**IT Think Paper – IT Goals for 2010 – 2012**   
  
From our strategic view of how IT will evolve to help move our mission forward and build capacity across our members, I see six strategic goals, or broad *programs,* on which our annual objectives will be based. For each there are a potential list of projects and objectives. There are more here than a small team can accomplish in any given year. But it is useful to think about the possibilities and where we will be going to reach our strategic destination.

1. Wiring the Village Program. A program to close the internal digital divide among NS thru "One Village" connectivity and directory project. While a basic infrastructure prerequisite, this program addresses NS in need and therefore drives level 2 on our IT strategy pyramid (*Improving Program Delivery*).
   1. Survey NS connectivity and identify gaps and solutions for connections, web sites, Intranet, etc.
   2. Wire NS (1 per month or more)
   3. Develop and pilot unified, central directory services for "finding the guru" and connecting them
   4. Develop a "web site in a box" option for small NS in need
   5. Develop "virtual office in the cloud" for small NS in need
   6. Pilot a corporate edition of an industry standard social network platform (e.g., Facebook or LinkedIn) for connecting people in communities of practice across NS
   7. Expand phone support hours to 24x7 by adding an outsourced/shared service desk to supplement Geneva-base support and provide a Zone/NS support backstop
2. Standards and Choices Program. A program to strengthen Information and Communication Technologies (ICT) for small-medium National Societies (NS). The audience is NS and it therefore drives level 2 on our IT strategy pyramid (*Improving Program Delivery*). This program is about providing ICT choice that recognizes the size and capabilities of local offices, while keeping support costs down and the ability for our applications to work together high. Some projects in this program will include:
   1. Survey NS applications and report on results, including gaps and opportunities for sharing
   2. Develop and launch an applications clearing-house/catalogue for NS
   3. Develop and launch an applications certification program including "3-flavor standards"
   4. Develop and launch shared services support model for NS in need
   5. Develop IT Minimum Operating (MOS) for NSs and incorporate in the NS Database
3. Mission Moving Applications Program. *Discover and Harvest* "mission moving" applications (I4D and I4ER) and share the strengths among NS. The audience is Beneficiaries and ND; it therefore drives level 1 and level 2. Some projects in this program will include:
   1. Design and conduct an applications contest; promote/fund winners
   2. Research and pilot an applications venture capital fund to finance taking promising applications to scale across NS
   3. Work with DM to pilot ER in a box phase II
   4. Work with DM on HLS successor
   5. Harvest 1-2 NetHope I4D pilots for NS programs, with a focus on mobile phone-based solutions
   6. Partner with PNS on a shared application (e.g. IPMS)
4. eLearning Program. Enable "RC Academy" thru eLearning and collaboration technologies. This program has the broadest audience including the Federation, Volunteers and Beneficiaries. Some projects in this program will include:
   1. Support an expanded eLearning platform for authoring and management courseware (e.g., Cornerstone II or partner with a PNS)
   2. Provide SharePoint Blogs and Wikis for collaboration workspaces
   3. Promote and offer the IT “Drivers License” program for NSs with incentives
   4. Partner with LINGOS to extend learning technologies for our use
   5. Develop and promote a NetHope video on approaches to collaboration
5. Cloud Infrastructure Program. Get out of some "lights-on" businesses (e.g. Email, servers) and redeploy resources up-the-pyramid for more strategic uses and support of ICT among the Zones and NS. Some projects in this program will include:
   1. Upgrade our data center to the cloud (e.g. Microsoft BPOS for Geneva and selected Zones and NSs
   2. Migrate servers to a hosting partner
   3. Promote green IT initiatives
   4. Join and help define NetHope's Humanitarian cloud initiative
   5. Partner with other NGOs and NS on shared services
   6. Research and promote rentable Fit-for-Purpose SaaS applications with NSs
6. Efficient Engine Room Program. Keep the "engine room" running efficiently in Geneva, and drive down costs per user. Some projects in this program will include:
   1. Provide cost-effective service levels that benchmark well or better than peer organizations on cost per user
   2. Provide reliable systems infrastructure operations with a declining cost per user
   3. Rebalance the ISD project portfolio so field-benefiting projects get a stronger representation in our project mix
   4. Develop a lighter, streamlined version of ITIL that provides faster service and makes it easier for people to do business with ISD
   5. Complete highest priority items from KPMG audit and report on results
   6. Conduct user satisfaction survey to determine current state and provide baseline for annual service surveys
   7. Develop an ISD Scorecard for simple one-page reporting of ISD results that can serve as a best-practice model for others
   8. Migrate from MPLS network to an Internet-based network to save costs and expand affordable access