

Information Services and Technology FY2006 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 21st 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 ensuring critical day-to-day operations to providing the campus network 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 six strategic themes that guide the department's activities:

- ◆ service orientation – understanding the goals and missions of the people and organizations at MIT to foster a collaborative environment for solving problems and planning for future information technology needs;
- ◆ 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, computer users throughout MIT, as well as colleagues on other campuses, to ensure that MIT is getting the best and most cost effective information services support and technology available.
- ◆ 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;
- ◆ 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. In our operational plans, there is more detail on all major IS&T activities aimed at improving our services to the community.

Become a trusted partner with the community by:

- ◆ Building relationships with key faculty and staff in DLCs and schools to ensure community involvement at key decision points for IT planning. We will accomplish this through various engagements such as Relationship Management, collaborative planning efforts, community forums and advisory committees (e.g. User Pricing, IT-SPARCC, ASPCC etc.)
- ◆ Providing ongoing support for IT products and services that have transitioned from design, development or pilot status into operations.

Improve the IT user experience by:

- ◆ Providing more options to address diverse user support needs including a comprehensive content management strategy, a knowledge base for easy access to "help" content and additional automated software updates.
- ◆ Helping to transform teaching, learning, research and community by integrating communications technologies such as voice over IP (VoIP), audio, video, document sharing and instant messaging (IM) for collaboration. Planning will be completed by fall 2005, experiments fielded throughout FY06, and an implementation plan established for FY07.
- ◆ Continuing the evolution of the Stellar Course Management system to deliver a coherent, sustainable platform for MIT education by piloting several modules created through MIT's collaboration with the Sakai Project.
- ◆ Keeping ahead of technology trends and best practices, and continuing to develop staff expertise.

Provide high quality, ubiquitous IT services by:

- ◆ Creating a "service oriented architecture" for infrastructure software that software developers across MIT can easily use to create and maintain flexible IT applications at lower cost.
- ◆ Implementing the new HR/payroll system.
- ◆ Upgrading and improving the student information systems (MITSIS).