FY2012 STRATEGIC PLAN
Mission: We network for education.

Vision: To be Utah's most recognized, trusted, and accessible partner for innovation in educational technology.

**Values:**

<table>
<thead>
<tr>
<th>Caring</th>
<th>Leadership</th>
<th>Integrity</th>
<th>Communication</th>
<th>Service</th>
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</thead>
<tbody>
<tr>
<td>supporting our co-workers, customers, and community.</td>
<td>advancing relationships and encouraging ideas.</td>
<td>keeping our promises.</td>
<td>listening to meet needs.</td>
<td>benefiting our partners.</td>
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**NETWORKING SERVICES**


**APPLICATION HOSTING**


**APPLICATION SUPPORT**


**Performance Indicators**

| % goals completed on time + within budget | % of network uptime | % of network upgrades completed on time | # goals grant project goals met | # IVC events (one-time and recurring) | # web visits and % growth | # Pioneer logins and # results returned | # LMS course sections | % growth in E-Rate reimbursements | # of workshops and support events | % incidents resolved on time | % of tools with user documentation |

Guide to Acronyms:
- BB=Blackboard
- BTOP=Broadband Technology Opportunities Program
- CPB=Corporation for Public Broadcasting
- DB=database
- E-Rate=Universal Service Fund
- I2=Internet2
- ION=Interoperable On-Demand Network
- IPv6=Internet Protocol version 6
- LMS=Learning Management System
- NSF-EPSCoR=National Science Foundation Experimental Program for Stimulating Competitive Research
- OER=open educational resources
- PD=professional development
- PBS LM=Public Broadcasting Service Learning Media
- RFP=Request for Proposals
- SC12=International Conference for High Performance Computing, Networking, Storage and Analysis
- SE=Southeastern
- IVC=Interactive Video Conferencing
- UCAN=Universal Community Anchor Network
- UELS=Utah Educational Leadership Standards
- UETS=Utah Effective Teaching Standards
- USOE=Utah State Office of Education
- USHE=Utah System of Higher Education
- UtahSAINT=Utah Security Advisory and Incident Network team
- WAN=Wide Area Network