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3. **Strategic Key Initiative Plan**
   - IT Maturity
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Year-in-Review: IT contributes to successful year for UNCSA

Student and Market Reach
• Partnered with Strategic Communications to improve campus communication through the expansion of digital signage

Profit Generation
• Supported the capital campaign by making it easier to contribute with an enhanced user interface and features

Cost Reduction
• Enhanced operational performance and workflow by improving and automating over 100 processes such as converting manual paper to digital forms
• Enhanced user support and optimized remote management by implementing Microsoft Intune, leading to improved mobile device management, heightened security, and increased operational efficiency
• Improved space reservation management through deployment of 25Live

Service Enablement
• Improved self-service experience through a mobile friendly EZ Arts upgrade for all students, faculty, and staff
• Enhanced campus wireless for easier access while improving security, simplifying administration, and standardizing process
• Supported new Artist Village by deploying wired and wireless network and internet access
• Expanded wireless connectivity for first outdoor campus access at Library terrace, Sneden’s Landing and outside Artist Village
• Enhanced user experience and increased performance while ensuring security by deploying over 150 new computers to faculty and staff
• Improved travel reimbursement process through supporting implementation and integration of Chrome River with Banner
• Improved campus security through continuous improvement of an array of cyber security initiatives
• Enhanced business alignment through the establishment of a governance framework
• Supported data-driven decision making and data management through the establishment of data governance
• Improved user efficiency by simplifying user login with a single password for most systems (SSO) while enhancing security with multi-factor authentication (MFA)
• Enhanced campus IT service availability and reliability through security awareness training, mock phishing campaigns, and establishing 24x7 endpoint security monitoring
UNCSA’s IT Strategy 2023-2025

Mission
To provide innovative and reliable technology solutions that enable our institution’s performing arts faculty, staff, and students to achieve their creative and artistic goals.

Vision
Empowering Artistic Excellence through Strategic Technology Solutions

Guiding Principles
- We will leverage our technology platforms to support standardization
- We will work as a transparent and unified team that regularly communicates
- We will provide leadership to promote a culture of security
- We will enhance our support of campus data-driven decision making

01 Support institution initiatives that enable value
- Assist organizational partners to support their specific goals
- Increase integrations and automation
- See roadmap for details

02 To improve operational excellence for our campus community
- Enhance partnership with business units through leadership communication
- Refine project portfolio management and IT governance process for intake, project classification, and prioritization and submit for approval
- Expand and refine our Cybersecurity Strategy
- See roadmap for details

03 Drive Value Creation through Technology Optimization
- Technology consolidation, standardization and optimization
Core Strategies | UNCSA Initiatives | IT Initiatives | IT Goals
---|---|---|---
Health and Wellness | | | 
Maintaining and Expanding Industry Relevance | | | 
Institutional Sustainability | | | 

**Achieved through**

**IT Goals**

**Support institution initiatives that enable value**

**To improve operational excellence for our campus community**

**Drive Value Creation through Technology Optimization**

**IT Initiatives**

**Student Well-Being and Safety**
- Support deployment of Pathify
- Outdoor wireless initiatives
- Plan to standardize student device options

**Creating New Curricular Options**
- Assist and support METL revisions
- Support Intro to Recording and Music Technology class
- Support for greater utilization of Canvas

**Personnel Sustainability**
- Technology consolidation, standardization and optimization via a device agnostic environment
- HR Support for initiatives: PeopleAdmin, EPAF integration, SHRA and EHRA group clean up
- Hire campus trainer
- Assist Financial Aid in enhancing capability for self service reports
- Establish near-real time admitted student data in SIS through Slate/Banner integration improvements
- Enable new workflow automation capabilities in Banner
- Expand process improvement through Dynamic Forms
- Expand 25Live - effectiveness (phase 2)

**Enrollment Sustainability**
- Research and implement replacement of Film rendering farm
- Assist in the integration of FAFSA simplification effort
- Improve classroom tech and support transformation of learning spaces

**Facilities Sustainability**
- Support for the technology infrastructure for the renovation of Stevens Center
- Perform comprehensive campus-wide network infrastructure refresh
- Replace phone system for enhanced flexibility, features (e.g. SMS) and cost reduction

