MIT IT Leaders Meeting

June 22, 2015
Agenda

- IT@MIT Transformation Update
- What the Transformation can mean for DLCs & Admin Units
- Thoughts and Discussion: New Engagement Models for IT Leaders?
IT@MIT Transformation Metrics
IT@MIT Transformation Milestones

Responsiveness of IS&T and IT@MIT

- **FY 2015**: Up-skilling, Retooling, & Restructuring
- **FY 2016**: Innovation Platforms & Connectors In Place
- **FY 2017**: Portfolio of Enabling Services Available
- **FY 2018**: Core Business Systems Modernized
- **FY 2019**: Mature IT@MIT Ecosystem

Overall Performance Metrics - Continuously measured

Significantly Enhanced Support for High-Velocity Innovation
## Milestone 1 Metrics: (Up-Skill, Retool, Restructure)

### As of May 15, 2015

<table>
<thead>
<tr>
<th>KPI</th>
<th>Metric</th>
<th>Target</th>
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<td></td>
<td>Staff Up-skilling</td>
<td>100%</td>
<td># of staff who have completed overview training / Total # of full time permanent staff</td>
<td>19% (52/275)</td>
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<tr>
<td></td>
<td>% staff that have completed overview training for appropriate agile methodologies</td>
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<td><strong>Process</strong></td>
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<td></td>
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<td>% adoption of orchestration and provisioning tools</td>
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<td>Platform/API</td>
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Agile Training Stats

Total Classes Offered and Classes Completed

- Classes Offered
- Classes Completed

Total Attendance To Date

- Community Attended
- IS&T Attended

Total # of Staff who Completed Courses & Registered for Future Courses

- TL DLC
- TL IST

DLC Totals

- Economics, 2
- Foreign Language, 2
- Haystack, 7
- HR, 5
- Koch, 2
- Kavli, 2
- Global Oper, 4
- Libraries, 27
- Unknown, 32
- Resources Mgmt, 1
- Sloan, 9
- Provost, 2
- Press, 2
- Medical, 2
- Energy, 1
- Investment Mgmt, 1

*As of 6/18/15

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Agile Training Stats

# of IT@MIT Scrum Inc. Site Logins

- 3/1/15: Site Live
- 4/1/15
- 5/1/15
- 6/1/15
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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.
What’s Next

- Finalize initial draft model in 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)

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What the Transformation can Mean for DLCs and Admin Units…
Important Considerations for DLCs & Admin Units...

■ When can DLC & admin unit IT service providers get involved?
  – IT teams are welcome to opt-in at anytime, participate in process/model/architecture restructuring – and take full advantage of Institute/IS&T scheduled (and funded) training

■ Will DLCs & admin units have access to the new tools & platforms?
  – Yes, the Institute/IS&T plans to license each new tool & platform for Institute-wide use – enabling access by individual students, faculty, researchers, and staff, as well as by all IT teams

■ How could the new architecture and operating model create wins for DLC & admin unit IT teams?
  – IT teams will be able to replace some (perhaps many) of their “shadow systems” with modern mobile-ready apps sitting on top of (and connected through APIs to) Institute systems-of-record
  – IT teams will be able to leverage Institute/IS&T-provided compute and storage platforms to reduce some of their existing “keeping-the-lights-on” workloads & costs – thereby enabling the shift of resources and attention to higher-value functions
  – IS&T’s transformed focus on collaborating in agile ways with innovation teams across the Institute will make it possible for DLCs & admin units to more easily tap into a wider array of resources as they strive to relieve pain-points for their constituencies
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…
Enhancing the Effectiveness of Engagement with IT Leaders
Some questions for IT Leaders to consider...

■ Should we create:
  – A *proactive* engagement model for DLC & admin unit IT team leaders?
  – A *passive* engagement model for DLC & admin unit IT team leaders?
  – A *bimodal* model that enables both types of engagement?

■ How could we give more effective voice (concerning processes, models, architectures, etc.) to DLC & admin unit IT team leaders?
  – Formalize membership and select co-chairs to “speak” for the group?
  – Solicit volunteer/guest bloggers for the Future of IT@MIT website?

■ What would incent greater engagement from DLC & admin unit IT team leaders?
  – Business value presentations from DLC & admin unit administrators?
  – Grants or seed-funding for DLC & admin unit transformation proposals?
  – Competitions, prizes, etc.?
  – Individual &/or team badges, certifications, awards, etc.?
Any closing comments or questions?