



Harvard University Information Technology Mission

We strive to make it easier for faculty, students, and staff to teach, research, learn, and work through the effective use of information technology.

Harvard University Information Technology 3 Year IT Strategic Goals

Strategy				Future state
	FY18	FY19	FY20	
<p>Service Delivery</p> <p>Deliver IT services that meet the needs of faculty, students and staff</p>	<ul style="list-style-type: none"> #1 Develop a next generation campus network roadmap, including an Allston regional design #2 Develop UX policy, tools and supporting service #3 Enhance end-user support experience through knowledge management and self-service portal #4 Rationalize and mature service ownership #5 Define a set of sustainable and centralized video storage services #6 Assess current state of tools used by HUIT to deliver services 	<ul style="list-style-type: none"> #1 Implement next generation campus network roadmap #2 Roll out UX service and evolve tools and support #3 Continue to enhance end-user experience through broader knowledge base #4 Rationalize and mature service ownership #23 Upgrade Oracle/PeopleSoft Campus Solutions #5 Evolve video storage services and define a set of sustainable and centralized services for other growing storage needs #6 Rationalize tools used by the HUIT community to deliver services 	<ul style="list-style-type: none"> #1 Implement next generation campus roadmap #2 Evolve UX service and evolve tools #4 Rationalize and mature service ownership #6 Continue to standardize tools and practices for service delivery 	<p>HUIT delivers high quality services which meet the evolving needs of the Harvard Community</p>

<p>Implementation of New Systems</p> <p>Implement new technology through programs and strategic initiatives</p>	<ul style="list-style-type: none"> • #7 Complete phase one and launch phase two of the Collaboration program • #8 Create a data management strategy, roadmap and service model • #9 Build a University Cloud Service and continue migrations • #10 Continue to roll out Aurora for FAS • #11 Deliver Harvard Phone VoIP program 	<ul style="list-style-type: none"> • #7 Launch phase three of Collaboration program focused on group file shares • #8 Implement data management strategy and continue data management services initiative • #9 Roll out University Cloud Service • #10 Complete Aurora project and retire ASPerIN. • #11 Deliver Harvard Phone VoIP program 	<ul style="list-style-type: none"> • #8 Continue data management services initiative 	<p>The Harvard community has best in class technology</p>
<p>Strategies, Plans and Process</p> <p>Develop IT strategies, plans and process</p>	<ul style="list-style-type: none"> • #12 Partner with CIO Council to develop new CIO Council Strategic • #13 Plan Develop and roll out Information Security Risk Governance structure and Information Security Controls Framework • #14 Leverage Research Computing Council to drive alignment in research computing resources across the university • #15 Establish and roll out Enterprise Architecture policy, standards and reference architecture for the University • #16 Continue to mature VMO, PMO, ITSM and Account Management focusing on adoption of Agile and key ITIL processes 	<ul style="list-style-type: none"> • #12 Prioritize and launch CIO Council Strategic Initiatives • #14 Leverage Research Computing Council to plan for increased need for data science facilitation across the University • #24 Develop holistic strategy for leveraging operational technology • #15 Continue roll out of Enterprise Architecture standards and policies • #16 Continue to mature VMO, PMO, ITSM and Account Management focusing on adoption of Agile and key ITIL processes 	<ul style="list-style-type: none"> • #12 Launch CIO Council Strategic Initiatives • #25 Explore strategy and opportunities related to Internet of Things • #15 Continue roll out of Enterprise Architecture standards and policies • #16 Continue to mature VMO, PMO, ITSM and Account Management 	<p>HUIT has a strong foundation from which to deliver services and implement new technology</p>

<p>HUIT Administration</p> <p>Create the best work environment</p>	<ul style="list-style-type: none"> • #17 Implement recommendations from master space plan • #18 Continue to reduce complexity of HUIT finances • #19 Continue focus on employee engagement • #20 Implement business process redesign for contingent labor and travel/expenses • #21 Enhance external and internal communications • #22 Explore opportunities to strengthen and streamline talent acquisition 	<ul style="list-style-type: none"> • #18 Continue to reduce complexity of HUIT finances • #19 Continue focus on employee engagement • #20 Implement business process redesigns for workforce planning and buy-to-pay system • #21 Enhance external and internal communications • #22 Roll out program to strengthen and streamline talent acquisition 	<ul style="list-style-type: none"> • #18 Continue to reduce complexity of HUIT finances • #19 Continue focus on employee engagement • #20 Refine business processes impacted by changes to University financial systems • #21 Enhance external and internal communications • #22 Strengthen program to strengthen and streamline talent acquisition 	<p>HUIT provides a work environment that allows staff to meet the needs of our stakeholders across the University</p>
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Note: Numbers are intended to show how the strategic goals in this plan span over the years. The numbers do not relate to the HUIT FY17 Top 10 or the CIO Strategic Initiatives.