IS&T All Hands Meeting

May 26, 2015

Future of IT @MIT

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

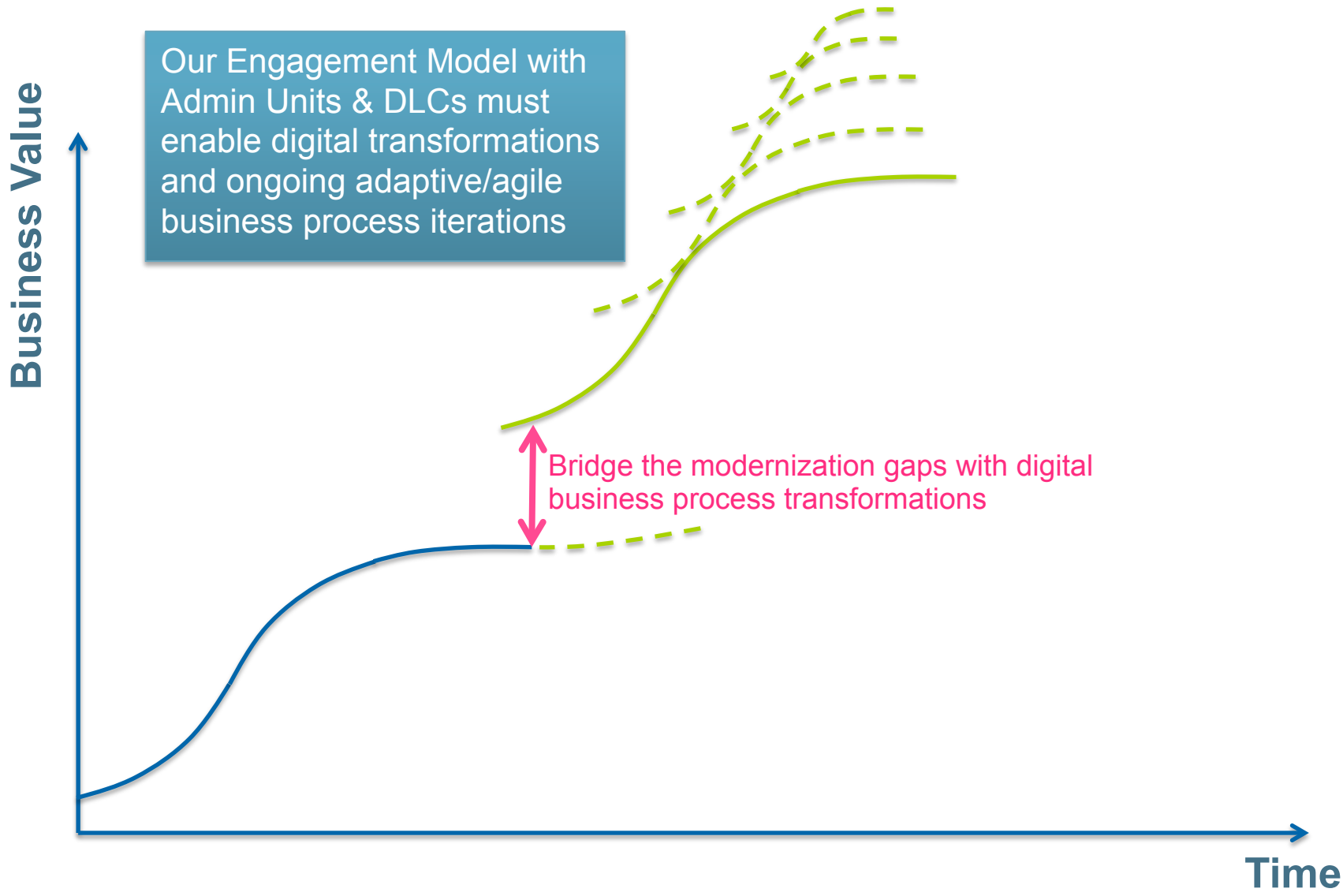
IS&T Community Collaborations

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…



Introducing the Working Group

Working Group Team Members	Working Group Advisors
Myra Hope Eskridge	John Charles
Meaghan Murray	Diana Hughes
Frank Quern	Eamon Kearns
Lori Singer	Pat Sheppard
Zahida Taher	Mark Silis
Oliver Thomas	Garry Zacheiss

Why are we doing this?

