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

IS&T supports MIT Community Initiatives
- 2030 Projects
- Digital MIT
- Global Initiatives
- Massachusetts Green High Performance Computing Center (MGHPCC)
- MIT Energy Initiative
- Transform Education - MITCET

Roadmaps
Administrative Systems
Customer Support
Data
Education Systems
Infrastructure
Mobile
IS&T Strategic Initiatives for FY2012

Customer Support
- Expand hours and channels for support
- Streamline Help Desk Walk-in Experience
- Partner with Faculty and Students to improve their computing experience

Administrative Systems
- Delivery Model Improvements
- Hourly Student Appointments
- Enterprise Learning

Education Systems
- Digitize Paper Forms & Petitions
- Modular Learning Management Services
- Online Registration – Phase 2

Data Management
- Reporting and Forecasting Tool (RAFT)
- Engage the MIT administrative community to provide better data and easier delivery of information via the Cognos reporting tool
- Improve Data Practices and Systems Development

Systems Engineering
- IS&T Service Catalog and Website Redesign
- Mobile Initiatives (Campus Preview Weekend, Libraries, Stellar)
- Improve Test Coverage and Efficiencies through Automation
- Develop Long-term Systems Infrastructure Evolution Roadmap

Operations and Infrastructure
- Massachusetts Green High Performance Computing Center Optical Network and Project Support
- Network Security – Border Protection, Network Access & Managed User Experience
- Ubiquitous indoor coverage of mobile/cellular services

Administration
- Improve Financial and Procurement Processes
- Develop Communications and Outreach Plan in alignment with our services and customer needs
- Create a Product and Services Retirement Process
- Engage in skills development and succession planning for key roles as part of Talent Management

IS&T Department Goals

C Improve the Customer Experience

O Optimize Effectiveness of Operations

R Reduce Technical and Security Risks

E Engage and Develop Employees

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