

Strategic Plan

2026 - 2029

Mission Statement

We elevate access to education and healthcare through technology for all Utahns.

Core Values

Excellence. We deliver exceptional work and continually strive for excellence in all that we do.

Collaboration. We work as a team internally and with our partners, combining decades of collective expertise to innovate, solve problems, and build long-term solutions.

Investment. We are deeply committed to our mission, our people, and the communities we serve, dedicating time and resources to create lasting impact.

Integrity. We act with honesty and uphold the highest ethical standards.

Accountability. We take responsibility for our actions, decisions, and outcomes, ensuring that we meet our commitments, learn from challenges, and practice fiscal responsibility.

Trust. We build and maintain trust through transparency, reliability, and respect in every interaction.

Strategic Goals and Objectives

Cultivate Stakeholder Relationships and Partnerships

- Develop statewide cybersecurity standards
- Support AI research and leadership
- Realign content and stakeholder strategy
- Manage rural telehealth initiatives through the Rural Health Transformation Plan
- Develop education security services for LEAs
- Strengthen state and federal partnerships
- Establish wildfire camera network

Develop UETN Workforce and Leadership Capacity

- Design staff onboarding program
- Develop succession planning framework

Drive Innovation and Effective Technology Adoption

- Increase online course completion
- Expand access to professional development
- Maximize network hardware cost efficiencies
- Develop an Interactive Video Collaboration (IVC) roadmap
- Optimize Information Technology Service Management workflows and platforms

Ensure Financial Sustainability and Stewardship

- Develop an equipment replacement plan
- Maintain strong financial health

Maximize Cost Efficiency and Access Through Statewide Purchasing

- Track software usage and reporting
- Enhance telecom procurement planning
- Maximize software cost savings
- Ensure compliant, cost-efficient procurement
- Integrate cybersecurity services with the Utah Cyber Center

Optimize Network Infrastructure and Security

- Complete federal grant program infrastructure projects
- Enhance asset lifecycle management
- Strengthen network security architecture
- Enhance telehealth site security
- Launch digital fluency program
- Support school-based healthcare technology

Prioritize and Communicate Core Services

- Develop service-based websites
- Communicate services via catalog
- Maximize E-Rate/Rural Healthcare Connect funding
- Enhance interdepartmental coordination compliance
- Align funding with network model
- Ensure funding audit readiness
- Standardize service inventory documentation