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

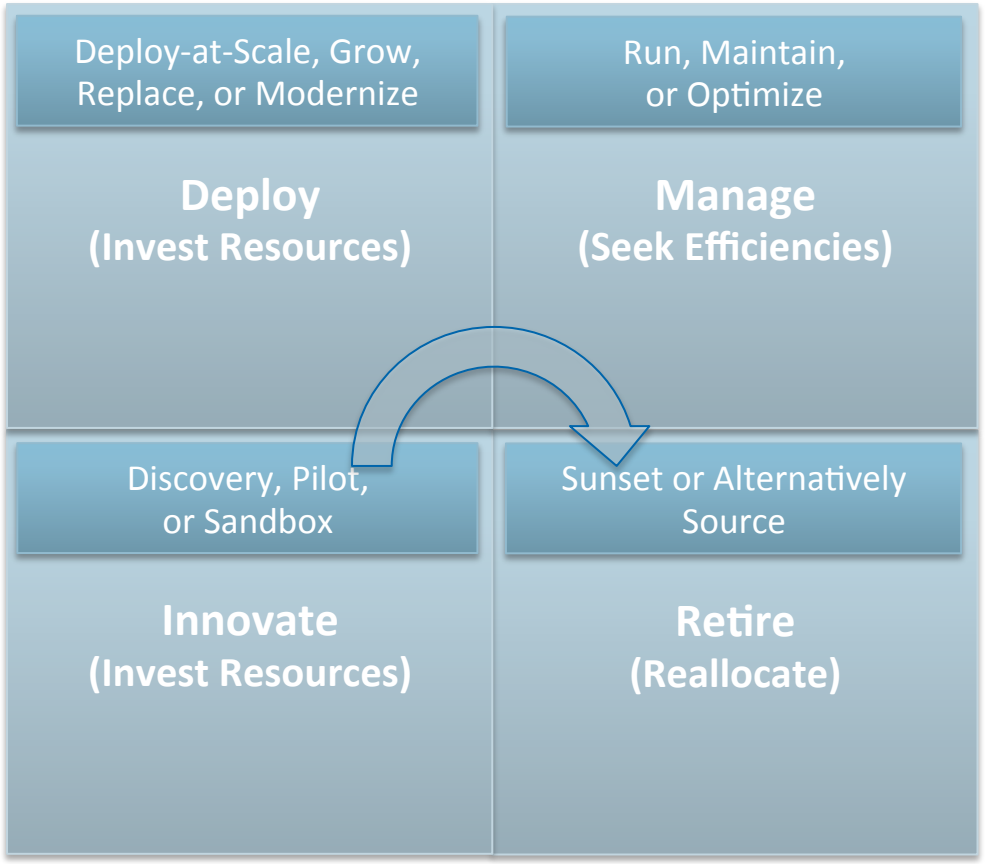
- Dr. Timothy Chou
Author of "The End of Software"

