

# Information Services and Technology FY2008 Strategic Plan

Information Services and Technology (IS&T) enables MIT's core mission -- to advance knowledge and educate students in science, technology, and other areas of scholarship that will best serve the nation and the world in the 21<sup>st</sup> century -- by working in partnership with the Institute's faculty, students, and staff to maximize the value of information technology to their work. As the central IT department at MIT, IS&T has a wide range of responsibilities, from providing the campus network to ensuring critical day-to-day business operations to strategic planning for IT. IS&T staff, as representatives of MIT, bring their expertise as recognized worldwide leaders in areas such as security and the Internet to benefit other institutions of higher education and beyond. Collaborative activities across the MIT community (e.g., committees, outreach programs, etc.) inform IS&T efforts to provide the services that support the needs of our clients. IS&T continually gathers information on the user experience at MIT to develop clearer and more consistent communications and to launch appropriate experiments in improved IT services.

There are seven strategic themes that guide the department's activities:

- ◆ service orientation – understanding the work and goals of the people and organizations at MIT to improve our focus on providing world class service as true partners with our clients;
- ◆ technological innovation and leadership – generating the ideas and experiments that will lead to the next generations of IT services;
- ◆ collaboration – working with other IT departments on campus and IT users throughout MIT, as well as colleagues on other campuses, to foster a collaborative environment for problem solving, to plan for future IT needs. and to ensure that MIT is getting the best and most cost effective information services support and technology available;
- ◆ communication – improving the flow of information throughout IS&T and the MIT community, engaging clients and colleagues in a dialog about IT needs and priorities, increasing the visibility and benefits of IT services, creating the identity of IS&T as an effective service organization;
- ◆ excellence in project execution and management – on schedule, on budget delivery of hardware and software systems that meet or exceed client expectations;
- ◆ a high degree of fiscal responsibility coupled with sound financial management; and
- ◆ personnel development – giving each member of the IS&T community the opportunity to contribute to the full extent of his or her capabilities.

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IS&T's commitment to the MIT community is demonstrated by the following priorities. Our operational plans provide more detail on all major IS&T activities -- all aimed at improving our services to the community.

## **Be a trusted partner within the community:**

- ◆ Expand IS&T support of academic computing initiatives across MIT
- ◆ Support MIT's Energy and The Environment effort
- ◆ Support student living and learning initiatives
- ◆ Improve communications, collaboration, and relations across different segments of the community
- ◆ Support international initiatives
- ◆ Promote "good IT governance"

## **Improve the IT user experience:**

- ◆ Make it easier for the MIT community to get the central IT services it needs
- ◆ Transform teaching, learning, research and community by integrating communications technologies
- ◆ Provide IT assistance in a more flexible and accommodating way
- ◆ Provide centralized content management system for enterprise documents, web content, digital assets (audio, video, images), and learning
- ◆ Improve identity management
- ◆ Provide expanded assistance for software releases with broad community impact

## **Provide high quality, ubiquitous IT services:**

- ◆ Continuously improve MIT's IT infrastructure
- ◆ Create "service oriented architecture" and infrastructure platform
- ◆ Ensure that MIT's enterprise systems are maintained and up-to-date
- ◆ Develop Disaster Recovery/Emergency Preparedness/Business Continuity/Risk Management processes

## **Improve the effectiveness and efficiency of the IT workforce:**

- ◆ Expand programs to develop our IT workforce
- ◆ Improve collaboration between central and local IT departments

## COMMUNITY ADVISORY GROUPS

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### **AACII: Administrative Advisory Council II**

- Chair: Karen Yegian, Department of Urban Studies and Planning
- Vice Chair: Carol Wood, Information Services & Technology
- More Information: <http://web.mit.edu/aacii/>

### **AIM**

- Coordinator: Cecelia Wardle, Office of the Executive Vice President
- More Information: Contact Marilyn Melithoniotes at [mmelith@MIT.EDU](mailto:mmelith@MIT.EDU)

### **ASPCC: Administrative Systems and Policies Coordinating Council**

- Chair: Terry Stone, Executive Vice President & Treasurer
- More Information: Contact Marilyn Melithoniotes at [mmelith@MIT.EDU](mailto:mmelith@MIT.EDU)

### **ISTAB: IS&T Student Technology Advisory Board**

- Coordinator: Don Montabana, Information Services and Technology
- More Information: <http://web.mit.edu/istab/index.html>

### **ITAG: Information Technology Architecture Group**

- Chair: Wilson D'Souza, Information Services and Technology
- More Information: <http://web.mit.edu/itag/index.html>

### **IT Leaders**

- Chair: Jerry Grochow, Vice President for IS&T
- More Information: Contact Joanne Sayers at [isabelle@mit.edu](mailto:isabelle@mit.edu)

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### IT Partners

- Coordinator: Helen Rose, Office of Development Research and Systems
- More Information: <http://web.mit.edu/itpartners/>

### IT-SPARCC: Information Technology Strategic Planning and Resources Coordinating Council

- Chair: Jerry Grochow, Vice President for IS&T
- Deputy Chair: Patrick Dreher, Laboratory for Nuclear Science
- More Information: <http://web.mit.edu/it-sparcc/index.html>

### MITCET: MIT Council on Educational Technology

- Co-chair: Prof. Hal Abelson, Professor, Department of Electrical Engineering and Computer Science
- Co-chair: Dean Daniel Hastings, Dean for Undergraduate Education
- More Information: <http://web.mit.edu/edtech/whymit/strategy.html>

### SAPBiz: MIT SAP Business Integration Alliance

- Coordinator: Jean Roberge, Controllers Accounting Office
- Coordinator: Sue St.Croix, Controllers Accounting Office
- Coordinator: Mary Ellen Gearin, Information Services and Technology
- More Information: <http://web.mit.edu/sapbiz/index.html>

### SSSC: Student Systems Steering Committee

- Co-Chair: Daniel Hastings, Dean for Undergraduate Education
- Co-Chair: Jerry Grochow, Vice President for IS&T
- More Information: Contact Mark Damian at [mdamian@mit.edu](mailto:mdamian@mit.edu)