



**UNIVERSITY
OF ALBERTA**



Technology with Purpose

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Technology with Purpose

In 2022, a current technology assessment for the University of Alberta was conducted by EY.

Representatives from across the university community were asked to identify what was important to them now and five years in the future. The following is what was heard:

- A strong desire for a seamless and accessible technology experience
 - Anywhere, anytime, anyone, any device
- The need for available, sustainable and reliable technology infrastructure
- A desire to have input into IT governance and transparency on decision making
- IT needs to be laser focused on the academic mission of the university (research and teaching)
- To be recognized on a global scale as a technology leader within post-secondary



Delivering Technology with Purpose

To deliver Technology with Purpose we need to listen to the aspirations of our university community and act on the areas that will deliver impactful value to the institution and its community as a whole.

We need to stop simply 'doing' technology projects as point solutions and start 'being' a technology-enabled university. In order to stay relevant in this fast changing digital world, while in a resource constrained environment, purpose driven agility and speed to deliver value is key.

To help us achieve these aspirations we have identified four strategic pillars and three foundational supports:



Enhance Teaching, Learning and Student Experiences



Enable Innovative Research



Advance Service Excellence



Foster Community Collaboration

IT Plan → People and Culture → EDI Plan

Cybersecurity and Sustainable Infrastructure

Governance

TECHNOLOGY WITH PURPOSE

STRATEGIC **PILLARS**



Enhance Teaching, Learning and Student Experiences

Our Vision: Students and instructors meaningfully engage and connect with innovative teaching and learning approaches in a seamless, technical environment. We envision a technical environment that evolves and grows to support both the university's growth plan and to embrace new technological innovations.

We know we will be successful if we achieve the following objectives:

- Technology that supports the choice of instructional delivery and styles of learning and provides opportunities for students to study and collaborate both locally and globally
- A suite of innovative and flexible educational tools that meet the needs of diverse learners throughout their lives and careers
- Technology that helps to provide an outstanding student experience within an inclusive environment contributing to higher rates of student completion

Success will be measured by:

- Increase in student and instructor satisfaction levels with the teaching and learning technology environment
- Increase in the number of classrooms that are hybrid enabled to support enrolment growth and flexibility in teaching delivery and learning styles

"The future looks like...using university technology to benefit our student experience in the areas we didn't know about."

— IT Strategy Current State Summary



Enable Innovative Research

Our Vision: To sustain creativity and fuel discovery, talented researchers require high-calibre research spaces and supports. We will provide an agile and secure technology ecosystem that assists in mobilizing research for maximum impact.

We know we will be successful if we achieve the following objectives:

- Efficient and simplified research administrative systems
- Awareness and access to flexible technology supports and services to meet the unique and complex needs of our researchers and creative activity
- Support for multi-disciplinary collaboration and community connection
- Secure technology environment that protects our research investments against potential threat actors seeking to acquire and exploit our research data

“We need researchers to act on great ideas with less barriers.”

– IT Strategy Current State Summary

Success will be measured by:

- Increased researcher satisfaction with available technology supports
- Increased awareness and access to secure research technology
- Increased utilization of available technology including local and national services



Advance Service Excellence

Our Vision: To provide an administrative technical ecosystem that enables productivity through seamless workflows and a simplified user experience.

We know we will be successful if we achieve the following objectives:

- Streamlined and integrated end-to-end workflows and processes
- Secure, user-friendly and intuitive access to information
- Simplified user experience supported by automation and leading technology
- Sustainable and flexible administrative applications that are scalable and adaptable to support institutional growth and changes to institutional processes

“IT has to be very simple, accessible, safe, fluid and fundamental – just like turning on the heat in my house.”

– IT Strategy Current State Summary

Success will be measured by:

- Increase in user satisfaction with the administrative technical environment
- Reduced time for tasks due to improved workflows and automation
- Increased access to the information necessary for making operational and strategic decisions



Foster Community Collaboration

Our Vision: To create a technical environment that enables and supports expansive collaboration and partnership while promoting community engagement in a seamless, transparent and welcoming manner.

We know we will be successful if we achieve the following objectives:

- Building relationships with local, provincial, national and international entities to share solutions, infrastructure and services that will benefit the university community
- Better understanding of the challenges and gaps faced when navigating disparate systems and looking to current and future technology trends to address them
- Building a technology ecosystem that streamlines access to the university to better support external engagements and collaborations

Success will be measured by:

- Increase in the number and quality of relationships that help us achieve our technology goals and ultimately the mission of the university

“We have an overall strategic goal of accessibility which is a broad scope. We are talking about connecting to communities both national and international. Talking about connecting community groups and external engagement required for the campus.”



FOUNDATIONAL **SUPPORTS**





Cybersecurity & Sustainable Infrastructure

Our Vision: To provide a secure, reliable and sustainable technology and cybersecurity infrastructure that safeguards the university community while providing an anywhere, anytime user-centric experience.

“The future looks like... not having to worry whether I have compromised the institution somehow because I know that the institution has my back with data security.”