**Fiscal Sustainability**
- Improved sustainable asset management plan and policy for hardware and software
- Partner to enhance CPOS responsive dashboard for DegreeWorks
- Partner to enhance CPOS for Student Educational Planner
- Assist in the implementation of the Course Program of Study (CPOS)
- Support deployment of ESM Purchasing
- Support deployment of Chrome River invoice
- Deploy an enterprise document management system (HR, FA, Registrar, Admissions, Finance)

- Enhance partnership through leadership collaboration and communication
- Refine project portfolio management and IT governance process for intake, project classification, and prioritization
- Expand and refine our cybersecurity strategy
- Update business continuity and disaster recovery plan
- Improve and expand authentication services through SSO and MFA
- Deploy new IT Service Desk (TeamDynamix)
- Perform a comprehensive campus-wide network infrastructure refresh
- Assist in establishing Data Governance
- Establish a comprehensive equipment refresh strategy (asset management)

- Technology consolidation, standardization and optimization via a device agnostic environment
Roadmap to enable UNCSA’s strategy, improve IT operational excellence, and drive value creation

To improve operational excellence for our campus community

- Support deployment of Pathify
- Improve classroom tech and support transformation of learning spaces
- Support for deployment of ESM and Chrome River Invoice
- Outdoor wireless initiatives
- Support Course Program of Study (CPOS)
- Enhance partnership through leadership communication

- Support deployment of 25Live (phase 2)
- Assist FA in self-service reporting
- Hire campus trainer
- Support HR initiatives for PeopleAdmin and EAPF
- Enable new workflow automation capabilities in Banner
- Support Course Program of Study (CPOS)
- Expand and refine our Cybersecurity Strategy

- Greater utilization of Canvas
- Plan to standardize student device options
- Support Stevens Center infrastructure renovation
- Assist and support METL revisions
- Replace film rendering farm
- Refine project portfolio management and IT governance

- Replace university phone system for greater flexibility and cost reduction
- Update business continuity and disaster recovery plan
- Assisting in establishing Data Governance
- Improved sustainable asset management plan and policy for hardware and software
- Assist in establishing Data Governance

- Refine project portfolio management and IT governance
- Deploy new IT Service Desk
- Establish a comprehensive equipment refresh strategy (asset management)

- Outdoor wireless initiatives
- Outdoor wireless initiatives
- Assisting in establishing Data Governance
- Improved authentication services through SSO and MFA

- Deploy new IT Service Desk
- Establish a comprehensive equipment refresh strategy (asset management)

- Support Stevens Center infrastructure renovation
- Support Stevens Center infrastructure renovation

- Support Stevens Center infrastructure renovation
- Support Stevens Center infrastructure renovation

- Perform comprehensive campus-wide network infrastructure refresh
- Perform comprehensive campus-wide network infrastructure refresh

- Perform comprehensive campus-wide network infrastructure refresh
- Perform comprehensive campus-wide network infrastructure refresh

- Expand and refine our Cybersecurity Strategy (cont’d)
- Expand and refine our Cybersecurity Strategy (cont’d)

- Expanding classroom tech and support transformation of learning spaces
- Expanding classroom tech and support transformation of learning spaces

- Expanding classroom tech and support transformation of learning spaces
- Expanding classroom tech and support transformation of learning spaces

- Expanding classroom tech and support transformation of learning spaces
- Expanding classroom tech and support transformation of learning spaces

- Expanding classroom tech and support transformation of learning spaces
- Expanding classroom tech and support transformation of learning spaces
Introduction and Business Context

1. Our approach
2. Key Stakeholders
3. School of Arts Strategy 2022-27
4. IT Supports UNCSA’s Mission
5. Top Strategic Priorities
6. Top Themes
How we defined our IT strategy

UNCSA leveraged university and IT leadership to lead the development of this IT strategy. As part of the overall approach, various stakeholders from across the organization were engaged for interviews and a diagnostics assessment of our Information and Technology services for several months. Additionally, we engaged a 3rd party Research firm to help facilitate a four-day workshop with IT department leadership team and also garner input and insights from the Vice Chancellor for Economic Development and Chief of Staff, as well as our Vice Chancellor for Finance and Administration.

We also leveraged our UNCSA 2022-27 Strategic Plan to help inform our IT strategy. We utilized a prescribed methodology to ensure a structured and disciplined approach to gather feedback from key stakeholders and participants to identify related challenges, risks and opportunities.

