Northwestern IT Statement of Direction
## Progress Update

In October 2018, Northwestern IT unveiled its Statement of Direction, a strategy built upon seven key priorities and three foundational efforts intended to guide our future activities. More than a year later, we are pleased to report progress against a number of our priorities, all of which support the University's ambitious mission and strategic priorities.

Advance foundational efforts related to service, talent, and Cloud strategy

Foundational

Manage the risks associated with information security

Security

Enrich the learning and teaching environment

Learning and Teaching

Deliver reliable infrastructure services as we move to more agile solutions

Infrastructure

Statement of Direction
Key Priorities and Efforts

Help our digital research community succeed in an environment of broadening computational landscape

Research

Enable administrative services to effectively and efficiently support our constituents

Administrative

Improve the student experience

Student

Improve the faculty experience

Faculty

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Strategy

- Seven-year investment planning in seven critical IT areas
- Learning and Technology ecosystem Advisory Committee debut with focus on learning spaces, digital learning, and learning management system and apps
- Identity and research infrastructure investments, including new Quest scheduler and WebSSO
- Office 365 email migration delivering key benefits and added value
- Effort to mature information security processes following risk assessment
- Steering group driving long-term Multi-factor Authentication strategy
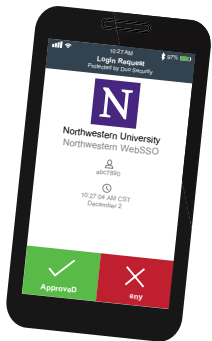
Partnership

- Data governance program launch and support from Administrative Systems Advisory Committee
- Engagement with Associated Student Government on IT service assessment and Affordable Instructional Resources program
- Annual cybersecurity awareness campaign collaboration with technology partners across campus

keep it
SIMPLE
Before you leave campus, run all updates to software and apps, install antivirus software prior to travel, and avoid public Wi-Fi. Get more tips: bit.ly/b4utravel

Traveling abroad? Be aware of laws regarding data privacy and the search and seizure of electronic devices.

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- Transition to integrated service desk and endpoint management model with Weinberg College IT Solutions
- Affinity groups fostering Cloud governance and shared awareness for Cloud-based best practices

Ingenuity

- Online MSL program launch in law and expanded learning engineer reach with LLM and journalism efforts
- Premier active learning environment enhances Feinberg students' experience

> " Our students have overwhelmingly expressed that the room has a positive effect on their learning experience… They feel it is fun, exciting, and a great way to work collaboratively."
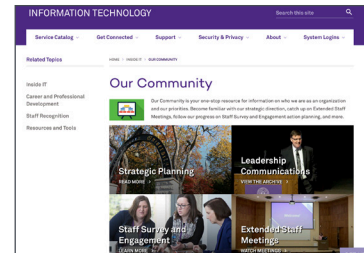>
> David Salzman, MD, MEd, director of simulation for undergraduate medical education

- Homegrown artificial intelligence ChatBot serving as an integral part of the Canvas support network
- Gamified discussion board, Discussion Hero, reinvigorating online student discussions

DISCUSSION HERO

Foundation

- Groundwork established for future Cloud and business support success with enhanced staff training, reorganized Administrative Systems unit, and strategic Cloud-provider partnerships
- Reinvention of the incident and change management process within Northwestern IT, as well as new Service Catalog introduction
- Increased employee communication efforts around staff survey action planning, organizational priorities, budget planning, and staff recognition
- Unconscious bias training pilot; commitment to ensure all IT staff have the opportunity to participate
- Streamlined hiring process for managers yielding simplified job postings, improved interview prep and evaluation, and increased transparency

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Statement of Direction
Key Priorities and Efforts

🏠 Foundational 💬 Learning and Teaching 📊 Research 👥 Faculty 🎓 Student ⚙ Administrative 🌐 Infrastructure 🛡 Security

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