IT Strategy Current
State Summary

We know we will be successful if we achieve the following objectives:

- A cohesive, streamlined technology infrastructure that will improve and simplify the overall user experience
- Technology that is both financially and environmentally sustainable
- A cybersecurity ecosystem that adequately addresses the risks to the university while enabling the university to achieve its strategic goals

Success will be measured by:

- Improved user experience by enhanced infrastructure performance
- Improved IT security posture resulting in reduced risk of compromise
- Increased user satisfaction in the overall technology infrastructure



People and Culture

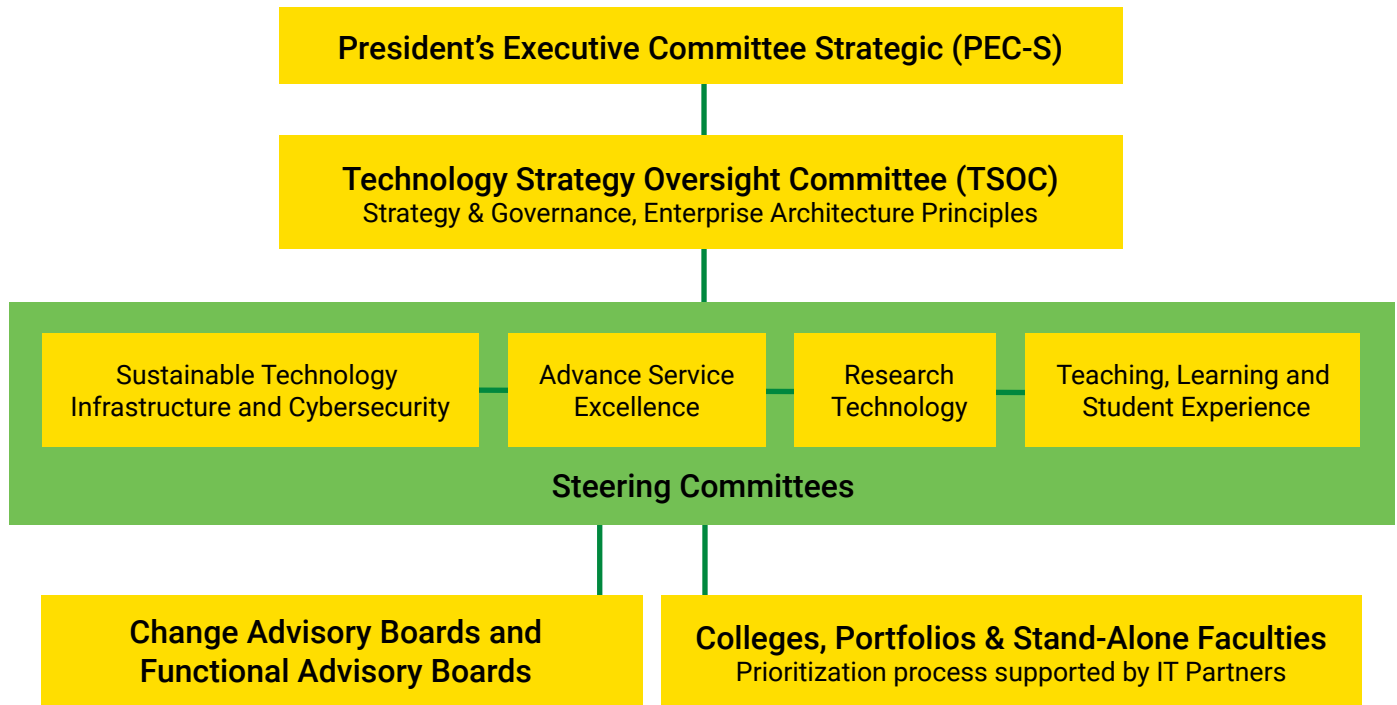
We want to ensure that our employees have the skills, environment, support and opportunities that allow them to thrive and grow at the University of Alberta. We aim to create a workplace culture that is in line with *Shape: The University Strategic Plan 2023-2033* and the university's People Strategy.

This includes ensuring that we promote:

- A safe space for employees to do their work and engage with the university community
- Mentorship, professional development and career laddering opportunities
- Working in alignment with the Indigenous Strategic Plan and Strategic Plan for EDI, including their respective offices, to provide opportunities for employees to learn how to engage in inclusive and respectful ways
- A compassionate and connected culture that promotes collaboration, creativity, and courage



Governance



How do we know we are on track:

- Our governance bodies will provide timely input and direction on the technology investments the university needs to prioritize
- The approved technology initiatives will be reflected in a three-year rolling roadmap that will be accessible by the university community for timely updates
- We will develop a strategy realization framework that will monitor success and develop annual community updates on progress

How will we stay in alignment:

- Our *Technology with Purpose* strategy ensures we stay abreast of our community members' needs with regular governance committee meetings and connecting with all colleges, stand-alone faculties and portfolios during the annual budget process, at a minimum
- Regular reviews allow us to adapt to changing circumstances, incorporate new insights and optimize our technology initiatives to better support the overall objectives of the institution
- We will consistently assess and adjust our technology strategy to ensure it remains in sync with the evolving goals and priorities of the broader institutional strategy

**Leading
with Purpose.**



**UNIVERSITY
OF ALBERTA**