UNCSA IT’s Methodology

1. Establish the Scope of IT Strategy
   Define IT’s mission and vision statements and guiding principles.

2. Review IT Performance From Last Fiscal Year
   A retrospective of IT’s performance

3. Build Key Initiative Plan
   Strategic initiatives that are most important to the organization and a plan to execute on them.

4. Build a Roadmap
   Create a balanced roadmap to track our journey and prepare for the organization’s long-term success.
Key Stakeholders

Engagement informs IT Strategy

Executive Leaders

- Brian Cole, Chancellor
- Patrick Sims, Executive Vice Chancellor and Provost
- Jim DeCristo, Vice Chancellor for Economic Development, Chief of Staff
- Wendy Emerson, Vice Chancellor for Finance & Administration
- Claire Machamer, Vice Chancellor for Strategic Communications
- Angela Mahoney, Associate Vice Chancellor and Chief Human Resources
- Deborah LaVine, Dean of Filmmaking
- Saxton Rose, Dean of Music
- Rachel Williams, Dean of Division of Liberal Arts
- Martin Ferrell, Dean of High School
- Jane Kamiab, Director of Financial Aid
- Paul Razza, Director of Admissions
- Sharon Hush, Registrar
- Gary Penrod, Director of Financial Systems
- Terry Harmon, CIO
UNCSA Forward 2022-2027 (UNCSA’s Strategic Plan)

Mission
The University of North Carolina School of the Arts (UNCSA) provides gifted emerging artists with the experience, knowledge, and skills needed to excel in their disciplines and in their lives, and it serves and enriches the cultural and economic prosperity of the people of North Carolina and the nation. UNCSA is the state’s unique professional school for the performing, visual, and moving image arts, training students at the high school, undergraduate, and master’s levels for professional careers in the arts.

Core Strategies for 2022-27
- Equity, Diversity, Inclusion and Belonging (EDIB)
- Health and Wellness
- Interdisciplinary Work in the Arts
- Maintaining and Expanding Industry Relevance
- Institutional Sustainability

Institutional Values

UNCSA Forward
Our 2022-27 Strategic Plan
IT supports UNCSA’s mission

**University**

**Mission**
The University of North Carolina School of the Arts (UNCSA) provides gifted emerging artists with the experience, knowledge, and skills needed to excel in their disciplines and in their lives, and it serves and enriches the cultural and economic prosperity of the people of North Carolina and the nation. UNCSA is the state’s unique professional school for the performing, visual, and moving image arts, training students at the high school, undergraduate, and master’s levels for professional careers in the arts.

**Vision**

Mission & vision helped determine IT’s guiding principles for FY24-25:

The following guiding principles define the values that drive IT’s strategy in FY24-25 and provide the criteria for our 24-month planning horizon.

**Guiding Principles**

- We will leverage our technology platforms to support standardization
- We will work as a transparent and unified team that regularly communicates
- We will provide leadership to promote a culture of security
- We will enhance our understanding of campus data-driven decision making

**IT**

To provide innovative and reliable technology solutions that enable our institution’s performing arts faculty, staff, and students to achieve their creative and artistic goals.

Empowering Artistic Excellence through Strategic Technology Solutions
Top Strategic Priorities for Leadership

What we heard from our stakeholder consultation

**Chancellor**
- Expand and enhance cybersecurity posture
- Foster campus unity by establishing a device agnostic environment that promotes core efficiencies and collaboration

**Vice Chancellor Finance and Administration**
- Support implementation of ESM Purchase and Chrome River invoice
- Teams migration (Standardization, efficiency/cost savings)
- Continue to enhance cybersecurity posture
- Reduce paper and gain efficiencies via file and document management

**Vice Chancellor for Strategic Communications**
- Support website redesign
- Support campus tour
- Pathify- develop integrations as we launch to current students and then fac/staff
- Digital Signage- continued support and expansion
- Audiences- exports to mail chimp

**Provost**
- Support the UNCSA Strategic plan with an enhanced focus on academics

**Vice Chancellor Economic Development and Chief of Staff**
- HR systems cleanup and improved data integrations
- Facilities- renovation of Stevens Center
- Technology consolidation
- Equipment refresh plan and execution

**Associate Vice Chancellor and Chief Human Resources Officer**
- Support initiatives with PeopleAdmin
- EPAF integration and support
- Training
- Assist with termination process
- Collaborate on improving HR processes
- Implement document management system
Top Strategic Priorities for Leadership
What we heard from our stakeholder consultation

