Objectives and Key Results - FY23

Foster an inclusive HUIT workplace that enables staff to thrive.

KEY RESULTS:
1. Measure staff engagement by utilizing qualitative and quantitative tools (e.g., staff surveys, stay conversations, training utilization) and create recommendations (by 12/22)
2. Provide time for professional development opportunities for all staff in FY23, and most specifically for EDIB (by 6/23)
3. Launch the Staff Council and Emerging Technology and Innovation Program (by 9/22)

Ingrain privacy and security best practices into Harvard's culture and work

KEY RESULTS:
1. Deliver campaign and training to increase privacy awareness (10/22) and integrate privacy into policies and services across Harvard (2/23)
2. Provide an architectural assessment and plan for obtaining zero trust for Harvard systems and end points (assessment and plan by 12/22)
3. Reduce our high and critical severity vulnerability count by 75% across Harvard managed servers according to policy (by 12/22)

Achieve operational excellence across our services

KEY RESULTS:
1. Create a refined service catalog with improved navigation, SLAs, and cost models for internal and externally facing services (by 6/23)
2. Develop a plan for automation in each service area for critical, frequently used or heavily manual workflows (by 6/23)
3. Identify 20 candidate services that are “at risk” or “unsustainable” and produce action and/or remediation plans (by 12/22)