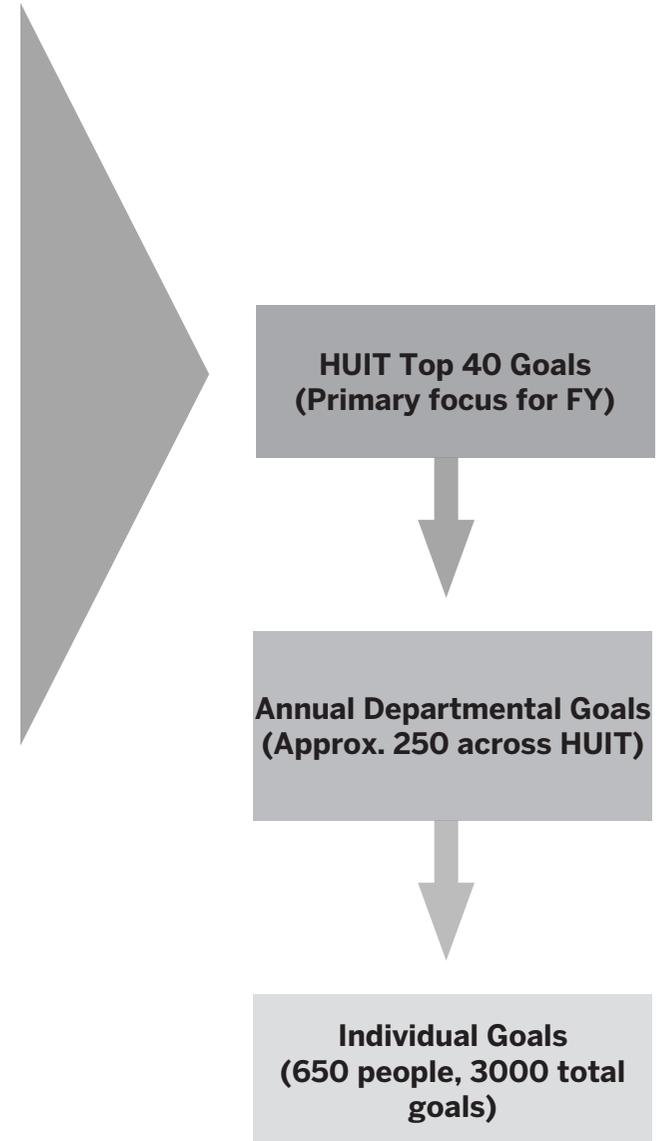




HUIT Enduring Goal Framework

HUIT's Enduring Goals are long-term efforts that HUIT's Senior Leadership Team (SLT) breaks into manageable elements to accomplish each fiscal year. These goals are the framework for HUIT's annual goal-setting process.

Service Delivery: <i>Deliver IT services that meet the needs of faculty, students and staff</i>	Implementation of New Systems: <i>Implement new technology through programs</i>
<ol style="list-style-type: none"> 1. Provide operations and support and grow existing services 2. Enhance services and service delivery 3. Experiment with new service delivery models 	<ol style="list-style-type: none"> 4. Advance and deliver strategic initiatives through programs 5. Advance and deliver ITCRB projects
Strategies, Plans, and Process: <i>Develop IT strategies, plans, and process</i>	HUIT Administration: <i>Create best work environment</i>
<ol style="list-style-type: none"> 6. Develop IT strategic plans 7. Strengthen account management, vendor management, ITSM, and project management processes 8. Address major risk and information security 9. Establish and implement technical architecture standards 	<ol style="list-style-type: none"> 10. Foster HUIT values 11. Attract, retain, and develop people 12. Manage finances and develop and simplify financial models 13. Enhance internal and external communications 14. Provide the optimal workspace





