

OUR MISSION

IT Services collaborates with campus partners to support the mission of the University of Chicago through the consistent delivery of high quality technology solutions and services.

GUIDING PRINCIPLES

- We provide secure, stable, and reliable infrastructure and applications to support the mission of the University.
- We support and enable faculty research and teaching with the effective use of technology.
- We simplify the technology experience for faculty, students, alumni, and staff, and we ensure technology is mobile-friendly and accessible.
- We identify, manage, and mitigate the technology risks of the University.

FY26 STRATEGIC PLAN

- Generative AI Integration and Strategy
- Transform Identity Management
- Optimize University Information Technology Service Delivery



CORE VALUES

Transparency

- We explain the decisions we make.
- We clarify expectations and share opportunities.
- We clarify and align roles and responsibilities.

Trust

- We assume good intent from others.
- We use good judgment to act, and we take responsibility for our actions.
- We give each other opportunities to learn and grow without fear of failure.

Respect

- We embrace diversity and inclusion.
- We encourage open dialogue.
- We support team decisions as our own.
- We are present and actively participate.
- We treat feedback as a gift; delivering it with care and receiving it with an open mind.





Generative AI Integration and Strategy

- Leverage AI and machine learning to implement new tools to enhance operational efficiency and effectiveness of our business partners.
- Increase awareness and understanding about the opportunities and risks of artificial intelligence for the campus community.
- Support faculty and instructors in thinking about and using generative AI tools for teaching and learning.

Transform and Modernize Identity Management

- Evolve to a modern, unified, secure, cloud-based identity management system to manage access and authorization.
- Retire and assist with the migration of legacy identity management systems in central IT, schools, divisions, and departments across the University.
- Prepare for people-centric security solutions.

Optimize University Information Technology Service Delivery

- “Shift-left” for improved customer service and satisfaction.
- Invest in campus partnerships to optimize service delivery and meet budget challenges.
- Enhance IT Procurement guidelines.
- Standardize project management processes and implement project portfolio governance across IT Services to focus on business priorities and streamline project delivery.