**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.

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

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

**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.

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**FY21 Achievements**
- Launched the SLAC IT Marketplace
- Improved the Service Outage Notifications Process
- 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

**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**
- 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

**FY21 Achievements**
- Published an IT Strategic Plan
- 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**
- Introduce the IT Service Management Program
- Launched the Strategic Vendor Management Program

**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**
- Introduce the IT Service Management Program
- Launched the Strategic Vendor Management Program

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**Operational Excellence**
Provide core IT services to the SLAC Community effectively and consistently.