Objectives

1. Improve customer service, lower costs, and increase potential for license income and sponsored research funding
2. Provide web-based process and reporting capability to self-reduced intermediation and quicker response to queries
3. Enhanced processes to capture opportunities from the University's research enterprise and collaborate with Industry
4. Enhanced search and CRM capabilities
5. Improved management of intellectual property (patent portfolio)

Guiding Principles

1. Scalable to address growth
2. Integrate all major aspects of business operations, with HU whenever possible
3. Maximize internal and external collaboration
4. Comply with Harvard University's policies (e.g. security, privacy...)
5. Ease of access / End user independence
6. Minimize manual data entry / Automate wherever and whenever possible
7. Favor user-friendly interfaces
8. Focus on structured data capture and features that facilitate reporting on structured data.
9. Simplify

Key Performance Indicators

1. Reduced number of workflow steps
   - Accounting transactions
   - Response to faculty requests
2. Improved customer (faculty) satisfaction
   - Quicker access to information
   - More complete information
   - Demystify process of tech transfer
3. Improved Finance Department satisfaction
   - Fewer transaction issues
   - Easier auditing / reporting
   - Transparency
4. An increase in number of users
5. Reduced manual hours for OTD staff
6. Increase in number of licensing and sponsored research agreements

The Vision for the Harvard Invention Reporting & Tracking System

*Reduce inefficiencies and improve the productivity of activities associated with the University's technology licensing and development program in order to maximize the potential of Harvard's Intellectual Property portfolio.*