processes to enhance student success and support the mission of the university.

VISION

To be a trusted partner in providing secure, transformative, and innovative Information Technology services to advance teaching, learning, research, and administrative practices through dynamic and adaptive customer service.

VALUES

UMass Boston IT Services is committed to the values of:

CARING



We interact with students, faculty, and staff with respect, empathy, and professionalism.

INCLUSION



We embrace our differences to provide the best service to a diverse UMass Boston community.

INNOVATION



We value creativity and critical thinking, focusing on developing efficient, effective technology services and solutions.

COLLABORATION



We work together to implement new services and technologies to solve problems and improve the quality of life for all.

DEDICATION



We are committed to the mission of the university and the people we serve, and we work hard to ensure successful outcomes.

EXCELLENCE



We strive to provide high-quality service and support to our community of students, faculty, and staff.

PRIMARY GOALS

UNIVERSITY GOAL 1

Holistic Student Success

DIVISION'S MAPPED GOAL

Collaborate with faculty, academic leadership, and students, to apply technology to teaching and learning & student administration in ways that promote pedagogical innovations and student success.

UNIVERSITY GOAL 2

Impactful Research & Scholarship

DIVISION'S MAPPED GOAL

Partner with the Research Computing Advisory Committee, researchers, and distributed Research Computing IT personnel to strengthen support for Grand Scholarly Challenges and other research initiatives.

UNIVERSITY GOAL 3

For the City

DIVISION'S MAPPED GOAL

Build and strengthen local partnerships by providing technological opportunities and advancement locally & regionally.

UNIVERSITY GOAL 4

Enriching Our Human Core

DIVISION'S MAPPED GOAL

Enhance IT service management and delivery to ALL Administrative and Academic units across the University by implementing a state of the art, secure, reliable, and scalable technology infrastructure.

UNIVERSITY GOAL 5

Reimagining Campus Space

DIVISION'S MAPPED GOAL

Ensure learning experience of our students & work experience of our employees is supported by our physical and technology infrastructure.

GOAL 1

// Collaborate with faculty, academic leadership, and students, to apply technology to teaching and learning & student administration in ways that promote pedagogical innovations and student success.

- Continue to hire/engage our students via various programs to enhance their education and provide real-work skills.
- Select and standardize a Course Evaluation System that meets the need of the colleges.
- Enhance student engagement by implementing pedagogically relevant technology.
- Improve collaboration and communication by supporting and enhancing the student advising CRM platform offering.
- Support team developing new courses and programs by expanding educational pathways for non-degree seeking students.
- Upgrade and modify technology infrastructure and classroom space to support increased HyFlex/BeaconFlex course offerings.
- Drive continuous IT service improvement through adoption of IT Service Management best practices.
- Support cost savings for students through adoption of Open Educational Resources.
- Build and leverage existing partnerships with industry and vendors to assist UMass Boston students to find internships.
- Strengthen our cybersecurity posture by fully leveraging Microsoft authentication capabilities.
- Promote extracurricular learning opportunities such as LinkedIn Learning for our students.
- Enhance Student Recruitment & Retention through the use of data analytics (i.e.: Helio-Campus).
- Working with facilities upgrade existing classrooms for use of innovative technologies and pedagogical practices.
- Expand the number of BeaconFlex classrooms and pedagogically trained faculty.
- Promote and support innovation in teaching, learning, and research through the Technovation program and the MakerSpace.
- Improve technology accessibility by partnering with the Ross Center and others to identify and address technical shortcomings.
- Review, select, and implement a new LMS platform or upgrade existing LMS to latest release.
- Upgrade and modify lab technology infrastructure leveraging Microsoft and third-party platforms/tools.

// Holistic Student Success

GOAL 2



Partner with the Research Computing Advisory Committee, researchers, and distributed Research Computing IT personnel to strengthen support for Grand Scholarly Challenges and other research initiatives.

