

# Community Partnerships

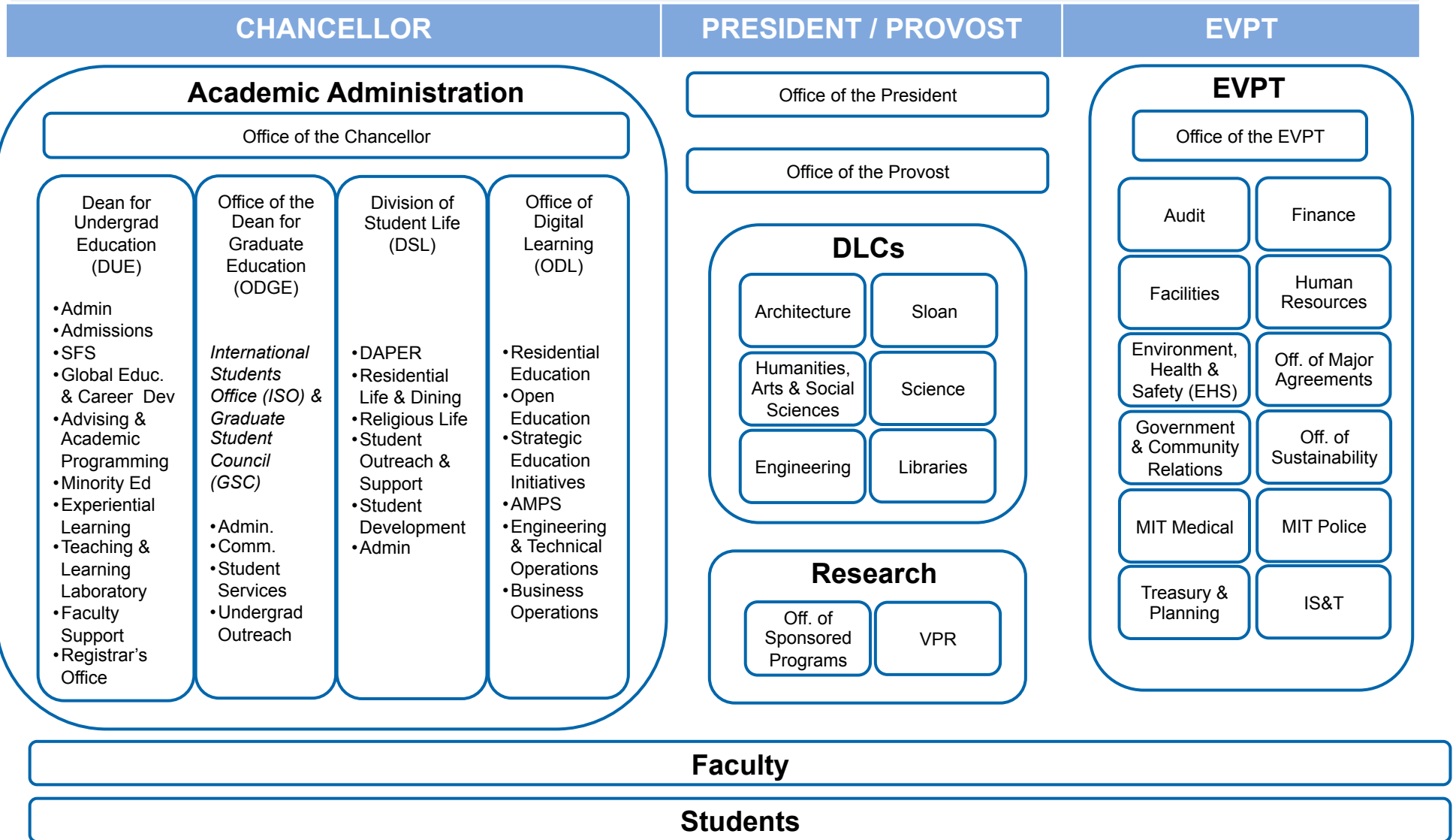
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Review of IS&T Transformation and Next Steps

