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
# HUIT Goal-setting Reference Sheet

## Timeline

<table>
<thead>
<tr>
<th>Summer (May/Jun)</th>
<th>Year-round (Jul-Jun)</th>
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<tbody>
<tr>
<td><strong>HUIT Leaders develop goals</strong></td>
<td><strong>SLT sets the annual Top 40</strong></td>
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<tr>
<td>• SLT members work with their teams to define goals</td>
<td>• SLT sets Top 40 at summer retreat</td>
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<td>• SLT submits Top 40 proposal</td>
<td>• Roll out Top 40 to HUIT org at summer Town Hall</td>
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<tr>
<td><strong>Track and report out on goals throughout year</strong></td>
<td><strong>Assess end of year status and define key themes for year</strong></td>
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<tr>
<td>• SLT reviews goals at regular intervals: Top 10 (bi-weekly) and Top 40 (quarterly)</td>
<td>• SLT reviews end of year goal-status and accomplishments at June retreat</td>
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<tr>
<td>• Any goal changes must be submitted to UCIO for approval and recorded on goal spreadsheet</td>
<td>• SLT defines major themes and key takeaways for HUIT org</td>
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<tr>
<td>• SLT assesses mid-year progress at winter retreat</td>
<td><strong>Begin goal-setting process for next year</strong></td>
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