Dean of Filmmaking
• Identify and replace aging rendering farm
• Support Master of Fine Arts for archival presentation and curation with a library science component
• Support development in Media + Emerging Technology Lab (METL)- program is being revised

Dean of Division of Liberal Arts
• Determine and recommend classroom tech for various spaces and provide clear instructions for usage
• Support the transformation of spaces for enhanced learning outcomes
• Activate existing digital signage

Dean of High School
• Streamline technology options and promote standardized solutions across the campus to enhance efficiency
• Standardize device options for students if possible
• Technology training and Ed Tech recommendations
• Greater utilization of Canvas- start with taking attendance across schools

Dean of Music
• Support for Intro to Recording and Music Technology
• Collaborate with university leaders for a plan to standardize student technology
• Support for technology consolidation
Top Strategic Priorities for Leadership
What we heard from our stakeholder consultation

Registrar
- Transfer digital files to an appropriate document management system
- Course program of study (CPOS) Implementation (Federal mandate – work with FA)
- Support for process implementation
- Responsive dashboard for DegreeWorks
- Student Educational Planner

Director of Financial Systems
- ESM and Chrome River Invoice
- PaymentWorks online vendor portal
- Push p-card (burse cards) through Chrome River.
- Expand usage of Anaplan
- Data Analytics / Business Intelligence - convert Argos into Power BI
- Service desk and ticketing for Finance
- Documentation on Access and Controls of Finance systems
- Deeper exploration of Banner functionality
- Exploration of API functionality via Ethos and/or StarRez for process improvement
- Cardinal Tracking payroll deduction implementation

Financial Aid
- Reporting design and responsibilities
- Data literacy from Provost office.
- FAFSA simplification effort
- Enhance Dynamic Forms
- Document management solution

Director of Admissions
- Reporting design and responsibilities
- Data literacy from Provost office.
- Document management solution
Top Themes Emerge
What we heard from our stakeholder consultation

- Communication and Partnership
- Consolidation and Standardization
- Data Driven
- Integrations
Strategic Key Initiative Plan

1. IT Maturity
2. Goals and Initiatives
3. Roadmap
4. Strategy Planning Cycle
Improving ITs maturity required a deeper understanding of our current state.

Stakeholder management is a critical aspect of running a successful IT department. IT’s most important and impactful metric to gauge our success is stakeholder satisfaction. In FY24-25, IT is dedicated to understanding and improving stakeholder satisfaction across the organization.

IT will prioritize understanding the needs of the executive leadership team for FY24-25.
Stakeholders have indicated Campus Wi-Fi and Administrative Application are areas to improve ITs services.

This data showed low scores on two important IT services: Campus Wi-Fi and Administration Applications.

We will review opportunities for Campus Wi-Fi and our Partner’s Assist with focus on Administration Applications.
IT’s key initiatives in FY23-24 can be categorized by three goals

1. Support institution initiatives that enable value
   - **Support Major Institution Initiatives**
     Strategic initiatives are supported by IT projects and each project has unique IT challenges that require IT support.

2. To improve operational excellence for our campus community
   - **Reduce Risk & Improve IT Operational Excellence**
     These initiatives will increase IT process maturity and will systematically improve IT.

3. Drive Value Creation through Technology Optimization
   - **Drive Technology Standardization and Optimization**
     These initiatives will support future optimization capabilities.
IT identified 3 major initiatives to enable value for the institution

Support institution Initiatives that enable value

Strategic initiatives are supported by IT projects and each project has unique IT challenges that require IT support.

- IT technology infrastructure:
  - Replace campus phone system for enhanced flexibility, features and cost reduction
  - Create a sustainable asset management plan and policy for hardware and software
  - Support technology infrastructure for the renovation of Stevens Center
  - Perform comprehensive campus-wide network infrastructure refresh
  - Outdoor wireless initiatives

- Assist organizational partners:
  - Support for deployment of Pathify
  - Support for Media + Emerging Technology Lab (METL) revisions
  - Support Financial Aid in enhancing capability for self-service reports
  - Hire trainer to increase efficiency for partners to utilize tools and systems
  - Support Course Program of Study (CPOS)
  - Support for deployment of ESM and Chrome River Invoice
  - Research and implement replacement of rendering farm
  - Support Intro to Recording and Music Technology class
  - Plan to standardize student device options
  - Support for greater utilization of Canvas
  - Improve classroom technology and support transformation of learning spaces
  - Deploy an enterprise document management system (HR, FA, Registrar, Admissions, Finance)