- Invest in Research Computing resources, including personnel, to support cross-disciplinary research, particularly involving data science.
- Develop and implement a sustainable funding model for Research Computing.
- With seed funding from the Office of the VPR, join the UMass Amherst Unity cluster for computational needs beyond what our local compute cluster can provide.
- Increase and/or diversify adoption of centralized research computing services.
- RC/HPC in the Cloud - Explore/investigate the possibility of adopting Research Computing in the Cloud.
- Upgrade aging GPU based cluster nodes to better support AI and ML researcher needs.



GOAL 3

Build and strengthen local partnerships by providing technological opportunities and advancement locally & regionally.

- Continue to hire/engage our students via various programs to enhance their education and provide real-work skills.
- Build and leverage existing partnerships with industry and vendors to assist UMass Boston students to find internships.
- Launch and nurture IT CARES (Community Assistance Raises Everyone's Spirits) IT volunteerism program.
- Participate in the Boston Summer Jobs in Higher Education consortium to employ Boston Public Schools students and provide real-world IT exposure and experience.



For the City

GOAL 4



Enhance IT service management and delivery to ALL Administrative and Academic units across the University by implementing a state of the art, secure, reliable, and scalable technology infrastructure.

- Host Lunch and Learn series which are open to UMass Boston students, faculty, and staff, with respect to key technologies such as Aruba/MS/etc.
- Support information technology needs for campus-based social justice and anti-racism initiatives.
- Leverage cloud-based services over on-premises where possible to reduce total cost of ownership.
- Recruit, retain & promote, a diverse workforce, in accordance with the University Diversity and Inclusive Excellence program.
- Implement IT Partners program to align and streamline IT resources across campus and achieve a culture of "One IT".
- Strengthen our cybersecurity posture through continued focus on annual information security improvement program.
- Refine ServiceNow implementation by staying current with releases and leveraging new features/functionality.
- Drive IT cost optimization by performing multi-year IT spend analysis and identifying & realizing cost savings opportunities.
- Establish IT Governance Structure and Working Committees.
- Initiate IT service management improvement program based on ITIL framework of best practices.
- Provide professional development opportunities for IT staff.
- Identify and implement state-of-the-art backup platform/technology.
- Improve collaboration and communication by leveraging Microsoft Teams platform.
- Extend and promote IT employee wellbeing program (i.e.: Wellbeats).
- Conduct IT staff evaluations and succession planning for business continuity.



Enriching Our Human Core

GOAL 5



Ensure learning experience of our students & work experience of our employees is supported by our physical and technology infrastructure.

- Complete UMass Boston campus network upgrade.
- Upgrade/replace AV equipment in Meeting rooms in Campus Center.
- Upgrade and modify technology infrastructure and classroom space to support increased HyFlex/BeaconFlex course offerings.
- Working with the library, develop a comprehensive plan to build out a Learning Commons/Social Space for students (i.e.: One Button Studio).
- Upgrade and modify technology infrastructure for conference and meeting spaces.
- Upgrade and modify technology infrastructure for Chancellors Conference Room.
- Upgrade campus IT operational spaces (i.e.: UHall 1032 Cooling & UPS).
- Implement Computer Lifecycle Policy and related Computer Lifecycle Management Program.
- Refine and expand adoption of Azure cloud services.
- Implement Network Access Control (NAC).
- Enhance wifi performance and coverage on campus.
- Complete server operating system upgrades (i.e.: Linux & Windows).
- Complete Police Communications Upgrade and Implement NG911.
- Secure endpoint devices leveraging Microsoft Intune and other related technologies.
- Refine and Test the IT Disaster Recovery Plan.
- Support campus communications and events.
- Upgrade ballroom lighting.
- Support large remote events.
- Develop and implement Windows 11 migration plan.
- Secure cloud assets through adoption of cloud-based cybersecurity technology/tools.



Reimagining Campus Space



GRAPHIC DESIGNER
Allison Gross

INFORMATION TECHNOLOGY SERVICES

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umb.edu/IT

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