
Information Services and Technology

Quarterly Department Meeting

June 21, 2011

10-250



Agenda

- **Welcome (Marilyn)**
 - New Hires
 - Staff Achievements
- **Video (MIT150 Compilation)**
- **FY12 Plan**
 - Overview and Department Goals (Marilyn)
 - Strategic Initiatives for FY12 (Associate Directors)
- **Riverside Chat with Terry Stone, EVP**
- **Q&A (Marilyn)**

Announcements

Announcements: New Hires

- **Ed Orsini** joined IS&T on March 28 on the Web Services Team in Systems Engineering as a Web Developer.
- **Mark Pearrow** joined IS&T on March 28 on the Web Services Team in Systems Engineering as a Drupal Engineer.
- **Julia Tutko** joined IS&T on April 25 on the Web Services Team in Systems Engineering as a Web Developer.
- **Paolo Fragomeni** joined IS&T on May 2 on the Business Intelligence Team in Data Management as a Software Engineer.
- **Joel Nentwich** joined IS&T on May 9 on the Windows Infrastructure Services Team in Operations and Infrastructure as a Network Engineer.
- **Christopher Giles** joined IS&T on May 16 on the DCAD Team in Systems Engineering as a Web and Database Consultant.

Announcements: New Hires

- **Elizabeth McManus** joined IS&T on May 23 on the DCAD team in Systems Engineering as a Web and Database Consultant.
- **Andrew Munchbach** re-joined IS&T on May 27 on the Software Release Management team in Systems Engineering as the Mac Platform Coordinator.
- **Welcome Back - Brian Murphy** who re-joined IS&T on June 1 on the Athena Cluster Services team in Operations and Infrastructure as the Team Leader for Hardware Services.
- **Michael Rossetti** joined IS&T on June 6 on the Web Services team in Systems Engineering as a Drupal Engineer.
- **Sara Davies** joined IS&T on June 20 on the Training team in Systems Engineering as a Technical Trainer.
- **Mary Kathryn (Kate) Fontanella** joined IS&T on June 20 on the Training team in Systems Engineering as a Technical Trainer.

Announcements: Staff Achievements

- Graduated with an MBA from the University of Massachusetts
 - **Dave Conlon** – Manager for the Software Release Team in Systems Engineering
- Completed a Bachelor's of Science in Business Administration from Emmanuel College in May 2011. She graduated Cum Laude.
 - **Elaine Aufiero** – Administrative Assistant II for Administration and Project Support in Customer Support
- Completed a Certificate in Management and Leadership in April from Sloan Executive Education
 - **Patricia Sheppard** – Senior IT Manager for Project and Process Management in the Administration Area

Announcements: Staff Achievements

- Completed a Certificate in Business Analysis from Boston University Corporate Education Center.
 - **Lee Collier** – Senior Systems Business Analyst in Administrative Systems
- Completed a Certificate in Business Analysis from Boston University Corporate Education Center.
 - **Jack Kogera** – SAP Senior Systems Business Analyst in Administrative Systems

MIT150 Video Compilation



FY12 Plan



IS&T Strategic 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

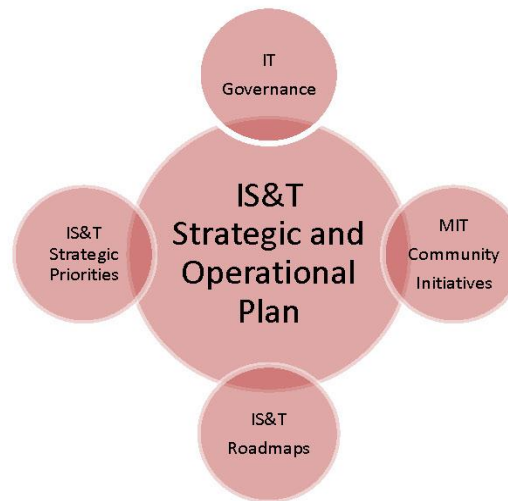
Advance MIT's mission by providing foundational IT services that make it easy for the MIT community to do its work: communicate, collaborate, and interact with MIT and beyond.

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 Systems
Customer Support
Data
Education Systems
Infrastructure
Mobile

IS&T supports MIT Community Initiatives

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

IT Governance

IS&T Strategic Initiatives for FY2012

IS&T Department Goals C Improve <u>C</u>ustomer Experience O Optimize Effectiveness of <u>O</u>perations R Reduce <u>R</u>isk E Energize and Motivate <u>E</u>mployees <td> Customer Support Hours and channels for support expanded Help Desk Walk-ins experience streamlined Partner with Faculty and Students to improve their computing experience </td> <td rowspan="5"> Administration Assessment of Financial and Procurement Processes Communications and Outreach Plan Product and Services Retirement Process Talent Management: Career Development Program </td>	Customer Support Hours and channels for support expanded Help Desk Walk-ins experience streamlined Partner with Faculty and Students to improve their computing experience	Administration Assessment of Financial and Procurement Processes Communications and Outreach Plan Product and Services Retirement Process Talent Management: Career Development Program
	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) Rollout of Cognos to improve Reporting Infrastructure 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	
	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	

IS&T FY12 Department Goals – CORE

C Improve Customer Experience

O Optimize Effectiveness of Operations

R Reduce Risk

E Energize and Motivate Employees

FY12 Strategic Initiatives: Administrative Systems

- Delivery Model Improvements
- Hourly Student Appointments
- Enterprise Learning

FY12 Strategic Initiatives: Education Systems

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

FY12 Strategic Initiatives: Data Management

- Reporting and Forecasting Tool (RAFT)
- Rollout of Cognos to improve Reporting Infrastructure
- Improve Data Practices and Systems Development

FY12 Strategic Initiatives: Systems Engineering

- IS&T Service Catalog and Website Redesign
- Mobile Initiatives (Campus Preview Weekend, Libraries, Stellar)
- Improve Test Coverage and Efficiencies through Automation

FY12 Strategic Initiatives: Customer Support

- Hours and channels for support expanded
- Help Desk Walk-ins experience streamlined
- Partner with Faculty and Students to improve their computing experience

FY12 Strategic Initiatives: 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

FY12 Strategic Initiatives: Administration

- Assessment of Financial and Procurement Processes
- Communications and Outreach Plan
- Product and Services Retirement Process
- Talent Management: Career Development Program



Riverside Chat With Terry Stone, EVP

Q&A

