# 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.

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<tr>
<th>Service Delivery: Deliver IT services that meet the needs of faculty, students and staff</th>
<th>Implementation of New Systems: Implement new technology through programs</th>
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<tbody>
<tr>
<td>1. Provide operations and support and grow existing services</td>
<td>4. Advance and deliver strategic initiatives through programs</td>
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<td>2. Enhance services and service delivery</td>
<td>5. Advance and deliver ITCRB projects</td>
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<td>3. Experiment with new service delivery models</td>
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<tr>
<th>Strategies, Plans, and Process: Develop IT strategies, plans, and process</th>
<th>HUIT Administration: Create best work environment</th>
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<tbody>
<tr>
<td>6. Develop IT strategic plans</td>
<td>10. Foster HUIT values</td>
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<td>7. Strengthen account management, vendor management, ITSM, and project management processes</td>
<td>11. Attract, retain, and develop people</td>
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<td>8. Address major risk and information security</td>
<td>12. Manage finances and develop and simplify financial models</td>
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<td>9. Establish and implement technical architecture standards</td>
<td>13. Enhance internal and external communications</td>
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<td>14. Provide the optimal workspace</td>
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**HUIT Top 40 Goals**
(Primary focus for FY)

**Annual Departmental Goals**
(Approx. 250 across HUIT)

**Individual Goals**
(650 people, 3000 total goals)
## FY17 Top 40 Goals

### Service Delivery:
*Deliver IT services that meet the needs of faculty, students and staff*

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**

### Implementation of New Systems:
*Implement new technology through programs*

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 HarvardKey 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:
*Develop IT strategies, plans, and process*

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**
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

### HUIT Administration:
*Create best work environment*

36. **Execute and accelerate information security plan**
37. **Establish Enterprise Architecture policy, standards, and reference architecture for the University**
38. **Address HUIT staff feedback from HUIT values and Harvard engagement surveys to improve the work experience**

**BOLD** indicates a Top 10 goal.