

PURPOSE

We connect people and technologies to improve education and healthcare in Utah.

INITIATIVES

NETWORK

We will administer a secure, advanced, and stable network.

Grow capacity > Anticipate and plan for demand and other exigencies > Manage security risk > Support High Performance Computing for research > Merge UEN and UTN infrastructure > Leverage peering

APPLICATIONS

We will curate and support high quality resources and tools.

Align to core needs and standards > Support certificate and degree programs of our partners > Maximize cost savings and collaborations through consortia > Improve accessibility

SUSTAINABILITY

We will secure ongoing funding for our work.

Be transparent and efficient > Maximize E-Rate and HealthCare Connect > Seek grants and partnerships > Leverage state and national initiatives > Liaise with appropriators and partners

BROADCAST

We will deliver programs and projects to benefit our community.

Program content to educate and inspire > Produce new media > Engage with and amplify the work of community partners > Build capacity with emerging media platforms: cross reality media, live linear streaming, NextGen TV, and others > Collaborate with peer stations

TELEHEALTH

We will assist health care organizations to achieve the triple aim of reduced costs, higher quality, and increased patient satisfaction.

Foster telehealth adoption and deployment > Serve as a regional Telehealth Resource Center > Develop valuable and timely telemedicine resources > Serve as a neutral convener for telehealth initiatives > Maintain HIPAA compliant systems and environment > Advance access to telehealth services

PROFESSIONAL LEARNING

We will provide excellent professional learning experiences to support our stakeholders.

Coordinate and provide training for state-licensed software > Increase support for school administrators, libraries and higher education > Provide opportunities to earn Ed Tech endorsement and related credentials > Produce quality multimedia professional learning content > Continue to understand and promote progressive practices that enhance education through technology

OPERATIONS

We will make decisions and take actions that match our values.

Support Board governance and Advisory Councils > Update policies and service catalog > Improve diversity and inclusion > Communicate our work through publications and media

PERFORMANCE INDICATORS

We will track and report our performance, learn from and make decisions using data.

1. 100% of sites are connected at sufficient capacity to meet need 2. Network uptime and availability are 99.9% or greater 3. Number of videoconferencing classes for education and telehealth increase 4. Amount of telehealth technical assistance provided 5. Website, social media and app utilization metrics show increased engagement 6. Data show cost savings through consortia purchasing 7. Increase in PD-courses, credit hours, and endorsements completed 8. Finances are stable and sustainable 9. The percentage of return on E-Rate and Rural Healthcare funds increases 10. The percentage of return on E-Rate and Rural Healthcare funds increases 11. Measures of staff and constituent satisfaction remain positive

VALUES

Service: open, honest, clear and respectful interactions, documented policies and actions

Innovation: new ideas and creative solutions, a responsible risk-taking culture

Diversity: inclusion and respect for all, staff and governance representative of all we serve

Integrity: fairness, impartiality, balance, equity

Fiscal Responsibility: good stewardship, public trust

Empowered Staff: opportunities for professional growth, market-aligned compensation

Communication: seek input; give voice to staff and stakeholders, support engagement across platforms

Safety: welfare, security, and well-being of staff and constituents