Information Services and Technology
FY2009 Strategic Plan

Information Services and Technology (IS&T) enables MIT’s core mission -- to advance knowledge and educate students in science, technology, and other areas of scholarship that will best serve the nation and the world in the 21st century -- by working with the Institute’s faculty, students, and staff to maximize the value of information technology to their work.

As the central IT department at MIT, IS&T has a wide range of responsibilities, from providing the campus network to ensuring critical day-to-day business operations to strategic planning for IT. IS&T staff, as representatives of MIT, bring their expertise as recognized worldwide leaders in areas such as security and the Internet to benefit other institutions of higher education and beyond. Collaborative activities across the MIT community (e.g., committees, outreach programs, etc.) inform IS&T efforts to provide the services that support the needs of our clients. IS&T continually gathers information on the user experience at MIT to develop clearer and more consistent communications and to launch appropriate experiments in improved IT services.

There are seven strategic themes that guide the department’s activities:

♦ service orientation – understanding the work and goals of the people and organizations at MIT to improve our focus on providing world class service as true partners with our clients;

♦ technological innovation and leadership – generating the ideas and experiments that will lead to the next generations of IT services;

♦ collaboration – working with other IT departments on campus and IT users throughout MIT, as well as colleagues on other campuses, to foster a collaborative environment for problem solving, to plan for future IT needs and to ensure that MIT is getting the best and most cost effective information services support and technology available;

♦ communication – improving the flow of information throughout IS&T and the MIT community, engaging clients and colleagues in a dialogue about IT needs and priorities, increasing the visibility and benefits of IT services, and creating the identity of IS&T as an effective service organization;

♦ excellence in project execution and management – on schedule, on budget delivery of hardware and software systems that meet or exceed client expectations;

♦ a high degree of fiscal responsibility coupled with sound financial management;

♦ personnel development – giving each member of the IS&T community the opportunity to contribute to the full extent of his or her capabilities.
IS&T's commitment to the MIT community is demonstrated by the following priorities. Our operational plans provide detail on all major IS&T activities and are available upon request by contacting Angie Milonas at milonas@mit.edu.

1. Services & Technologies: Provide services and technologies to meet MIT community's current and future needs
   a. Enable MIT’s teaching and learning initiatives through expanded and innovative use of technology, with focus on the goals of the Educational Commons Task Force
   b. Facilitate the research activities of MIT’s faculty, staff, and students via the provision of IT services
   c. Facilitate the administration of MIT through the provision of IT services, including attention to the goals of the Research Administration Improvement Initiative
   d. Enable the Institute's student living and learning initiatives through expanded and innovative use of technology
   e. Provide technology services to advance MIT's international initiatives
   f. Ensure that all of IS&T’s services, systems and support are current, reliable, scalable, sustainable, and secure
   g. Ensure effective processes for disaster recovery and business continuity

2. User Experience: Improve the IT user experience at MIT
   a. Make it easier for the MIT community to get the IS&T services and assistance it needs, when it needs them
   b. Ensure excellent communications and collaboration between IS&T and the many IT service groups at MIT

3. Community: Be a trusted partner within the community
   a. Provide support and counsel to the community on how IT can improve their ability to do their jobs
   b. Encompass the goals of MIT’s Energy Initiative across all aspects of IS&T’s initiatives
   c. Demonstrate support for MIT’s emergency preparedness efforts

4. People: Attract, develop, and retain high quality staff
   a. Expand programs to develop and invest in IS&T staff
   b. Improve IS&T’s internal collaboration and communication
   c. Cultivate leadership and management to achieve IS&T’s mission and goals

5. Quality: Leverage a foundation of best practices and procedures
   a. Recognize the importance of change management in the deployment of IS&T services and technologies
   b. Achieve and maintain industry standards for IT infrastructure at MIT
   c. Promote good IT governance
   d. Provide financial and administrative services to effectively enable IS&T’s mission and goals
   e. Use consistent and standard methodologies and best practices to enable successful achievement of IS&T goals