HUIT FY20 Top 30 Goals
Revised as of 4/6/20

1. Deliver year one of Network Service Excellence Project
2. Support the University's move into Allston
3. Launch Digital Accessibility Services
4. Deliver services to support VPAL
5. Improve End Users IT Onboarding
6. Enhance University Collaboration services
7. Enhance researchers’ access to IT support and tools
8. Deliver next phase of building management systems and OT
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
14. Design and roll out University-wide vulnerability management process
15. Implement next generation storage strategy
16. Develop University-wide Salesforce integration and data strategy
17. Execute on ITCRB Projects
18. Execute on FAS PRB Projects
19. Execute on Campus Services projects
20. Mature Service Catalog and Service Level Management
21. Work with library leadership to reinvent our process for collaboration
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
25. Complete the next phase of the digital content strategy project
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
29. Execute on next phase of HUIT billing and rate model project
30. Advance HUIT’s diversity, inclusion, and belonging strategy and plan

- Expect to complete as planned
- Will only partially complete
- Paused for FY20
**HUiT FY20 Top 30 Goals**

*Revised as of 4/6/20*

**Expect to Complete As Planned**

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