## Future State

### REPLACES

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<th>Current State</th>
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<tr>
<td><strong>Canvas</strong></td>
<td>Course iSites</td>
<td>Canvas will be default technology for new course websites • FAS: August 2015 All course websites must use Canvas • UNIVERSITY WIDE: July 2016</td>
<td>Academic Technology Group (FAS ONLY) Annie Rota <a href="mailto:rota@fas.harvard.edu">rota@fas.harvard.edu</a> atg.fas.harvard.edu Teaching &amp; Learning Technologies Kristin Sullivan <a href="mailto:kristin_sullivan@harvard.edu">kristin_sullivan@harvard.edu</a> tlt.harvard.edu</td>
<td>For help with Canvas platform <a href="mailto:support@instructure.com">support@instructure.com</a> (844) 326-4466 HUIT Service Desk (617) 495-7777 <a href="mailto:ithelp@harvard.edu">ithelp@harvard.edu</a></td>
</tr>
<tr>
<td><strong>my.harvard</strong></td>
<td>Nearly 40 decentralized systems and processes</td>
<td>New my.harvard launches, first term of FAS online enrollment in September • FAS: August/September 2015 • OTHER SCHOOLS: Summer 2016</td>
<td>Student Information System <a href="mailto:sis_info@harvard.edu">sis_info@harvard.edu</a> sis.huit.harvard.edu</td>
<td>SIS Tech Support <a href="mailto:sis_support@harvard.edu">sis_support@harvard.edu</a> HUIT Service Desk (617) 495-7777 <a href="mailto:ithelp@harvard.edu">ithelp@harvard.edu</a></td>
</tr>
<tr>
<td><strong>HarvardKey</strong></td>
<td>PIN and other credentialing systems</td>
<td>New users will be prompted to claim their HarvardKey • Alumni: September 22 • FAS, CADM, GSE, GSD, SPH, HDS, Radcliffe: October 6th • HLS, HKS, HMS: 1bd</td>
<td>Identity &amp; Access Management Gretchen Grozier <a href="mailto:iam@harvard.edu">iam@harvard.edu</a> iam.harvard.edu</td>
<td>HUIT Service Desk (617) 495-7777 <a href="mailto:ithelp@harvard.edu">ithelp@harvard.edu</a></td>
</tr>
<tr>
<td><strong>Office 365</strong></td>
<td>FAS mail/Current email systems</td>
<td>University-wide common directory and calendaring • CADM, GSE, HSPH have already migrated, others will migrate in waves throughout the year • FAS: Oct-Dec 2015</td>
<td>Office 365 for Harvard Katie Kilroy <a href="mailto:katie_kilroy@harvard.edu">katie_kilroy@harvard.edu</a> mso.harvard.edu</td>
<td>HUIT Service Desk (617) 495-7777 <a href="mailto:ithelp@harvard.edu">ithelp@harvard.edu</a></td>
</tr>
<tr>
<td><strong>Harvard Phone</strong></td>
<td>Current phone system</td>
<td>New modern phone/communication system: phone service on your desk phone, computer, or cell phone • Simplified order/installation processes</td>
<td>Multi-year, University wide roll out</td>
<td>HUIT Service Desk (617) 495-7777 <a href="mailto:ithelp@harvard.edu">ithelp@harvard.edu</a></td>
</tr>
<tr>
<td><strong>Standard iSites Migration</strong></td>
<td>Standard iSites (non-course iSites)</td>
<td>Migrate to OpenScholar, SharePoint, Google Sites, or Harvard Wiki • Easy to use, more accessible, mobile and tablet friendly platforms</td>
<td>Standard iSites will be retired by July 2016 Continuous migration over the next year • UNIVERSITY WIDE: Migration off iSites platform, July 2016</td>
<td>Standard iSites Migration Kathleen Stuart <a href="mailto:kathleen_stuart@harvard.edu">kathleen_stuart@harvard.edu</a> standardisites.harvard.edu</td>
</tr>
<tr>
<td><strong>Info Security</strong></td>
<td></td>
<td>Information security campaign</td>
<td>LastPass available and InfoSec Campaign • October 2015</td>
<td>Information Security Sandy Silk <a href="mailto:sandra_silk@harvard.edu">sandra_silk@harvard.edu</a> security.harvard.edu</td>
</tr>
</tbody>
</table>

