Information Services and Technology

All Hands Meeting

May 25, 2010
Agenda

• Welcome and Agenda
• Forging a Digital Evolution (Israel Ruiz, VP for Finance)
• IS&T Operational Plan
• IT Governance
• Next Steps and Target Dates
• New Hires
• Staff Accomplishments
• Q&A
Forging a Digital Evolution

Israel Ruiz
VP for Finance
IS&T Operational Plan
The Planning Process

• Building a Foundation
  – Listen and Learn
  – World of the Customer
  – Pulse Groups
  – Findings Review
Findings

• Talented, smart, knowledgeable people work in IS&T
• Unclear vision, strategy and governance make it difficult to prioritize
• We don’t work well together—lack of trust, collaboration and communication
• Inconsistent processes and extreme customization get in the way
• People love MIT
Plan Deliverables

Values

Mission

Vision

Strategic Priorities

Initiatives

Goals
Values

- Respect
- Responsibility
- Teamwork
- Transparency

R2-T2
MIT’s Mission

The mission of MIT is 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.
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.
IT is easy: dynamic solutions are available anytime, anywhere to every member of the MIT community.
Strategic Priorities

• *Keep IT Up and Running*

• *Services*

• *Customer Connections*

• *Data*

• *Capabilities*

• *People*

• *Research Computing*
Keep IT Up and Running
Deliver **Services** that are reliable, cost-effective, and constantly evolving to support innovation and future technology.

**FY2011 Initiative Examples**

- Develop *high-level roadmaps* in partnership with key stakeholders for administrative systems, infrastructure, and student systems.
- Complete short-term recommendations for *Athena Clusters*
- Complete campus rollout of *VoIP* where applicable.
Strengthen **Customer Connections** and expand partnerships.

**FY2011 Initiative Examples**

- **Streamline and expand help desk support**
- **Publish a list of services including service levels and where to go within IS&T to get services**
- **Build one or two innovation partnerships with faculty and/or students**
Help MIT interact and make sense of its Data.

**FY2011 Initiative Examples**
- *Pilot selected tool* and define essential MIT data for one business area
- *Develop uniform* data life-cycle management practices
Capabilities

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.

**FY2011 Initiative Examples**

- *Develop a common project methodology and adopt and use consistently across IS&T*
- *Develop policies for centralized purchasing and management of hardware and software in partnership with Procurement*
People

Help our People grow. Improve collaboration, responsiveness, and accountability across the organization.

FY2011 Initiatives:

- Develop a Talent Management plan
- Develop a management training program in partnership with central HR
Research Computing

Support cost-effective Research Computing.

FY2011 Initiatives:
• Continue support for on-campus central hosting capabilities
• Support design of the facility, network, and other infrastructure for the Massachusetts High Performance Computing Center
IT Governance
Next Steps and Target Dates

- Complete DRAFT operational plan initiatives – End of June
- Determine and communicate organizational modifications and staff reductions – End of June
- Create plans for initiatives and individual goals – End of September
Announcements – New Hires

• **Anne Flanders-Doland** joined IS&T (as a full-time staff) on May 1, 2010 on the IT Security Support Team in CSS as a PCI Compliance Consultant

• **Matthew Isgur** joined IS&T on May 1, 2010 on the Network Team in OIS as a Network Engineer
Announcements – Staff Achievements

• Graduated from the Susan Vogt Leadership Fellows Program with the Boston Consortium
  – Patricia Sheppard – Business Manager for CSS and ISDA Headquarter Services

• Graduated from the Boston College with Master Degree in Business Administration
  – Chris Lavallee – Manager, Departmental Services in CSS

• Appointed to the Board of Directors for the Program Management Office at the Project Management Institute
  – Darlene Fladager – Project Services Office in IS&T Headquarters
Announcements – Staff Achievements

• Appointed to the NERCOMP Board
  – *Christine Fitzgerald* – Manager, Communications in IS&T Headquarters

• Appointed MIT Institutional Representative for NERCOMP
  – *Matthew Burfeind* – Team Leader, Academic Services in SAIS
“Making IT Easy”