

HUIT Goal-setting Reference Sheet

Goals in Context

HUIT is mission-driven, **goal-oriented**, and values-based

Enduring Goal Framework

Service Delivery:

Deliver IT services that meet the needs of faculty, students, and staff

1. Provide operations and support and grow existing services
2. Enhance services and service delivery
3. Experiment with new service delivery models

Implementation of New Systems:

Implement new technology through programs

4. Advance and deliver strategic initiatives through programs
5. Advance and deliver ITCRB projects

Strategies, Plans, and Process:

Develop IT strategies, plans, and process

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

HUIT Administration:

Create best work environment

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

Creating Goals

Guidance for creating goals:

Goals should be:

- Achievable within the fiscal year
- Action-oriented, i.e., begin with a verb
- Aligned with organizational needs and priorities
- Measurable – they should be able to be tracked and assessed

Goals should have:

- One owner
- A reference to the enduring goal that it supports
- Sub-goals (milestones with completion date) that represent incremental, measurable progress toward the overall goal

Criteria for the HUIT Top 40:


- Supports the CIO Council Strategic Initiatives
- Acknowledges the biggest achievements from HUIT teams
- Reflects the biggest improvements to HUIT as an organization
- Addresses our biggest risks


Reporting/Tracking Goals


Reporting:


SLT reviews: Top 10 (bi-weekly) / Top 40 (quarterly)

Tracking:

Complete 

On track 

At risk 

Will not meet 

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Timeline

Summer (May/June)

Year-round (July-June)