### General Inquiries & More Info

- **Canvas**
  - Rota@fas.harvard.edu
  - atg.fas.harvard.edu

- **my.harvard**
  - sis_info@harvard.edu
  - sis.huit.harvard.edu

- **HarvardKey**
  - iam@harvard.edu
  - iam.harvard.edu

- **Office 365**
  - mso.harvard.edu

- **Harvard Phone**
  - phone.harvard.edu

- **Standard iSites Migration**
  - standardisites.harvard.edu

- **Info Security**
  - security.harvard.edu

### Technical Help

- **Canvas**
  - support@instructure.com
  - (844) 326-4466

- **my.harvard**
  - sis_support@harvard.edu

- **HarvardPhone**
  - (617) 495-7777
  - ithelp@harvard.edu

- **Standard iSites Migration**
  - standardisites.harvard.edu

- **Info Security**
  - security.harvard.edu
I. Service Delivery

1. Manage and coordinate the Strategic Program rollouts with Fall Startup for FAS
2. Plan for and start to implement the decommissioning of major legacy technology outside Strategic Programs
3. Complete the FAS Endpoint Remediation
4. Develop action plan for scaling Harvard Library's Digital Repository Service
5. Solidify and start implementing a HUIT storage strategy
6. Define and build a combined Security Ops function
7. Establish Cloud and DevOps services
8. Develop and implement modules for Aurora
9. Complete implementation phase of GMAS 2.0 implementation so that the sponsored research community has a more user-friendly and efficient tool
10. Establish a Salesforce Service Offering for University-wide use
11. Partner with Harvard schools, departments and Accessibility Governance committees to continue moving the IT accessibility initiative forward
12. Manage BCDR improvements to CA critical applications via cloud or interim solutions
13. Migrate FAS course iSites to Canvas
14. Integrate DVS service offerings with Harvard University web platforms, including Canvas and OpenScholar
15. Develop and deliver a sustainable and responsive website platform strategy aligned with services
16. Refine DVS strategy and services
17. Establish cross-organizational planning and support for technology in learning spaces
18. Develop a strategy and plan to improve account management across HUIT
19. Deliver next phase of ITSM maturity through Service Ownership
20. Assess, plan, and begin improving key Service Transition processes — Change, Release, and Service Asset and Configuration Management

II. Strategy, Planning, and Policies

21. Establish enterprise architecture user experience strategy and begin the implementation of associated interoperability services across projects
22. Align Library IT planning process and IT plan with Harvard Library strategy and planning

III. Implementation of New Systems

23. Define a strategy for institutional data management to manage, make accessible, and secure University data
24. Enhance PMO through rollout of standards and use of ServiceNow PPM so that projects/programs are run more consistently and benefits realization is improved
25. Improve Agile maturity across service areas and programs in collaboration with IT Academy to ensure consistent use of agile processes within teams
26. Deliver the Teaching & Learning Technologies program on time and on budget (TLT)
27. Implement pilot for the interoperability of HarvardX and Canvas
28. Build an infrastructure for learning science research data
29. Establish Vendor Management Office
30. Deliver the Identity & Access Management program on time and on budget (IAM)
31. Deliver the My.Harvard Student Information System program on time and on budget (SIS)
32. Deliver the information security risk mitigation program (InfoSec)
33. Implement Harvard Phone VoIP services in the FAS and CADM (UC)
34. Complete Wave 2 of the planning and implementation of O365 at FAS, HLS, HMS, SEAS (Collaboration)
35. Support for Big Data for research

IV. Workforce Development

36. Implement workforce development initiative, with main focus on IT Academy
37. Measure and continue to enhance manager effectiveness
38. Enhance awareness of the current culture around diversity including recruiting and developing a diverse workforce
39. Develop and gain consensus on Harvard Phone financial model
40. Develop and begin to execute a user-centric, unified communications approach in support of FY16 HUIT strategic program goals and change management objectives

BOLD indicates a Top 10 goal. See sidebar for full list of Top 10.