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



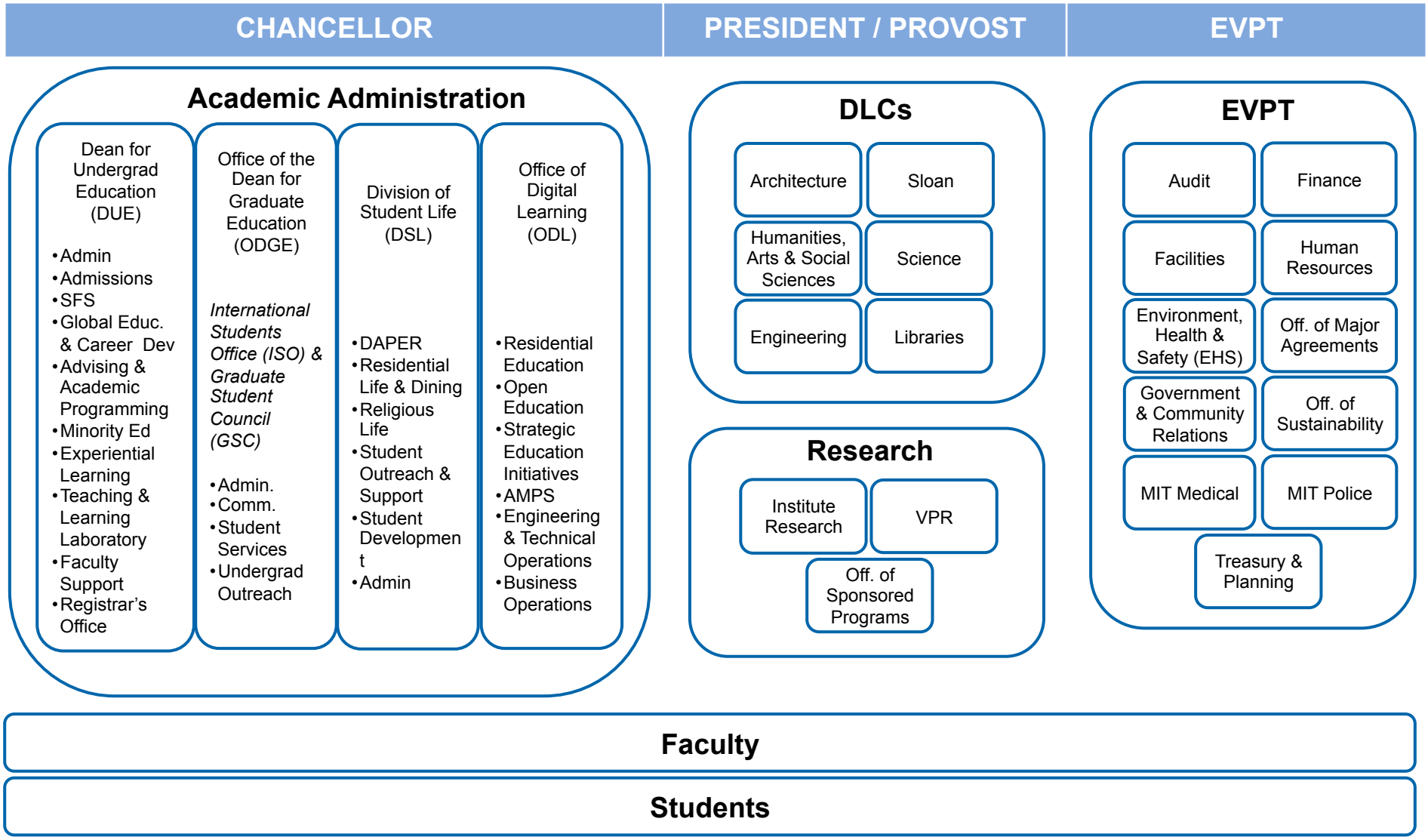
Principles of Engagement

- 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)

MIT Community Working Model



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?)

