GOAL 1: Continue to progress with meeting AT’s strategic mid-term and long-term goals.
   a. Select, design, and deploy 4 BI products
   b. Post Quarterly KPI results for all critical AT services
   c. Re-platform these critical systems into new architecture (Datatel, Budget Wizard, and iPeople)
   d. Formalize cloud strategy building on lessons of AT’s portfolio of service and hosting partnerships
   e. Complete initial IT disaster recovery and continuity of operations planning, including operationalizing partnerships with IPATHE partners for co-location services
   f. Fully mature the Portfolio Management Office to ensure optimal resource (HR) capacity utilization
   g. Continue to build on ITIL foundation and further develop ITIL capabilities on critical areas (BRM, Release Management, Request Fulfillment, Event Management, Service Portfolio, Research & Development, etc.)
   h. Continue to assist in the further development and institutionalization of the Stewardship Council’s project selection and prioritization processes
   i. Continue to modernize Enterprise Architecture with special emphasis on the technical architecture
   j. Formally kickoff PeopleSoft 9.2 project working toward reducing customizations and leveraging new functionality.
   k. Strategically deploy request for changes on time and with little waste

GOAL 2: Successfully Complete LEAPForward Initiative Goals.
   l. Plan for and implement foundation modules for SIS
   m. Plan for and implement BI modules
   n. Plan for and implement Identity and Access Management infrastructure
   o. Complete the architectural plans for the Mainframe Data Transition effort
   p. Implement training program

GOAL 3: Successfully deploy the approved merger recommendations.
   q. Implement the new business model for T&N
   r. Implement the big-6 recommendations from task force 5
   s. Plan for the implementation of the cloud solution for email and calendaring
   t. Plan for the implementation of the next task force 5 recommendations
   u. Mature the Business Office into the Service Portfolio Management office
   v. Formalize OLAs and SLAs with all critical stakeholders

GOAL 4: Continually improve and enhance AT’s portfolio of services.
   w. Drive the selection and deployment of the new Enterprise ITSM tool
   x. Deploy Stewardship Council approved projects based on their priorities
   y. Continue to modernize the technology infrastructure (Data Center, SIP trunk, Voice over IP, and WAN Redesign)
   z. Create a mobility strategy and continue to improve mobility through wireless coverage in targeted areas and other targeted projects