Enterprise Technology Services
All Hands Meeting

Friday December 6, 2013
Welcome from
Interim CIO Denise Stephens

Building Bridges
Agenda

• Case For Change – Why ETS?
• How We Got Here
• How We Are Responding
• Where We’re Going
• What About Me
• Near-Term Objectives
• How We’ll Reach Our Objectives
• Current Projects
• Questions & Answers
Why ETS

ETS was established by campus executives to take advantage of opportunities for efficiency and effectiveness.

Campus Requests For:

• Balanced institutional customer closeness and local agility with economies of scale and service consistency

• Commonly used systems and services must appear cohesive from the customer's perspective, with interoperability between systems and explicit campus standards

• The consolidation of common baseline services, infrastructure, and systems under a single unit

• Central IT organization that is enterprise in nature and addresses the areas of Enterprise Services, IT Policy, and IT Standards
How We Got Here

• Long held perceptions of central IT
• IT Roadmap – 2005
• CIO Position Created – 2006
• IT Operational Effectiveness – IT Governance 2012
• Gartner Campus IT Assessment - Aug-Oct 2013
How We Are Responding

• EVC Letter to Campus Creates ETS - Oct 14 2013
• Why Create ETS Before Recruiting New CIO?
• OIST, OIT, CCTR, TELE, ASIT, PMO = ETS - Nov 2013
• We are leveraging the service oriented nature of many of the ETS components to develop a campus-wide IT culture of service
• ETS Is Up And Running
Where We Are Going

We are building a new Organizational Culture.

Even though the end may be obscured we know the path.

We are becoming a service oriented organization contributing to the mission of the University.
### Where We Are In The Process

The following organization charts illustrate how individuals from existing groups transition into ETS groups.

- Most of the transitions have happened.
- Administrative Systems PMO is part of ETS now – some PMO staff will transition into their ETS roles at times appropriate for their current projects.

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<td>Transition Groups to ETS</td>
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<td>HR Review of Positions &amp; Moves</td>
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<td>Budget Consolidation Review</td>
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<td>Presentations &amp; Requests to ITC &amp; ITB</td>
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<td>Develop Policies, Procedures &amp; Protocols</td>
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<td>Service Library Development</td>
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<td>Assessment of Campus IT Needs</td>
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<td>Transition Selected Enterprise Systems</td>
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<td>Develop &amp; Implement Service Desk</td>
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<td>Review &amp; Potential Changes to ITC Governance</td>
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<td>15</td>
<td>ETS Roadmap</td>
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<td>16</td>
<td>Establish Formal Communication Channels</td>
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What About Me?

ETS is a team.

• Is my job safe?
• Is my job changing?
• Who will be my supervisor?
• Where will I sit?
• Why are we recruiting?
• Can I apply for an open job without jeopardizing my current position?
The ETS Family Tree

Administrative Services IT

Communications Services

OIST

IS&C
Information Systems & Computing

ETS
Enterprise Technology Services

ADMINISTRATIVE SYSTEMS
PROGRAM MANAGEMENT OFFICE
Business Operations & Planning

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<tr>
<th>Director</th>
<th>RECRUIT</th>
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<tr>
<td>Business and Financial Administration</td>
<td>BARROCA, TED</td>
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<td>DELA CRUZ, BEVERLYN</td>
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<td>DOSIL, KELLY</td>
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<td>LYNCH, SPARRING</td>
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<td>MARQUEZ, TAMARA</td>
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<td>RYAN, KATIE</td>
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<td>SNYDER, KRISTIN</td>
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*alphabetical order*

