Agenda

1:30pm
■ Welcome – John Charles

1:40pm
■ IS&T and Community Collaborations:
  – Research Computing Efforts – Professor Heather Kulik, Chemical Engineering
  – Student Accounts Modernization – Mark Waters, Student Financial Services

2:20pm
■ IS&T Engagement Model – John Charles
■ IS&T Engagement Model Working Group Update – Oliver Thomas

2:50pm
■ Closing Remarks – John Charles
■ Refreshments
IS&T Community Collaborations
Research Computing Efforts
Professor Heather Kulik
IS&T Community Collaborations

Student Accounts Modernization
Mark Waters
IS&T Engagement Model and Working Group Update

John Charles
Oliver Thomas
IT Value Chain: Turning Technology into Digital Transformations...

Our Engagement Model with Admin Units & DLCs must enable digital transformations and ongoing adaptive/agile business process iterations.

Bridge the modernization gaps with digital business process transformations.
## Introducing the Working Group

<table>
<thead>
<tr>
<th>Working Group Team Members</th>
<th>Working Group Advisors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Myra Hope Eskridge</td>
<td>John Charles</td>
</tr>
<tr>
<td>Meaghan Murray</td>
<td>Diana Hughes</td>
</tr>
<tr>
<td>Frank Quern</td>
<td>Eamon Kearns</td>
</tr>
<tr>
<td>Lori Singer</td>
<td>Pat Sheppard</td>
</tr>
<tr>
<td>Zahida Taher</td>
<td>Mark Silis</td>
</tr>
<tr>
<td>Oliver Thomas</td>
<td>Garry Zacheiss</td>
</tr>
</tbody>
</table>
Why are we doing this?

“Service is the delivery of information that is personal and relevant to you.”

- Dr. Timothy Chou
  Author of “The End of Software”
Charter for the Working Group

- Draft community engagement model and defined processes
- Gather feedback from IS&T staff as input into defining the processes
- Formalize use cases to support the processes
- Propose plans for a pilot of the engagement model
- Assist IS&T leadership with communications to staff and the MIT Community
- Champion the engagement model vision and changes for IS&T and the MIT community
Why are we doing this?

- Community feedback during leadership rounds and interviews suggesting need for more effective ways to engage with an agile organization
- Different segments of the community looking for personalized modes of engagement appropriate and relevant to them
- Key area of focus for the transformation over the next four months
- Responsibilities and transformation exercises revealed need to integrate, streamline, and mature processes
Principles of Engagement

- Put the community experience first, process second, organization third
- Establish consistent, integrated views of the community
- Real and meaningful change in the way the community interacts with us
- Rapid iteration and continuous improvement built into the model
- Develop and nurture strong partnerships with the community
- Facilitate and enable digital transformations of MIT’s business processes
- Internal communication and sharing of information within IS&T is key
- Every relationship has an owner accountable for its success
- Engagement drives work in IS&T
Why it’s complicated: Focus and Challenges

- **Mission vs Model**
  - Ultimately our job is to best support MIT’s mission, not to run a great model
  - Need highly adaptable and agile model
  - Mission-focused IT

- **Bi-modal work: Innovation Teams and Service Delivery Teams**

- **Multi-dimensional engagement for a multi-dimensional community**
  - Engage in different ways and at different levels of intensity (embedded, shared)
  - Engage at different levels of the hierarchy and with appropriate capabilities (common, dedicated)
  - Be informed by community needs, desires, data, and understanding (service delivery segments, service owner segments, IT delivery segments, cross-cutting segments by identity, cross-cutting segments by focus and activity)
## What’s Next

- Finalize initial draft model by mid-June, incorporating feedback
- Identify community pilot candidates and sequence
- Propose teams to deliver and support pilots and engagement model
- Rapidly iterate through several pilots and adapt and refine model
- Test agile methodologies and process improvement part of model with pilots
- Community and IS&T communication plan (iterate communications with pilots?)

<table>
<thead>
<tr>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Define &amp; finalize draft model</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pilot 1</td>
<td>Learn</td>
<td>Revise</td>
<td>Learn</td>
<td>Revise</td>
<td>…</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pilot 2</td>
<td>Learn</td>
<td>Revise</td>
<td>Learn</td>
<td>Revise</td>
<td>…</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pilot 3</td>
<td>Learn</td>
<td>Revise</td>
<td>Learn</td>
<td>Revise</td>
<td>…</td>
<td></td>
</tr>
</tbody>
</table>
## Engage with the Engagement Working Group

<table>
<thead>
<tr>
<th>Working Group Team Members</th>
<th>Working Group Advisors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Myra Hope Eskridge</td>
<td>John Charles</td>
</tr>
<tr>
<td>Meaghan Murray</td>
<td>Diana Hughes</td>
</tr>
<tr>
<td>Frank Quern</td>
<td>Eamon Kearns</td>
</tr>
<tr>
<td>Lori Singer</td>
<td>Pat Sheppard</td>
</tr>
<tr>
<td>Zahida Taher</td>
<td>Mark Silis</td>
</tr>
<tr>
<td>Oliver Thomas</td>
<td>Garry Zacheiss</td>
</tr>
</tbody>
</table>

…and all of you!
Closing Remarks

John Charles
IT Value Chain: Empowering Users...

- What users can do on their own...
- What IT staff can do for users...
- What’s not yet feasible...
- Transformative new services
- New self-sufficiencies
- Intelligent agents
- What AI can do for users...
Questions?