- Integration and automation:
  - Support HR integrations for PeopleAdmin and EPAF
  - Assist in the integration of FAFSA simplification effort
  - Establish near-real time admitted student data in SIS through Slate/Banner integration improvements
  - Enable new workflow automation capabilities in Banner
  - Expand process improvement through Dynamic Forms
  - Expand 25Live capabilities (phase 2)
# Roadmap of Institutional Initiatives (In Process)

<table>
<thead>
<tr>
<th>Support institution Initiatives that enable value</th>
<th>2023</th>
<th>2024</th>
<th>2025</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Support Pathify deployment and integrations</td>
<td><img src="image1" alt="2023 support" /></td>
<td><img src="image2" alt="2024 support" /></td>
<td><img src="image3" alt="2025 support" /></td>
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<tr>
<td>2. Support ESM Purchasing</td>
<td><img src="image1" alt="2023 support" /></td>
<td><img src="image2" alt="2024 support" /></td>
<td><img src="image3" alt="2025 support" /></td>
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<tr>
<td>3. Support Chrome River Invoice with enhancements</td>
<td><img src="image1" alt="2023 support" /></td>
<td><img src="image2" alt="2024 support" /></td>
<td><img src="image3" alt="2025 support" /></td>
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<tr>
<td>4. HR integrations and support for PeopleAdmin, EPAF</td>
<td><img src="image1" alt="2023 support" /></td>
<td><img src="image2" alt="2024 support" /></td>
<td><img src="image3" alt="2025 support" /></td>
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<tr>
<td>5. Replace campus phone system</td>
<td><img src="image1" alt="2023 support" /></td>
<td><img src="image2" alt="2024 support" /></td>
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<td>6. Hire campus technology trainer</td>
<td><img src="image1" alt="2023 support" /></td>
<td><img src="image2" alt="2024 support" /></td>
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<td>7. Research and replace Film rendering farm</td>
<td><img src="image1" alt="2023 support" /></td>
<td><img src="image2" alt="2024 support" /></td>
<td><img src="image3" alt="2025 support" /></td>
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<td>8. Expand process improvement through Dynamic Forms</td>
<td><img src="image1" alt="2023 support" /></td>
<td><img src="image2" alt="2024 support" /></td>
<td><img src="image3" alt="2025 support" /></td>
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<tr>
<td>9. Expand 25Live capabilities (phase 2)</td>
<td><img src="image1" alt="2023 support" /></td>
<td><img src="image2" alt="2024 support" /></td>
<td><img src="image3" alt="2025 support" /></td>
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<tr>
<td>10. Support Intro to Recording and Music Technology class</td>
<td><img src="image1" alt="2023 support" /></td>
<td><img src="image2" alt="2024 support" /></td>
<td><img src="image3" alt="2025 support" /></td>
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<tr>
<td>11. Support technology for renovation of Stevens Center</td>
<td><img src="image1" alt="2023 support" /></td>
<td><img src="image2" alt="2024 support" /></td>
<td><img src="image3" alt="2025 support" /></td>
</tr>
<tr>
<td>12. Perform campus-wide network refresh</td>
<td><img src="image1" alt="2023 support" /></td>
<td><img src="image2" alt="2024 support" /></td>
<td><img src="image3" alt="2025 support" /></td>
</tr>
<tr>
<td>13. Improve classroom tech and support transformation of learning spaces</td>
<td><img src="image1" alt="2023 support" /></td>
<td><img src="image2" alt="2024 support" /></td>
<td><img src="image3" alt="2025 support" /></td>
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<tr>
<td>14. Outdoor wireless initiative</td>
<td><img src="image1" alt="2023 support" /></td>
<td><img src="image2" alt="2024 support" /></td>
<td><img src="image3" alt="2025 support" /></td>
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</tbody>
</table>
Roadmap of Institutional Initiatives (Pending)

