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