

Program: Relationship Management

The Information Services and Technology (IS&T) Relationship Management program was created and implemented to help establish strategic partnerships across the Institute and to assist customers in navigating the highly varied service offerings. This program provides the opportunity to have staff dedicated to working directly with clients on their overall IT needs. A key component of the program focuses on intra-IS&T communications to ensure bi-lateral communication across central IT as well as with the client. Relationship management also serves to augment existing relationships, but does not make decisions for the operational and service teams.

Relationship Management:

- Advises customers of available IS&T services and other options
- Brings the key IS&T individuals and customers to the table to explore options and identify solutions
- Identifies opportunities for future IS&T services
- Provides comprehensive management of the IS&T/client relationship by coordinating cross-functional IS&T activities for customer
- Learns about customers' IT initiatives to help influence their direction
- Is a resource for customers who don't know the appropriate contact for IS&T services
- Defers decision-making to the appropriate operational and service teams

1. Accomplishments for Q1 2008

- a. Presented the quarterly RM Update to VP staff to discuss RM clients and review new service opportunities
- b. Continued RM integration with IS&T directorates by inviting service providers to RM team meetings to discuss the service, client feedback, strategic direction, etc.
- c. Began outreach to the Singapore-MIT Alliance, MIT Museum, Facilities, and CSAIL
- d. Continued liaison work on the following construction projects: Sloan School, PDSI, NW35, the Cancer Research Center, and the new Media Lab.
 - i. PDSI wrap-up; move coordination for telephones, computers and network
 - ii. E25 – renovation: move coordination
 - iii. Cancer Research: contact with Associate Director to arrange tenant discussions on IT
 - iv. Media Lab: construction under way. Revisit agreements on IT services
- e. Established Client – IS&T connections (examples)
 - i. Singapore-MIT Alliance for ongoing support for AMPS-developed systems
 - ii. Portugal-MIT for high level IT discussions
 - iii. DSL and SAIS regarding project prioritization
 - iv. Resource Development and DCAD regarding web standards

- v. MIT Museum and Mobile Devices, Architecture, Server Hosting, Wikis
 - f. Specific collaboration efforts with IS&T (examples)
 - i. Email/Calendaring Focus Group Facilitation
 - ii. Products/Services version 2
 - iii. Faculty Administrative Project
 - iv. VOIP
 - v. Residential Network Wiring with DSL/Housing
 - vi. Systems Health Criteria Definition
 - g. Specific collaboration efforts outside of IS&T (examples)
 - i. Represented IS&T at ACCORD meetings (with other IS&T reps)
 - ii. Connected Urban Studies with Alumni Association to discuss alumni-student-faculty discussion groups
 - iii. Collaborating with Facilities to develop an IT Strategic Plan
 - iv. Consulting with CBI to identify their IT needs and ensure understanding of the IS&T products and services offerings
 - v. Connected MIT Museum and the Living the Future project
 - h. Maintained the Relationship Management website to provide client engagement information and relevant metrics
 - i. Continued collaborating with other universities and industry programs via the Relationship/Account Management Community of Practice to share best practices and lessons learned. The Community of Practice includes Bose, Stanford, Cornell, and MIT. A separate, local, CoP has been created with Bose, Eaton Vance, Endeca, and MIT
 - j. Continued liaison work with existing clients
 - a. Completed draft of DUE IS&T usage matrix
2. Goals for Q2 2008
- a. Present the quarterly RM Update to VP staff to discuss RM clients and review new service opportunities
 - b. Present RM: Stronger Partnerships to Inform IT Planning at Educause 2007
 - c. Continue conducting cross-directorate IS&T focus groups to discuss maintenance and dissemination of client profile information
 - d. Determine how to handle construction and renovation projects with the departure of the IS&T Program Manager for Construction
 - e. Collaborating with Student Systems Vision Project, ISDA, and DCAD, conduct phase one of a three part investigation into MIT's departmental administrative systems and their potential impact, if any, on the future MITSIS system
3. Goals for the Remainder of FY 2008
- a. Continue to manage established DLC relationships
 - b. Continue to work with clients and IS&T on existing and newly identified construction projects
 - c. Assess existing client portfolios and outstanding client universe to determine opportunities for additional engagements by June 2008

- d. Continue to facilitate strategic conversations between IS&T and DLCs as needed
- e. Promote early awareness of new IS&T services and projects to DLCs
- f. Continue integration of RM function within IS&T
 - i. Communicate RM efforts across IS&T
 - ii. IS&T staff continues to proactively engage relationship managers on strategic level projects and for high-level issue resolution
- g. Continue supporting development of relevant IS&T resource materials as collateral
- h. Continue evolving metrics to measure the success of the RM program
- i. Continue to promote awareness of IS&T services around the rollout of Vista and Office 2007
- j. Continue evolving the Relationship/Account Management Communities of Practice to enable ongoing collaboration among universities and industry programs