Support institution Initiatives that enable value

1. Support METL program revision
2. Support Financial Aid in enhancing self-service reporting
3. Slate/Banner integration improvements
4. Support Course Program of Study (CPOS)
5. Assist in the integration of FAFSA simplification effort
6. Enable new workflow automation capabilities in Banner
7. Plan to standardize student device options
8. Support for greater utilization of Canvas
9. Deploy an enterprise document management system (HR, FA, Registrar, Admissions, Finance)
10. Support website redesign
11. Support Campus Tour
12. Expansion of digital signage
13. Assist with termination process
14. Support MFA for archival presentation and curation
15. Responsive dashboard for Degreeworks
16. Student Educational Planner
17. Reporting design and responsibilities
18. Data literacy from Provost Office
19. PaymentWorks online vendor portal
20. Expand usage of Anaplan
21. Convert Argos to PowerBI
22. Ethos API functionality for process improvement
23. Cardinal Tracking payroll deduction implementation
IT identified major initiatives to improve operational excellence

To improve operational excellence for our campus community

These initiatives will increase IT process maturity and will systematically improve IT.

- Enhance partnership with business units through leadership communication
- Refine project portfolio management and IT governance process for intake, project classification, and prioritization
- Expand and refine our Cybersecurity Strategy
- Deploy new IT Service Desk (TeamDynamix)
- Establish a comprehensive equipment refresh strategy (asset management)
- Perform a comprehensive campus-wide network infrastructure refresh
- Update business continuity and disaster recovery plan
- Improve and expand authentication services through SSO and MFA
- Assist in establishing Data Governance
Roadmap to improve operational excellence

**To improve operational excellence for our campus community**

1. Enhance partnership with business units through leadership communication
2. Refine project portfolio management and IT governance process for intake, project classification, and prioritization
3. Expand and enhance cybersecurity posture
4. Deploy new IT Service Desk (TeamDynamix)
5. Establish a comprehensive equipment refresh strategy (asset management)
6. Perform a comprehensive campus-wide network infrastructure refresh
7. Update business continuity and disaster recovery plan
8. Improve and expand authentication services through SSO and MFA
9. Assist in establishing Data Governance

<table>
<thead>
<tr>
<th></th>
<th>2023</th>
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</table>
To drive technology innovation, we will identify initiatives through a campus plan that will have the most impact for UNCSA.

Drive Value Creation through Technology Standardization and Optimization

These initiatives will support future optimization capabilities.

- Technology consolidation, standardization and optimization
  - Consolidate file services and other services to Teams for greater efficiency and security
## Roadmap to drive value creation through technology optimization

### Drive Value Creation through Technology Optimization

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<thead>
<tr>
<th></th>
<th>2023</th>
<th>2024</th>
<th>2025</th>
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<tr>
<td>1</td>
<td>Jan / Feb</td>
<td>Mar / Apr</td>
<td>May / Jun</td>
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<td>Yellow</td>
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</table>

1. Technology consolidation, standardization and optimization via a device agnostic environment
We will put a process in place to review the IT strategy that makes us proactive to deal with any changes to the business’ strategy or direction.

Our process should align to existing bi-annual budget review.

<table>
<thead>
<tr>
<th>FREQUENCY</th>
<th>AUDIENCE</th>
<th>SCOPE</th>
<th>DATE</th>
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</thead>
<tbody>
<tr>
<td><strong>ANNUALLY</strong></td>
<td>Organization’s stakeholders, IT</td>
<td>• Re-survey</td>
<td>Pre-Budget</td>
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<tr>
<td></td>
<td>Leadership Team</td>
<td>• Review / validate strategy</td>
<td>Jan (1/2 day)</td>
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<td>• Update to schedule/initiatives</td>
<td>Feb (1/2 day)</td>
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<td>Post-Budget</td>
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<td>Jul (1/2 day)</td>
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<tr>
<td><strong>TOUCHPOINT</strong></td>
<td>IT Leadership Team</td>
<td>• Initiatives status updates</td>
<td>Nov (1/2 day)</td>
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<td>• Organization updates</td>
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<td>• New projects</td>
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<td>• Risks / constraints</td>
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<td>• Changes in priorities</td>
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<td>• Updates</td>
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<tr>
<td><strong>EVERY 2 YEARS</strong></td>
<td>IT Leadership Team</td>
<td>• Full Planning</td>
<td>Jan 2025 (24 hours)</td>
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<td>(REBUILD)</td>
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- IT is dedicated to frequent touch points throughout the year to ensure the strategy team and all stakeholders are on the same page about any changes or updates regarding strategic initiatives.