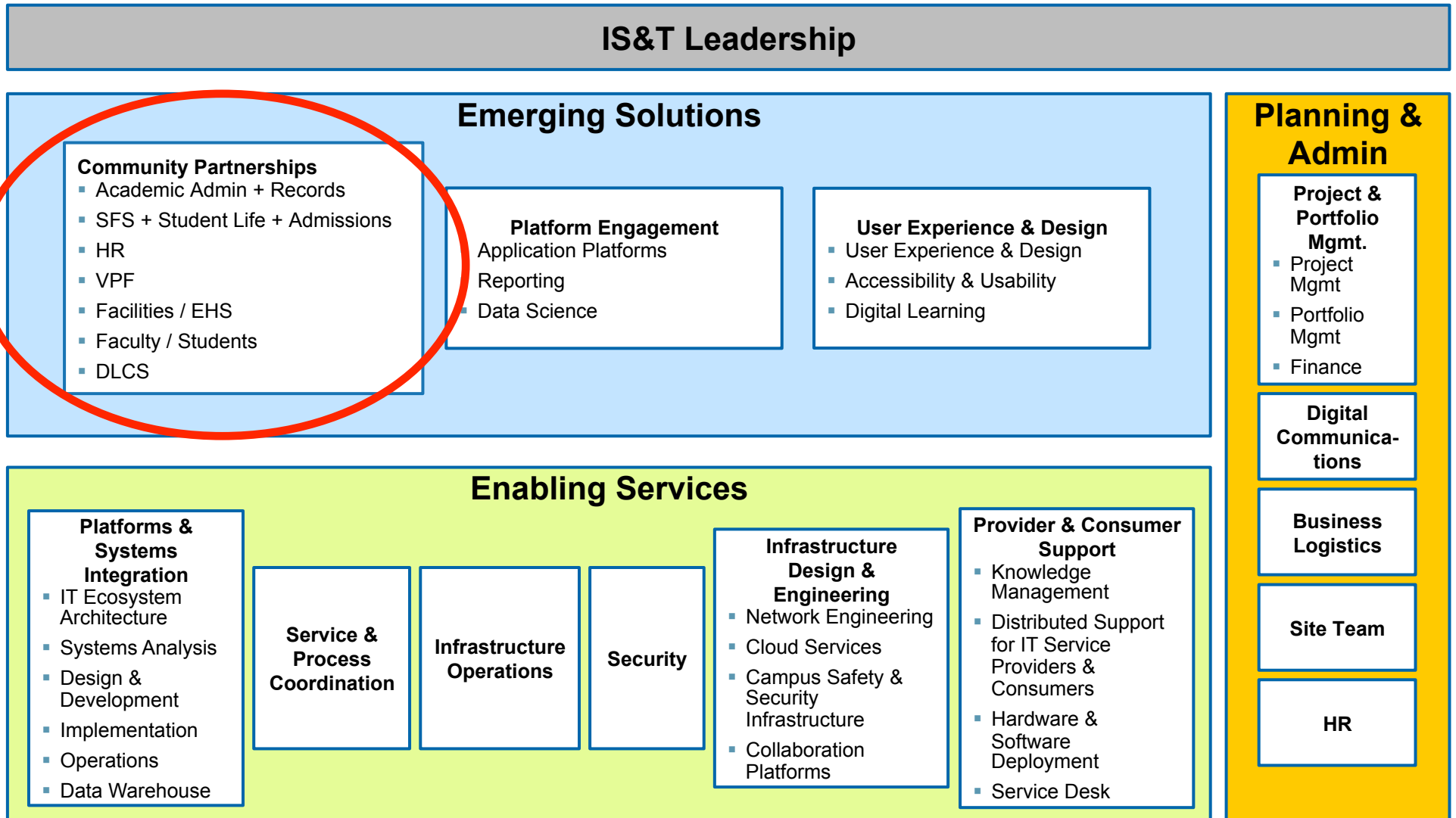
Transition v1.5 is designed to help close the following identified organizational gaps.

