**IS&T Strategic and Operational Plan FY11-FY13**

### IS&T Vision
IT is easy: dynamic solutions are available anytime, anywhere to every member of the MIT community.

### IS&T Mission
Advance MIT’s mission by providing foundational IT services that make it easy for the MIT community to do its work: communicate, collaborate, and interact with MIT and beyond.

### IS&T Values
- Respect
- Responsibility
- Teamwork
- Transparency

### IS&T’s Strategic Priorities
- **Keep IT Up and Running**
- **Deliver Services** that are reliable, cost-effective, and constantly evolving to support innovation and future technology.
- **Strengthen Customer Connections** and expand partnerships.
- **Help MIT interact and make sense of its Data.**
- **Develop IS&T’s Capabilities** through broadening of skills and implementation of simple, clear, consistent processes that make it easy to follow-through and get things done.
- **Help our People grow.** Improve collaboration, responsiveness, and accountability across the organization.
- **Support cost-effective Research Computing.**

### Roadmaps
- **Administrative**
- **Data**
- **Education**
- **Infrastructure**
- **Mobile**

### MIT Planning Task Force Ideas Assigned to IS&T
- Centralized purchasing and management for **computer software**.
- Centralized purchasing and management for **computer hardware**.
- **De-customize administrative** enterprise systems.
- **De-customize educational** enterprise systems.
- Remove **pain points** in using MIT enterprise systems.
- Outsource **voice and video** communication.
- End support for **selected IT products and services**.
- Streamline **help-desk** support and outsource as appropriate.

[Ideas listed are as stated in the Task Force Reports. Other task force ideas assigned to other units will require significant work from IS&T.]

### IS&T supports MIT-wide Initiatives
- **2030 Vision Project**
- **MIT Energy Initiative**
- **Massachusetts Green High Performance Computing Center (MGHPCC)**
- **MIT Printing and Digital Archiving Project**
- **MIT 150**

### IS&T Operational Plan – FY2011
### IS&T Strategic Priority Projects for FY2011

**IS&T supports the following MIT-wide Initiatives**
- IT Governance (including roadmaps)
- 2030 Vision Project
- MIT Energy Initiative
- Massachusetts Green High Performance Computing Center (MGHPCC)
- MIT Printing and Digital Archiving Project
- MIT 150

#### Customer Support
- Coordinate support & implementation of short-term recommendations for IS&T-managed Athena Clusters
- Embark on a series of efforts targeted at improving and expanding Customer Support services
- Develop Service Catalog for IS&T

#### Administrative Systems
- Advance Digital MIT
  - eW2
  - Hourly Student Positions
  - Appointment Process Redesign
  - Request for Payment
- SAP Assessment

#### Education Systems
- Online Grading
- Online Registration – Phase I

#### Systems Engineering
- MIT Mobile Application for the Android Platform
- MIT Online Applications and Training
- Mobile Application for MIT150

#### Data Management
- Making data easier to use: Showcase one data domain that has been streamlined and piloted using a new reporting tool.
- Reporting and Forecasting Tool (RAFT)

#### Operations and Infrastructure
- Hosted Virtual Desktop (PILOT)
- Ubiquitous indoor coverage of mobile/cellular services
- MGHPCC Optical Network and Project Support

#### Administration
- Accounting and Reporting Process Standardization
- Talent Management Plan – including developing and retaining our talent as well as acquiring new talent where needed and succession planning for key roles.
- Project Management Process Standards – develop common project management guidelines and tools for each phase of a project lifecycle.

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