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**
  - Customer Support
  - 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

**IT Governance**

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
- Online Training for MIT Applications
- 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

To see the detailed IS&T FY2011 Operational Plan go to: http://ist.mit.edu/about/strategicplan

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