



# IT Strategic Plan Progress Update



## Improve customer experience

Continue improving operational efficiency by aligning the internal processes used to deliver SLAC's IT portfolio services to industry best practices

### FY21 Achievements

- ✓ Launched the SLAC IT Marketplace
- ✓ Improved the Service Outage Notifications Process
- ✓ Launched the Online Walk-Up reservation system
- ✓ Established the Customer Experience division

### FY 22 Goals

- Establish an Enterprise Audio-Visual Program
- Publish clear operational metrics and performance expectations
- Conduct indirect cost review



## Modernize systems

Modernize foundational services to improve efficiency, security, and audit-ability, as well as offering a new suite of capabilities to the lab

### FY21 Achievements

- ✓ Established the new Identity and Middleware division
- ✓ Advanced SLAC's Identity & Access Management (IAM) program
- ✓ Implemented a cloud-based content management system
- ✓ Upgraded SLAC's telecommunications systems
- ✓ Advanced plans for the new Tape library

### FY 22 Goals

- Continue modernization of the Identity & Access management infrastructure
- Execute cloud-based resilience strategy for critical services and operational data backup
- Implement infrastructure improvements mandated by the Cybersecurity Executive Order

## Partner with stakeholders

Continue evolving relationships into true partnerships where stakeholders have real input on the resource allocation and roadmap decision of the IT organization.

### FY21 Achievements

- ✓ Published an IT Strategic Plan
- ✓ Established the SLAC IT Council, Business Systems Steering Committee, and the IAM Working Group
- ✓ Advanced plans for SRCF-II in partnership with Stanford
- ✓ Opened the IT Project Review Board to Stakeholders

### FY 22 Goals

- Improve enterprise data analytics and reporting capabilities
- Optimize cross-lab processes in preparation for ERP Transformation
- Improve lab document management practices and capabilities



## Evolve processes

Continue improving operational efficiency by aligning the internal processes used to deliver SLAC's IT portfolio services to industry best practices

### FY21 Achievements

- ✓ Introduced the IT Service Management Program
- ✓ Launched the Strategic Vendor Management Program

### FY 22 Goals

- Update IT policies to align with NIST standards and Stanford Admin Guide
- Implement OIG Cyber security improvement recommendations
- Establish information security program
- Define the SLAC identity lifecycle

