Purpose

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

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

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