

**Action Items From FY11 Q4 Project Reviews**  
**(includes upcoming milestones and suggestions for further consideration)**

- ADMIN: Career Development Program
  - Need to decide whether to start with staff already assigned to a job family, and then expand out, or start assignment from scratch
- AS: Enterprise Learning Phase II Implementation
  - Communication plan (announcements slated to begin early August)
  - Administrative Systems roadmap review for August ASPCC agenda
- AS: Hourly Student Appointments - Prototype
  - Web Dynpro accessibility standards: can we accelerate issue resolution with SAP?
    - Bart to bring SAP in to discuss in detail
    - Kevin to help make decisions on design (meetings underway)
  - Lessons learned planned for September
  - Implementation project to start 9/1/2011
  - Project will need additional funding past December
- CS: Hermes Upgrade
  - Need to figure out what we can do and should do with the IS&T themes
    - This may affect the MIT Wiki Service as well
    - Rich Murphy's team can help ramp up on Velocity technology
  - Need for funding and dedicated resources for long term support
- CS: Long Term Athena Development
  - Need for developers
    - Need for a more sustainable process for updates
    - Need development strategy - input most welcome
- DM: Reporting & Forecasting Tool Phase II
  - RAFT to be moved to September ASPCC agenda
  - Needs to be in place by October for Visiting Committee
- DM: Reporting Solution Implementation
  - Cognos needs to be added to ASPCC agenda
- ES: @Stellar Mobile
  - Go live planned for 9/1/2011
  - Need a button on Stellar Mobile to take users to full Stellar site
  - Need at a high level what we are doing for Stellar for September MITCET agenda
  - Future work: web services to replace core Stellar functionality
- ES: Electronic Transcript Implementation
  - Need to plan for ongoing software costs for FY13 and beyond
- ES: Digitizing Forms and Petitions Assessment
  - Engage with Laxmi regarding document storage and retrieval
- ES: Online Registration
  - Need to do analysis regarding possibility of Phase II to start next spring



- ES: Students Accounts Implementation
  - Need to look at what's out there in terms of commercial products
  - PowerFades replacement is separate Fy12 project
- OI: Remedy Change Management Proof of Concept
  - Need to document specific goals (based on use cases) to evaluate success of project
  - Need to set goals for a larger implementation for FY12 and FY13 (asset discovery, asset management, problem management, etc.)
- OI: Critical Network Security Controls
  - Need to do outreach when we implement (high touch community) as we are changing the "openness" of our network (September through the fall)
  - Report to ITGC prior to IAP on secure wireless
- OI: Exchange 2010 Server Upgrade
  - SharePoint will be separate project and roll out
  - VIPs will be separate mailbox migration
  - Need to develop very specific conversion plan of who migrates when
  - Need clear communication:
    - What this is
    - What it means
    - Migration plan
- OI: Unity Transition
  - Need to communicate changes (deleting email will also delete voicemail, etc.)
  - Need to revise timeline and communicate out
- SE: Mobile Stellar
  - Need at a high level what we are doing for Mobile for September MITCET agenda
  - Need to tackle Touchstone/CAMS issues for mobile apps
  - Need to do requirements gathering for what native apps should do
- SE: User Interface Standards
  - Need to look at these guidelines alongside the Administrative Systems roadmap
  - Kevin to write up a problem statement in regards to web dynpro
  - Bart to talk with Duke about how they are using web dynpro
  - Need to consider whether we deliver a quick prototype with less functionality vs taking more time to deliver a better quality product
- SE: IS&T Website Redesign and Service Catalog
  - Need non technical writing resource
  - Entering design phase 8/11/2011
  - Continue to reconcile with Service Portfolio
  - Need to look at impact of website redesign on Hermes
- SE: DAPER Systems Integration
  - Jeff to talk with John McDonald (in process)

- DAPER to go to SSSC for approval and integration with other student systems
  - Marilyn to talk with Eric Grimson
  - Internal IS&T meeting (Marilyn, Lori, Steve, Jeff and Myra Hope) also being planned for 8/3/2011
    - Break work into appropriate streams and prioritize
- General
  - PMs: Snapshots need to be updated on a regular basis (monthly)
    - Critical for upcoming project reviews (Nov 7<sup>th</sup> and 8<sup>th</sup>)
  - PMs: Need to introduce projects with brief overview (project description and goals)
  - Pat: Add Graduate Admissions to FY12 Q2 Project Reviews
  - Pat: Need to look at options for sound in Back Bay

### **Themes From FY12 Q1 Project Reviews**

- Resource constraints
  - Knowledge transfer from consultants not always successful (WD4A)
  - Services have no funding or dedicated resources for long term support
  - Having to learn new technologies and lack of dedicated resources make project planning difficult
- Flash Cut Upgrades
  - This has been rare for us in the past, but currently we have some planned:
    - Exchange 2010
    - Network Security Controls
    - Unity Transition
- Usability and accessibility
  - Issues around web dynpro and other commercial products that do not meet MIT's requirements
  - We should look at making "product families" look similar and behave similarly for the audience
  - Usability and accessibility team feedback is critical
- Expanding the Project Portfolio
  - There are departments that need attention (DAPER, SFS)
    - They have critical systems that need help in terms of prioritization, funding, integration and support