Stanford IT Services first serves Stanford by “keeping IT up and running.” We prioritize ensuring robust operations. In addition, we have the following strategic goals and initiatives for 2014-15:

Create an environment that attracts, develops, and retains world-class staff

- Talent Development
  Integrate our talent management initiatives with Business Affairs
- Employee Survey
  Conduct IT Services employee survey to help create alignment and set goals for organizational improvement
- 360 Feedback
  Conduct 360 survey for managers to help set development goals to improve the workplace
- Succession Planning
  Evaluate talent pool of management and key individual contributors; establish succession planning

Transform process, systems, and infrastructure throughout the University

Communication Technology
- Smartphone Paging
  Convert all SMS pagers and migrate SBAN clients
- “Click to Reach” – Pilot and Central Contact Directory
  Build central contact directory to support seamless “click to reach” Unified Communications service; complete pilot via multiple channels (call, email, chat, video)
- SHC Transformation
  Seek funding and implement transformational requirements as agreed with the Hospitals
- Presence/Collaboration Tools
  Implement video conferencing across the campus

Atlas System Optimization
Create additional automation to increase efficiency and elevate the overall customer experience

- Atlas on Mobile Devices
  Provision services on mobile field devices
- Oracle eAM to Billing Integration
  Reduce manual entry and improve accuracy
- Voice Provisioning
  Automate provisioning of voice services in Atlas
Technical Infrastructure Improvements

- Redwood City Campus Plan
  Develop technology plan for Redwood City campus and communication with south campus

- North West Data Center and Communications Hub (NDCCH)
  Complete hub and data center; add racks and services

- 10 Year Data Center Strategy and Roadmap
  Develop comprehensive plan for migration away from Forsythe

Deliver client-specific services and solutions at scale

Research Computing
Substantially increase capacity of research computing base infrastructure while improving ease of access to resources

- 100 Gbps between Internet2 and SRCF
- Science DMZ between SRCF and RCF
  Create charter for Science DMZ and implement
- 10gig Links to Research Buildings
  Deploy high speed research networking between 20 major building and data centers

Technical Consulting Services
Develop client-specific solutions to enhance productivity and reliability

- Cloud Solutions for Client-Specific Systems
  Develop and offer cloud migration/management service

- Paging Services – Business Model
  Develop service and support business model for smartphone paging

- Web Development Tools and Custom Websites
  Release enhanced and simplified tools; expand custom website support

- Cloud Web Hosting Services
  Offer cloud web hosting to clients who cannot leverage central service

Implement technologies to address University-wide risk management

- Emergency Communication
  Propose funding for Informacast; leverage VoIP indoor speakers for emergency broadcasting

- Video Security System and Financial Model
  Complete pilot; create charter for campus-wide video security system

- Network Security
Implement network admission control that requires authentication by certificate for Stanford’s wired and wireless networks

- Physical Building Security
  Implement physical building control on SCADA network segments

**Continuously improve the Stanford community’s satisfaction**

*Client Support Services*

- Help Desk Call-Back-Assist
  Implement Help Desk technology advancement (Call-Back-Assist) for University clients

- Self-Service Voice Mail Password Reset

- Self-Service Encryption Recovery Token
  Work with ISO to develop a plan with dates

- Help Desk of the Future
  Requirements/goal to be defined by November 2014 for work to complete prior to April 2015

*University IT Leadership and Presence*

*This language is under development in collaboration with University IT Leadership and its Strategic Planning Team; include communications component (focused on University IT transformations)*