IS&T Strategic Plan FY2011–FY2013

**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 Themes**
- Online Learning and Residential Research University
- Basic Research
- Mission Driven Research (on a few great global challenges)
- Innovation and Entrepreneurship
- International Strategy
- Diversity and Inclusion
- Campus of the Future

**Executive Vice President’s Themes**
- Enabling MIT’s mission
- Laying the foundation for the future
- Transforming experiences through collaboration
- Advancing MIT’s administrative excellence

**Roadmaps**
- Administrative Systems
- Customer Support
- Data
- Education Systems
- Infrastructure
- Mobile

**IT Governance**
## IS&T Department Goals and Strategic Initiatives for FY2013–FY2014

**Administrative Systems**
- Advance a ‘person centric’ simplified experience
- Strengthen and refine planning and governance processes

**Data Management**
- Develop a data strategy shared by the central business units, approved by IT Governance, which will enable the MIT Community to access and use data more easily
- Add functionality to the Reporting and Forecasting Tool (RAFT)
- Continue the deployment of Cognos – the new reporting tool – by extending the focus group strategy to Assistant Deans, Vice President of Finance department, and student areas

**Customer Support**
- Complete plans for delivering customer-centric support that leverages both local and central staff resources
- Streamline the support experience by implementing IT Service Management (ITSM) process improvements for major incidents and service requests

**Education Systems**
- Develop services to enable the advancement of educational innovation
- Complete next iteration of the Education Systems Roadmap

**Systems Engineering**
- Develop Drupal Cloud – a new automated, free website creation and hosting service
- Evolve training services at MIT by supporting the Training Alignment Team and the Learning Experience Team
- Develop a location and permissions-aware mapping service for mobile devices that makes Facilities’ and other data available to the community

**Operations and Infrastructure**
- Updating and revising roadmaps for key areas
- Improve levels of execution and delivery across the organization with focus on strengthening our DITR and Network Security areas.
- Develop a strategy for Cloud Services

**Administration**
- Improve efficiency and provide higher levels of service
- Create a dashboard of performance metrics and monitor quarterly metrics for Human Resources
- Develop a plan to retain and attract top talent and explore alternative sourcing and partnerships
- Provide direction and support for strategic initiatives addressing resources, technical expertise, succession planning and retention
- Monitor, evaluate and amend activities identified to support and enhance employee engagement