

2020-2021 Highlights

Progress Toward:

OUR PURPOSE. OUR LEGACY.

The University of Florida Strategic Plan for IT 2020-2025



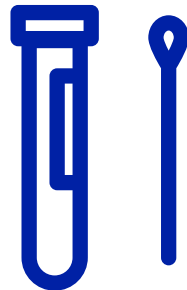
Screen. Test. Protect.
UF HEALTH SCREEN, TEST & PROTECT



83K
Number of UF Community
Members Who Submitted



730K
Screening Forms Leading to



350K
COVID-19 Tests

UFIT supported the data reporting environment that requires 90+ jobs to run each day, executing 2,700 steps in the process, to provide UF Health and the UF Executive Cabinet with the data needed to inform their decision-making.

Enterprise system reports developed to support UF and UF Health during the pandemic have been accessed more than 26,000 times by 450+ faculty and administrators.



We are focusing on the **Customer Experience**.

Our strategic plan provides the direction and the guard rails for our work. The overriding theme we commit to is how will the work we do enhance the experience of being a member of the University of Florida community. How do we expect to enhance customer experience at UF?

1. We are **Amplifying the Campus Voice**.

Over the next year, we will increase our outreach. We will listen. We will seek to learn and better understand which areas of our campus are underrepresented in IT. We will intensify efforts to be more inclusive in the direction and development of IT for UF.

2. We are **Reorganizing Work**.

As we strive towards the goals of our 2020-2025 strategic plan, we will enter a new phase of holistic work planning that centers on the customer. This all-inclusive approach won't negate our project management strengths; but rather, it repositions our expertise in making projects work from the customers' perspective and not from an IT set of standards.

3. We are **Revolutionizing how We Measure Satisfaction**.

To track success, we will develop lead, lag, and target metrics that are meaningful for our campus. We want campus to determine our success level and commit to dynamically sharing the metrics. This new approach to reporting and measuring enables a deeper engagement with our customers and provides richer insight in how our customers view IT at UF.

Our Goals

The **University of Florida Strategic Plan for IT: 2020-2025** outlines UFIT's support of the university's mission as it transforms to a national leader in the application of AI. Visit <https://it.ufl.edu/about/strategic-plan> to view the plan.



1. Enable Student Success

Enabled distance and hybrid learning with UFApps, which provides access to 200 software programs free of charge. Students logged in 61,578 times to utilize applications for courses and assignments.

Ensured all course sections taught in classrooms were upgraded for HyFlex modalities, guaranteeing 100% access for in-person and online learning in Fall '20, Spring '21, and Summer A/C '21.

Supported a video learning environment capable of delivering nearly 10 million lecture views in FY21.

Assisted instructional faculty with their academic technology needs, via UFIT's e-Learning Support Services group. More than 13,400 requests for assistance were resolved in FY21.

Arranged 672 consults with instructional faculty in the classrooms they would utilize to provide 1-on-1 training on the installed academic technologies.

2. Empower the Future of Research

Facilitated the University of Florida research portfolio with computational and consulting support. Faculty sponsors of HiPerGator brought in 33% of the total research portfolio in FY21.

Ranked #2 in U.S. higher education on the TOP500 list of the world's high-performance computing systems. UF is also ranked as the #22 most powerful supercomputer in the world.

Hosted 58 trainings, providing 839 faculty and affiliated staff with the extra knowledge and skills needed to utilize HiPerGator most effectively.

Despite the pandemic, UFIT offered multiple symposia and other online outreach events, including NVIDIA-sponsored presentations, to foster collaboration among UF's research community.

3. Accelerate Philanthropic Impact

Partnered with University of Florida Advancement to leverage existing UF investments in services that enable Advancement's Engine Next program and OneUF program. Among the enterprise services now utilized by more than 300 Advancement staff are the university's:

- Data Integration Platform
- Application Integration Platform
- Master Data Management Platform
- GatorMail UF Email
- UF Network
- Data Center
- Data Governance

4. Elevate the Stakeholder Experience

In addition to delivering pandemic-related solutions for campus in FY21, UFIT also completed 235 enhancements and 74 new projects to UF's enterprise systems.

The 309 projects catalogued by UF vice president level:

Executive	Count
UF Information Technology	82
Student Life – Housing, Reitz Union	16
Sponsored Research	38
Chief Financial Officer	44
Compliance	2
Human Resources	57
Other [Non-Core Office]	9
Provost & Senior VP	3
Student Affairs	15
Registrar, Enrollment Services, Financial Aid	43
Total	309

5. Advance an Analytics-Enabled Environment

The pandemic brought a unique opportunity for the University of Florida—coalesce data sourced from multiple systems to inform UF decision-making. Through projects led by UFIT, the efforts to leverage data from across UF was a success and central to enabling the **Screen. Test. Protect.** program. From the onset of the pandemic in March 2020, UFIT quickly designed and developed integrated toolsets that provided both a console of trusted data for UF as well as a public-facing dashboard. Some of the analytics resulting from this data integration are presented on the back panel of this trifold.

Additionally, UFIT partnered with the Provost's Office on the **Student Success** initiative to provide analytics capabilities, support services, and communications platforms. The <https://studentsuccess.ufl.edu/> portal was launched to engage students about advising, peer mentoring, coaching, peer tutoring and wellbeing services. UFIT is enabling new analytics products that will analyze and report on the success these services have in helping students attain positive academic and personal outcomes.

6. Build a Resilient Cybersecurity Environment

Constant, 24/7 vigilance is needed for UF systems and data to remain secure. To support the cybersecurity needs of our large, diverse community, UFIT:

Partnered with campus to provision multi-factor authentication to all UF constituents, leading to an extraordinary reduction in compromised accounts. In FY20, UF had 3,923 compromised accounts. In FY21, UF now only experiences just 1.5 compromised account per day.

Enriched the cybersecurity training program to include a mandatory information security awareness program for faculty and staff.

Launched the OneUF monitoring framework. UFIT joined with the Office of Internal Audit and the Office of Compliance and Ethics to develop the UF Cyber Security Framework Program (UFCSF). The UFCSF provides a high-level view of unit operational maturity. Unit-level evaluations are then rolled up into a university-wide maturity rating.

Established a year-round simulated phishing program, one of several enhancements made to the Information Security Office's ongoing communications and outreach plan.