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.

- **Key Priorities and Efforts**
  - Enrich the learning and teaching environment
  - Help our digital research community succeed in an environment of broadening computational landscape
  - Deliver reliable infrastructure services as we move to more agile solutions
  - Improve the student experience
  - Improve the faculty experience
  - Enable administrative services to effectively and efficiently support our constituents
  - Manage the risks associated with information security
  - Advance foundational efforts related to service, talent, and Cloud strategy

**Statement of Direction**

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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

### 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

- 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

### 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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**Northwestern INFORMATION TECHNOLOGY**