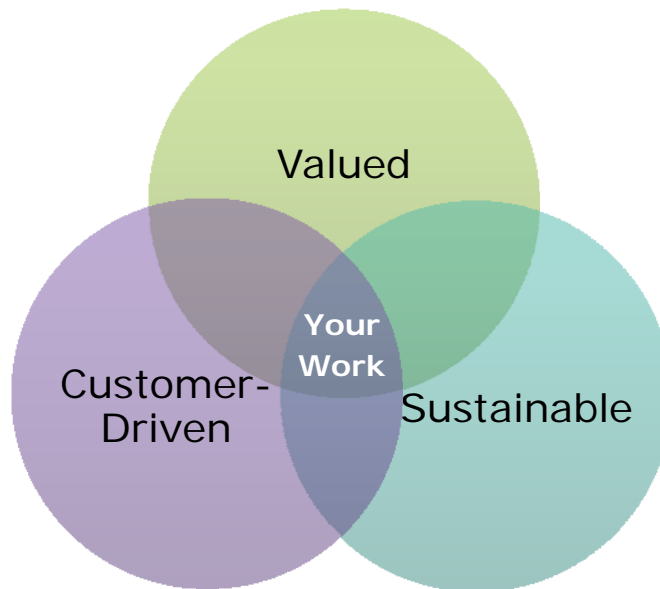


Technology Services is powered by our **People** and **Partners** to be:



Our 2010 Priorities

- A. Develop a sustainable service and financial model and structure.
- B. Develop service management to align our services with UW's highest priorities.
- C. Empower our customers and staff through service delivery efficiencies.
- D. Launch key initiatives: cloud computing, green IT, and mobility.
- E. Support our staff.

10-10-10 Plan

Our goal is to achieve **balance** among our imperatives to be **Customer-Driven, Sustainable, and Valued**. We will focus our efforts over the next three years to transform the way we do business to deliver the most value. The **10-10-10 Plan** reflects our 2010 priorities and declares key objectives we will accomplish by October 10, 2010, our first milestone. While not the only work we will accomplish during this period, it represents meaningful progress toward our goal. Success depends on you.

10-10-10 Plan

Technology Services is powered by our **People** and **Partners** to be:

Customer-Driven

Sustainable

Valued

Key objectives we will accomplish by October 10, 2010:

A. Develop a sustainable service and financial model and structure.

1. Implement FY11 rate proposal for basic service bundle, phone services, and managed desktop.
2. Consolidate billing delivery to customers using Technology Services Equipment billing system.

B. Develop service management to align our services with the UW's highest priorities.

1. Implement request fulfillment process, focusing on new services.
2. Align Service Catalog with FY11 service model and priorities.

C. Empower our customers and staff through service delivery efficiencies.

1. Deploy self-service single line phone delivery and provisioning.
2. Prototype SharePoint intranet for UTS staff with coordinated search in SharePoint and Confluence Wiki.

D. Launch key initiatives: cloud computing, green IT, mobility.

1. Launch Business Productivity Online Suite (BPOS-D) solution to evolve UW Exchange, UW SharePoint, and Office Communicator (OCS) services.
2. Launch tiered managed desktop services (including low-cost option and standard hardware bundles).

E. Support our staff.

1. Expand skills development program to support key initiatives.
2. Hold UTS all staff and periodic training events (for topics such as basic service bundle, ITIL, and SharePoint).