*Individuals in this unit will continue reporting to their current supervisor until a director is hired.*
<table>
<thead>
<tr>
<th>Director</th>
<th>Sam Horowitz (CISO)</th>
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<tbody>
<tr>
<td>Security Analysts (4)</td>
<td>RECRUIT</td>
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<tr>
<td>Director</td>
<td>Elise Meyer</td>
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| Computer Center & Virtualization | GRIER, KIRK  
|                               | ABSHER, LOU  
|                               | DUNCAN, BILL  
|                               | HAN, ALEX  
|                               | HEUER, LANCE  
| Howard, Tom  
| Malosh, Terry  
| Nason, Glen  
| Padilla, Roger  
| Rayner, Hank  
| Recruitment - ODS Administrator  
| Spahn, Noah  
| The, Ed  
| The, Linda  
| Vasquez, Robert  
| Super Computing | DIRI, KADIR |
| Telecommunications | VALENZUELA, PAUL  
| Barker, Lee  
| Campbell, James  
| Carmola, Susan  
| Cohen, Marian  
| Cook, Chad  
| Cummings, Russell  
| Duxbury, Paul  
| Fitch, Michele  
| Foster, Christopher  
| Holford, Michael  
| Loman, John  
| Meaney, Dennis  
| Millholland, Raymond  
| Mullens, Thomas  
| Recruitment - Customer Relations  
| Nelson, Anthony  
| Neuner, Bill  
| Pollard, Reilly  
| Data Network | SCHMIDT, KEVIN  
| Atkins, Todd  
| Chapman, David  
| Mehl, Jennifer  
| Shabaltas, Igor  
| Wilson, James  
| Identity, Directory & Provisioning | DUNHAM, MATTHEW  
| Benson, Sandy  
| Ehren, Randall  
| Gilbert, Scott  
| Nomura, Ann  
| Wu, Kevin  
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<th>Director</th>
<th>RECRUITING (Recruitment Open, Brian Richard &amp; Doug Drury – Interim)</th>
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<tr>
<td>Enterprise Application Development</td>
<td>MILLER, BRUCE WEGER, ANNE</td>
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<tr>
<td>Enterprise Application Support and Maintenance</td>
<td>BASHLINE, KOHL CHOI, KAM PANTALEONE, MATTHEW SALUDARES, DENISE SCHULTZ, AARON TOMCZIK, GRAHAM TURGEMAN, AVI WEST, GREG</td>
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<td>Data Warehouse &amp; Business Intelligence</td>
<td>ETZ, DARSHAN WENZEL, MARY</td>
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<td>Quality Assurance, Test &amp; Usability</td>
<td>VALLURI, ANNA</td>
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*alphabetical order*

As this unit grows, lead positions may be recruited.
### Director

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<tr>
<th>Director</th>
<th>Brian Richard</th>
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<td>Enterprise IT PMO</td>
<td>AYLLON, MARIA</td>
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<td>DANKO, SUZY</td>
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<td>DUNDON, ANN</td>
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<td>MASEK, JESSIE</td>
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<td>MEHTA, ASHOK</td>
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<td>MEHTA, HARSHA</td>
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*alphabetical order*

| Enterprise Architecture  | RECRUIT (Recruitment Open) |

*As this unit grows, lead positions may be recruited.*
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<th>Director</th>
<th>RECRUITING (Recruitment Open - Jamie Sonsini, Elise Meyer, Doug Drury – Interim)</th>
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<td>Work Place Support</td>
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<td>JIVKOV, ILIAN</td>
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<td>NOWELL, SCOTT</td>
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<td>STACKIS, DAVID</td>
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<td>VALDEZ, JULIO</td>
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<td>Training Services</td>
<td>RECRUIT</td>
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<th>Director</th>
<th>Doug Drury</th>
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<td>Business Relationship Managers</td>
<td>To Be Recruited</td>
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Near Term Objectives

- Communicating Out to Campus Constituents
- HR Activities
- Governance
- Funding
- Organization and Team Development
  - Establish ETS Brand
  - Internal Collaboration
How We Begin

- Shared Mission
- Shared Purpose
- Shared Accountability
- Service Organization
How We Build

Understand our Customers
- Proactive Engagement
- Campus assessment
- Business Relationship Management

Build Relationships
- Trust
  - Transparency
  - Reliability
  - Partnership
- Communication
How We Succeed

Develop an ETS Organization Culture
• *Even if the end-point is obscured, we will know the path.*

Deliver Value

IT IS ALL ABOUT SERVICE
Some Current ETS Projects

- ETS Web Page – ets.ucsb.edu
- Connect – Calendar rolls out Dec 13-15
- Financial System – System Integration Testing
- Kronos Time Keeping
- UCPath
- Video Surveillance
Questions & Answers