Agenda

• Welcome (Marilyn)
  o New Hires
  o Staff Achievements

• Video (MIT150 Compilation)

• FY12 Plan
  o Overview and Department Goals (Marilyn)
  o 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.
  – *ElaineAufiero* – 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.

IS&T Strategic and Operational Plan

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

Roadmaps
Administrative Systems
Customer Support
Data
Education Systems
Infrastructure
Mobile

IT Governance
IS&T Strategic Initiatives for FY2012

Customer Support
- Hours and channels for support expanded
- Help Desk Walk-ins experience streamlined
- 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)
- 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 Department Goals
- C Improve Customer Experience
- O Optimize Effectiveness of Operations
- R Reduce Risk
- E Energize and Motivate Employees

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

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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

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- Enterprise Learning
FY12 Strategic Initiatives:
Education Systems

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