FY17 Top 40 Goals

Service Delivery: <i>Deliver IT services that meet the needs of faculty, students and staff</i>	Implementation of New Systems: <i>Implement new technology through programs</i>
<ol style="list-style-type: none"> 1. Rationalize and mature service ownership in HUIT 2. Establish a HUIT strategy for service portfolio management to ensure transparency and greater coordination 3. Migrate ATS-FAS application portfolio to the cloud 4. Enhance field tech role to include trusted advisor 5. Deploy critical maintenance and major developments to expand the Harvard Library Digital Repository Service 6. Define set of sustainable and centralized video storage services as part of overall HUIT storage strategy 7. Advance Campus Fiber Refresh Project and execute on planned network objectives for Undergraduate Houses (Lowell, Winthrop) 8. Continue cloud migrations and associated data center decommissioning for HUIT-managed hardware and applications 9. Deliver Modernization of Financial Reporting Phase II on time and on budget 10. Assess and enhance processes and tools for testing and quality assurance in ATS 11. Deliver critical Campus Services projects 12. Develop a strategy, plan, and support structure for HUIT-wide tools and systems to enhance efficiency and collaboration 13. Develop a next generation campus network roadmap, including Allston regional design 	<ol style="list-style-type: none"> 14. Complete the my.harvard (SIS) implementation program on-time and transition into ATS operations (Strategic Initiative #5) 15. Complete phase 1 and launch phase 2 of the Collaboration program (Strategic Initiative #9) 16. Build University Cloud service (Strategic Initiative #10) 17. Complete the implementation of the IAM Harvard-Key program and transition into ongoing operations (Strategic Initiative #11) 18. Launch University Business Continuity/Disaster Recovery (BC/DR) program (Strategic Initiative #14) 19. Deliver on FY17 objectives of Harvard Phone VoIP program (FAS, SEAS, CADM, GSD, DIV, HKS and HLS) (Strategic Initiative #8) 20. Create Data Management strategy, roadmap, and service Model (Strategic Initiative #6) 21. Establish UX strategy and plan (Strategic Initiative #15) 22. Advance Aurora project to streamline FAS HR processes 23. Upgrade Oracle Financials technology platform 24. Upgrade PeopleSoft HR technology platform
Strategies, Plans, and Process: <i>Develop IT strategies, plans, and process</i>	HUIT Administration: <i>Create best work environment</i>
<ol style="list-style-type: none"> 25. Define HarvardX and executive education IT needs and align with HUIT Academic Technology services 26. Develop plans to enhance Harvard research computing and ensure easy access to resources for faculty 27. Establish HUIT-wide account management function, clarifying roles, processes, and best practices 28. Develop plan to enhance end user experience through digital strategy, knowledge management, and self-service portal 29. Advance maturity of Agile adoption and use within HUIT 30. Continue to mature vendor management practices and VMO services in HUIT 31. Define and establish process for Campus Readiness to ensure new services are stabilized and supported when transitioned to operations 32. Execute and accelerate information security plan 33. Conduct risk assessment of incoming CADM groups and their services 34. Establish Enterprise Architecture policy, standards, and reference architecture for the University 	<ol style="list-style-type: none"> 35. Address HUIT staff feedback from HUIT values and Harvard engagement surveys to improve the work experience 36. Continue implementation of workforce development initiative 37. Continue focus on IT diversity recruitment and awareness to support University-wide diversity goals 38. Manage multiyear financial plans 39. Complete the CADM IT integration 40. Create a space master plan for HUIT to improve service delivery, collaboration, and communication <p style="text-align: right;">BOLD indicates a Top 10 goal.</p>

Top 10 Goals
<ol style="list-style-type: none"> 1. Define set of sustainable and centralized video storage services as part of overall HUIT storage strategy 2. Develop a next generation campus network roadmap, including Allston regional design 3. Complete phase 1 and launch phase 2 of the Collaboration program (Strategic Initiative #9) 4. Build University Cloud service (Strategic Initiative #10). 5. Complete the implementation of the IAM HarvardKey program and transition into ongoing operations (Strategic Initiative #11) 6. Create Data Management strategy, roadmap, and service Model (Strategic Initiative #6) 7. Establish UX strategy and plan (Strategic Initiative #15) 8. Execute and accelerate information security plan 9. Establish Enterprise Architecture policy, standards, and reference architecture for the University 10. Address HUIT staff feedback from HUIT values and Harvard engagement surveys to improve the work experience