May	June	July	August	Sept	Oct	Nov	Dec
Define & finalize draft model							
	Pilot 1	Learn	Revise	Learn	Revise	…	
			Pilot 2		Learn	Revise	…
					Pilot 3	Learn	Revise	Learn	Revise	…

Engage with the Engagement Working Group

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Frank Quern	Eamon Kearns
Lori Singer	Pat Sheppard
Zahida Taher	Mark Silis
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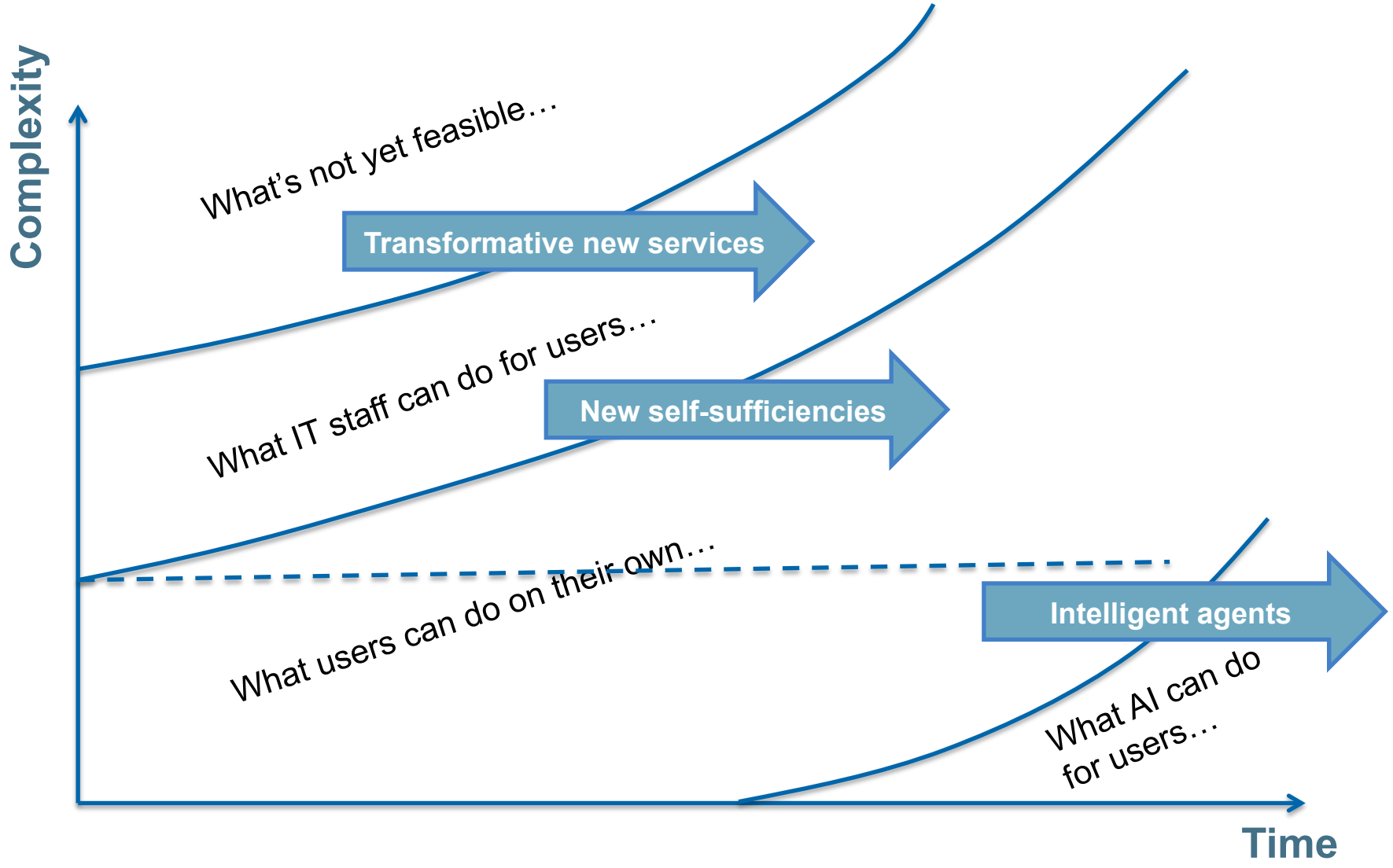
…and all of you!

Closing Remarks

John Charles

IT Value Chain: Empowering Users…



Questions?