

# **Service Delivery Overview**



# Annual HUIT Operations Calendar

	Q1				Q2			
	July	August	September	October	November	December		
Academics		Fall Start-up				Reading/ Exams	Winter Break	
Finance	Budget Close/Open & Reporting		Multi-year Fin Planning/Rate Setting		Rate Setting/ Q1 Forecast	Rate Setting/Budget		
HR	Staff Goal-setting							
Security		Cyber Tabletop	Annual CIO Security Self-Assessment/Risk Report					
PMO	Update Strategic Plan		Update Road Maps	Develop Portfolio	Prepare Proposals/ Conduct Technical, Security, Common Services, PMO reviews			
ITSM	Change Chill	Service/ Process Review	MI Tabletop		Window	Crisis Tabletop		
Communications		Town Hall & BBQ			Town Hall	Connect the Dots	Holiday Party	

	Q3				Q4			
	January	February	March	April	May	June		
Academics	Winter- session	Spring Start-up		Break		Reading/ Exams	Grad	Summer School
Finance	Budget Planning/ Q2 Forecast		Core, FAS & Library Budgets Due	FFS Budget Due	Q3 Forecast		Budget Close/Open	
HR	Mid-year Reviews				Year-end Reviews/ Annual Salary Increase Program			
Security								
PMO	PRC		ITCRB Review		EVP Decides			
ITSM	Window		MISO Survey	Window			Crisis Tabletop	Window
Communications			Town Hall		Connect the Dots	IT Summit		

Window = Major maintenance window

PRC = Project Review Committee

ITCRB = IT Capital Review Board

EVP = Executive Vice President

FFS = Fee for Service Updated: July 2015

For specific dates, refer to the 2015 - 2016 calendar.

July 2015						
S	M	Tu	W	Th	F	S
	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

- 6/29 - 3: Change chill
- 4: Independence Day
- 15: Staff Goal Setting

August 2015						
S	M	Tu	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

- 15: FY15 budget reporting ends
- 17: Fall registration opens
- 17 - 9/11: Fall start-up and Change freeze
- 25: Freshman move-in
- 28: Employee goal-setting due

September 2015						
S	M	Tu	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

- 2: Fall term begins
- 7: Labor Day

October 2015						
S	M	Tu	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

- 12: Columbus Day
- 17: Maintenance window
- 20: Town Hall

November 2015						
S	M	Tu	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

- 2: Budget planning begins
- 6: Rate setting ends
- 11: Veterans Day
- 18: Connect the Dots
- 26: Thanksgiving

December 2015						
S	M	Tu	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

- 4: Reading period begins
- 11: Exams begin
- 17: Holiday Party
- 21 - 1/3: Winter recess
- 25: Christmas

January 2016						
S	M	Tu	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

- 1: New Year's
- 2: Maintenance window
- 11: Winter sessions begin
- 18: MLK Day
- 25: Spring term begins
- 29: Mid-year reviews due

February 2016						
S	M	Tu	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29					

- 15: Presidents' Day
- 18: MISO survey open
- 29: MISO survey closed

March 2016						
S	M	Tu	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

- 1: Town Hall
- 12: Maintenance window
- 12 - 20: Spring recess

April 2016						
S	M	Tu	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

- 18: Year-end reviews begin
- 26: Connect the Dots
- 28: Reading period begins

May 2016						
S	M	Tu	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

- 5: Exams begin
- 14: Exams end
- 16 - 6/17: Annual Salary Review
- 26: Commencement
- 30: Memorial Day

June 2016						
S	M	Tu	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

- 1: Budget close begins
- 2: IT Summit
- 11: Maintenance window
- 20: Summer school begins
- 30: Year-end reviews due

**Bold = holiday**

Academic
Recess

Finance
Human Resources

IT Service Management
HUIT

Note: Subject to change

# Services and Owners by Category

## Administrative Technology Services

Alumni Affairs and Development Systems	Sara Sclaroff (interim)
Athletics Systems	Dianne Stronach
Data Management Services	Sara Sclaroff (interim)
FAS Admin Services	Dianne Stronach
FAS Student Admin Systems	Dianne Stronach
Finance and Procurement Systems	Sara Sclaroff (interim)
Human Resource Systems	Sara Sclaroff (interim)
Localized Document Repository Systems	Sara Sclaroff (interim)
Museum Systems	Sara Sclaroff (interim)
Reporting, Analytics and Business Intelligence	Sara Sclaroff (interim)
Sponsored Research Systems	Sara Sclaroff (interim)
Student Financial Systems	Sara Sclaroff (interim)
University Admin Systems	Anjali Worah
Web Publishing Services	Ben Bielak

# Services and Owners by Category

## End user computing

Collaboration Services	Katie Kilroy
Email and Calendars	Katie Kilroy
Field Support Services	Bob Cahill
Network Services	John Reardon
Phone Services	Katie Kilroy

## IT Provider Services

Cloud Services	Erica Bradshaw
HUIT Supporting Tools and Systems	Peter Baskette
Identity and Access Services	Jane Hill
Network Services	John Reardon
Phone Services	Katie Kilroy
Server Administration	Joe Bruno
Web Hosting	Joe Bruno / Ben Bielak

# Services and Owners by Category

## IT Security

Information Security Education and Consulting	Sandy Silk
Information Security Operations and Engineering	Bill Knox

## Library Technology Services

Library Access and Discovery	Tracey Robinson
Library Collections	Tracey Robinson
Library Research and Learning Services	Tracey Robinson

## Teaching and Learning

Core Teaching Technologies	Kristin Sullivan
Digital Video Services	Greg Carpenter
Faculty Consulting and Support	Annie Rota
Learning Spaces Support	Annie Rota
my.harvard	Jason Shaffner