

### Purpose



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

### Initiatives



#### 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 telemedicine courses > 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