



THE UNIVERSITY OF ALABAMA IN HUNTSVILLE

Office of Information Technology (OIT) Overview

March 2023

Vision and Mission Statements

Vision: Our vision is to be a transformative and innovative yet **customer centric organization** that enables and empowers the UAH community to successfully accomplish its goals through the effective use of technology.

Mission: The mission of the Office of Information Technology (OIT) is to facilitate excellence in research, teaching and learning, student success and the student experience, and administrative/business operations **through the provision of robust, reliable, and cost effective Information Technology (IT) services and solutions.**

OIT Overview

The Office of Information Technology (OIT) is responsible for all centralized Information Technology (IT) services. OIT consists of staff members in the areas of

- Administrative
- Enterprise Applications
- Infrastructure (Networks, Telecommunications, and Systems)
- Cybersecurity
- Client Services/Customer Relations

Important Dates

- **June 12, 2023** – Multi-Factor Authentication for Students
- **March 31, 2024** – Self Service Banner 8 moves to Maintenance Support
- **June 30, 2024** – Luminis (myUAH) - End of Life

Major Projects

- Ethos API
- Experience (my.uah.edu replacement)
- Ellucian Workflow
- Infrastructure Refresh
 - Core Router Replacement and Firewall Re-configuration
 - Network Segmentation
 - Changes to wireless SSIDs
 - Reduction in number, moving people to UAH Get Connected or eduroam
 - Removing the 5 networks (Staff, Student, Faculty, etc)
- Cyber Insurance (???)
 - Privilege Access Management
 - End of Life
 - Vulnerability Management

Contact OIT

Client Services:

- Client Portal (uah.edu/ithelp) to browse articles and services, chat online with a representative, use our Chatbot, or submit a ticket
- Please *call* us if you have an urgent issue - 256-824-3333
- Contact us if you're experiencing a problem or would like to request a service; you can email helpdesk@uah.edu with a description of the problem/question

Project Initiation (<https://sites.google.com/uah.edu/oit-projects/home>):

- Policy
- Intake Form
- Questionnaire

Online User Request System:

- Banner Information/Data Requests only - <https://ours.uah.edu>