## FY20 Top 30 Goals

<table>
<thead>
<tr>
<th>HUIT TOP 5 GOALS FOR FY20</th>
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</thead>
<tbody>
<tr>
<td>- Deliver year one of Network Service Excellence Project to improve network service delivery (#1)</td>
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<tr>
<td>- Support the University’s move into Allston (#2)</td>
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<tr>
<td>- Launch Digital Accessibility Services in alignment with the Digital Accessibility Policy (#3)</td>
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<tr>
<td>- Execute on ITCRB Projects (#17)</td>
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<td>- Mature Service Catalog and Service Level Management (#20)</td>
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### Service Delivery
Deliver IT services that meet the needs of faculty, students, and staff

1. **Deliver year one of Network Service Excellence Project to improve network service delivery**
2. **Support the University’s move into Allston**
3. **Launch Digital Accessibility Services in alignment with the Digital Accessibility Policy**
4. **Deliver services to support the Vice Provost for Advances in Learning initiatives**
5. **Improve End Users IT Onboarding**
6. **Enhance University Collaboration services**
7. **Enhance researchers’ access to Information Technology support and tools**
8. **Deliver on next phase of building management systems and operational technology**
9. **Evolve CMDB to Support Organizational Needs**
10. **Develop plan for Harvard Phone 2.0**
11. **Complete API Platform Service Transition and Stabilization**
12. **Implement improvements across IT Partner Services**
13. **Optimize and automate cloud solution to reduce costs and improve service**
14. **Design and roll out University-wide vulnerability management process**
15. **Implement next generation storage strategy to simplify offerings, reduce costs, and direct purchases**
16. **Develop University-wide Salesforce integration and data strategy**

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

17. **Execute on ITCRB Projects**
18. **Execute on FAS PRB Projects**
19. **Execute on Campus Services Projects**

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

20. **Mature Service Catalog and Service Level Management**
21. **Work with library leadership to evaluate and reinvent our process for working together and setting priorities for library technology**
22. **Execute FY20 Information Security cybersecurity framework roadmap**
23. **Execute FAS and CIO Council projects on learning space strategy**
24. **Gain Enterprise Architecture adoption across the university through engagement and building on the established architecture framework**
25. **Complete the next phase of the digital content strategy project and align HUIT web properties**

### HUIT Administration
Create the best work environment

26. **Develop strategy and plan for IT Academy 2.0**
27. **Rationalize IT policies to ensure clarity, consistency, and accessibility**
28. **Mature VMO services to reduce costs and enhance vendor relationships and performance**
29. **Execute on next phase of HUIT billing and rate model project**
30. **Advance HUIT’s diversity, inclusion, and belonging strategy and plan**