- Lack of clarity for the community on how to engage with IS&T for their requests
- Short supply of both business and technical expertise
- Lack of clarity on which IS&T resources should review and approve business and technical decisions
- Unclear processes for prioritization, governance and reporting of department work
- Lack of clear focus on broader institute efforts around transforming education  
Digital Learning

# The IS&T Community Partnership teams have been structured to better align with MIT's Community segments



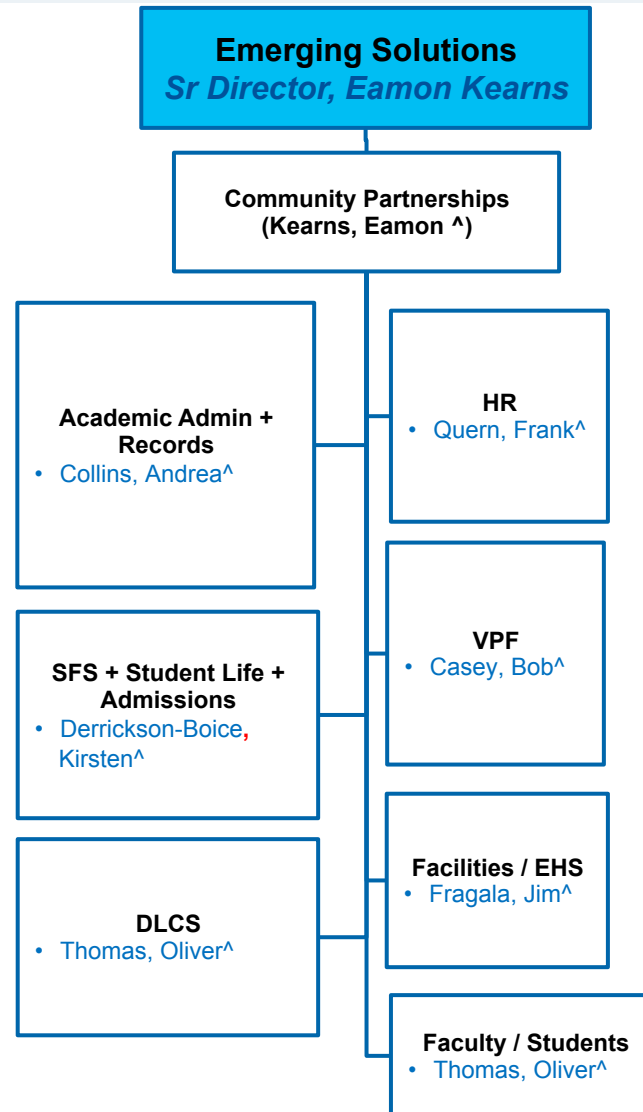
And the IS&T Community Partnership team is aligned as part of the Emerging Solutions team within IS&T.



Specifically the IS&T Community Partnership team has been structured into 7 areas to support the MIT Community segments

### Community Partnerships Teams

1. Academic Admin + Records
2. SFS + Student Life + Admissions
3. HR
4. VPF
5. Facilities / EHS
6. Faculty / Students
7. DLCS





With iteration v1.5, IS&T is distinguishing between Business Analysts and System Analysts to ensure a focus on understanding the Community needs and sharing information about IS&T

## Business Analyst

### Emerging Solutions

Community Reqs Gathering

Requirements Definition /  
User Stories

Business Processes

Business Liaison

Community Segment  
Knowledge

ROM Development

Requirements Tracking /  
Validation

Managing Reqs Changes

User Test Cases

## Systems Analyst

### Enabling Services

Design Specifications

Tech Reqs Definition

System Analysis

Technical Requirements

Architecture Knowledge

Technical Design

Configuration

System Impact Review

Test Case Development

Functional Specs  
Support Project Scoping

Supports Cost  
Estimations

Issue Resolution

Support Training

## Rationale

- Eliminates the need for all BSAs to be business experts
- Allows BA's to focus on the traditional role of understanding business processes, eliciting requirements from the community and defining requirements
- SA's can focus on analysis, design, and configuration of IS&T system solutions

## What are the Principles of Engagement?

- Put the community experience first
- Real and meaningful change in the way the community interacts with us
- Become influencers
- 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