EMPOWERING LEGENDS

The University of Alabama
Office of Information Technology
Strategic Plan Accomplishments 2019-2022
Teaching + Learning

Support students and faculty with instructional technologies and services to enhance successful undergraduate and graduate learning experiences.

Research

Provide IT resources and personnel to support and increase the UK’s productivity and innovation in research.

Security + Risk

Secure and protect UK’s technology assets and the campus community through dynamic cybersecurity practices.

Enterprise Architecture

Establish effective procedures, processes and services as the foundation for UK student, faculty and staff technology use.

User Experience

Establish a consistent and reliable user experience for OIT services, tools and technologies.

Community + Collaboration

Encourage engagement within OIT to foster an inclusive and team-oriented work environment, while building community between OIT and students, faculty and staff to understand and meet technology needs.

OIT Goals

1. Launched a new Esri ArcGIS cluster to support researcher and colocation facility, and moved HPC clusters and storage array.
2. Backed, built-out UA System Regional Optical Network to provide adequate power for projected cluster growth from Gordon Palmer data center to Ridgecrest secondary data center.
3. Moved UAHPC, CHPC, and College of Engineering HPC clusters for computational research.
4. Created and enforced UA’s Information Classification Policy to manage classification for unclassified information.
5. Established a CMMC compliant cloud research enclave for the protection of Department of Defense controlled unclassified information.
6. Developed a container environment for custom developed applications to allow for better processes, more efficient resource usages and to prepare for a transition to cloud architecture.
7. Offered virtual and in person presentations and workshops for OIT teams.
8. Piloted a remote work project, offering hybrid working options.
9. Developed a 5-year cloud strategy roadmap to plan and prepare for a transition to cloud architecture.
10. Created an in-house cybersecurity awareness training that is required for all UA employees.
11. Developed and streamlined UA processes using various workflow and business automation tools, including the addition of robotic process automation (RPA).
12. Established monthly internal learning sessions for OIT team members to learn from one another.
13. Established bi-annual organization-wide meeting to reinforce OIT’s vision, mission and values with all team members.
14. Created a container environment for custom developed applications to allow for better processes, more efficient resource usages and to prepare for a transition to cloud architecture.
15. Developed a new cloud strategy roadmap to plan and prepare for a transition to additional cloud services.
16. Decommissioned UAHPC legacy phone system and migrated all phone service to VoIP.
17. Transitioned all UAE supported email, including students, faculty and staff, to the Microsoft 365 cloud environment.
18. Developed tools to streamline machine imaging.
19. Implemented an AI-powered chatbot on the OIT website to enable more interactive troubleshooting.
20. Developed a new stream and searchable myBama database driven by student feedback.
21. Developed new OIT website and YouTube channel to better inform campus community of IT services.
22. Established the IT Forum to create consistency in IT practices among UA’s building community among IT practitioners.
23. Developed a 2020 online cloud computing curriculum, offering free cloud computing tools.

OEI: The University of Alabama