## FY19 Top 30 Goals

### HUIT TOP 5 GOALS FOR FY19
- Implement next-generation campus network (#1)
- Establish unified strategy and support plan for Allston (#2)
- Enhance researchers’ access to Information Technology support and tools (#3)
- Execute on ITCRB Projects (#17)
- Launch IT Provider Services Program (#20)
* (Replacing “Complete phase 2 of Cloud Program” for second half of FY19)

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

1. Implement next-generation campus network
2. Establish unified strategy and support plan for Allston
3. Enhance researchers’ access to Information Technology support and tools
4. Continue to develop business and operations models for operational technologies
5. Implement recommended Configuration Management Data Base (CMDB) solution
6. Implement DevOps end-state model for HUIT
7. Improve use of Splunk across HUIT
8. Mature and support service delivery and service ownership across HUIT
9. Deliver Campus Services information technology projects
10. Deliver FAS Project Review Board (PRB) projects
11. Design and roll out a university-wide vulnerability management process
12. Develop findability application for Harvard applications
13. Expand services for web publishing and user experience
14. Complete Ad-hoc Reporting Project phase 1
15. Formalize and unify accessibility services
16. Continue to define and execute HUIT storage strategy

### Implementation of New Systems
Implement new technology through programs and large projects

17. Execute on ITCRB Projects
18. Execute on Harvard Library priority projects
19. Prepare for Alumni Systems CIO Council Initiative

### Strategies, Plans, and Processes
Develop IT strategies, plans, and processes

20. Launch IT Provider Services Program
21. Prepare for Executive and Extended Education (non-degree programs) CIO Initiative
22. Establish a digital content strategy for HUIT websites
23. Execute NIST Cybersecurity Framework “target state” roadmap
24. Deliver Enterprise Architecture projects and platform
25. Develop a unified strategy to work with distributed IT units within FAS and across business verticals
26. Develop comprehensive BCDR plan, including BC plan, DR plan, and DR testing approach

### HUIT Administration
Create the best work environment

27. Develop, enhance, and implement workforce development initiatives
28. Develop, implement, and support university Diversity and Inclusion Task Force recommendations in HUIT, and employee engagement initiatives
29. Execute on next phase of HUIT space strategy
30. Develop and implement plan for HUIT billing