Purpose

We connect people and technologies to improve education and healthcare in Utah.

Network

We will administer a secure, advanced, and stable network.

- Grow capacity
- Mitigate security incidents
- Support HPC for research
- Merge UEN and UTN infrastructure
- Leverage peering

Applications

We will curate and support high quality resources and tools.

- Align to core needs and standards
- Focus on graduation
- Maximize cost savings through consortia

Sustainability

We will secure ongoing funding for our work.

- Be transparent and efficient
- Maximize E-Rate and HealthCare Connect funds
- Seek grants and partnerships

Broadcast

We will extend programs and projects to benefit our community.

- Manage FCC spectrum repack changes
- Leverage the IP network
- Produce new media

Development

We will provide excellent professional learning experiences.

- Expand Canvas training
- Develop telehealth training
- Staff adequately to reduce waitlists

Values

Service: open, honest, clear and respectful
Innovation: new ideas and creative solutions, a responsible risk-taking culture
Diversity: respect for all
Equity: statewide access
Fiscal Responsibility: stewardship, public trust
Empowered Staff: opportunities for professional growth
Communication: seek input, give voice to staff and stakeholders

Performance Indicators

1. Net Promoter Score
2. 100% of sites connected at sufficient capacity to meet need
3. Network uptime and availability at 99.9% or greater
4. # of Videoconferencing events and classes
5. Website metrics
6. $ Savings through consortia purchasing
7. # of PD courses and credit hours completed
8. Finances are stable and sustainable