Tuesday, November 11, 2013
PRESENTATION AGENDA

1. Welcome/Introduction
2. Enterprise Technology Services
3. UCPath
   - Business Transformation
   - Project Status
4. Comments & Questions
Enterprise Technology Services
ETS BACKGROUND

• UCSB established an IT vision in 2005 for a more cohesive and enterprise-wide model that supports innovation at local, departmental levels.

• Long term investment decisions pertaining to administrative support systems have been made.

• A refined IT governance model was established in 2012.

• Campus IT Assessment by Gartner in October 2013.
ETS STRATEGIC INITIATIVES

1. Deliver a set of enterprise services that improves overall service quality and consistency across the institution

2. Build or expand key functions that are fundamental to supporting achievement of institutional goals

3. Create a Central IT organization that enables economies of scale and improves overall IT service delivery while maintaining local agility
<table>
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<tr>
<th>Year</th>
<th>Services</th>
<th>Functions</th>
<th>Organization</th>
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| FY2014 | • Expand enterprise IT services  
         • Create and Enterprise Service Desk  
         • Formalize a service catalog | • Create an Enterprise Architecture role  
   • Establish an Enterprise IT PMO | • Create Central IT Organization under the CIO  
   • Move to a federated model |
| FY2015 | • Create a Business Relationship Manager role  
         • Improve the IT funding model | • Develop an Enterprise IT Strategy roadmap | • Ensure strong governance |
| FY2016 | • Improve process maturity | | • Consider opportunities for further centralization of IT |
WHAT DOES THIS MEAN FOR YOU?

• Current service relationships stay in effect. When contacts change, we will communicate that.

• Help shape how IT is developed on campus.

• A sustained relationship with Enterprise Technology Services.
Welcome to Enterprise Technology Services - ETS

ETS brings together core IT services and applications that were spread across the Office of Information Systems and Technology (OIST) and Administrative Services enterprise IT programs including the Program Management Office (PMO).

As the organization continues to form, this web site will become a portal to information about the services available from the organization as well as information about significant projects like UCPath, Kronos, and FSIP. While the organization takes shape, please consult the information about these services and programs from the legacy organizations from which ETS was formed. Links to these sites are available in the navigation menu at the top of this page.

CALENDAR

- 11.12.13 11:00am: PMO Systems Speak Information Session
  UCan Flying A Studio Room
- 11.19.13 9:00am: IT Forum
  Loma Pelona Center
- 12.17.13 11:00am: PMO Systems Speak Information Session
  UCan Sib Harbor Room

NEWS & ANNOUNCEMENTS

- 10.14.13: Welcome from Interim CIO Denise Stephans
- 10.14.13: Campus Enterprise Technology Services
SYSTEM-WIDE REASONS FOR UCPATH

PPS is an old system with 11 different versions.

- It could break at any time.
- It utilizes old programming.
- There has been a loss of knowledgeable staff to maintain it.
- Inability to report and audit accurately.
LOCAL REASON FOR UCPATH

PPS is very complicated to use in a decentralized setting.
HOW UCPath HAS EVOLVED

Started as a replacement payroll system.

PPS does payroll and personnel, so UCPath can’t just replace the payroll piece.

Systemwide decision to add the UCPath Service Center.

The amount of work has been much more complicated and involved than initially realized.

Newly defined as a “business transformation”.
UCPATH IS A BUSINESS TRANSFORMATION

UCPath not only changes the tools we use to do payroll/personnel work, but it also changes the way we do the work.

Change Drivers:

• **Standardization!**
• System-wide design decisions
• Local business process that can be improved.
The Campus Business Process Team has reviewed maps (charts) of HR and AP business processes as they currently exist.

- How we do things is complicated.

- Our transactional work is decentralized.

- The report has been submitted to UCPath governance groups.

**Next Step:** Aligning UCPath business processes (i.e. campus to UCPath Center) with campus business processes.
UCPATH: STATUS

• Business Process Alignment
• Data Conversion
• Systems Integration

• System-wide Health Check
• Integrated Project Plan
• Future State Business Model
UCPATH: BUSINESS PROCESS ALIGNMENT

This workstream consists of three main areas:

• Reviews UCSB requirements.

• Identifies and analyzes every UCSB business process affected by UCPATH, and designs and develops future state processes.

A group of departmental and central office SMEs are:

• Working on redesign principles.
• Cataloging and prioritizing business processes.
UCPATH: DATA CONVERSION

This workstream consists of three main areas:
• PPS clean-up.
• Collection of non-PPS data.
• Validation of data mapping.

We will be communicating with UCSB departments about:
• Best practices for PPS.
• Cleaning and standardizing PPS data.
UCPATH: SYSTEMS INTEGRATION

This workstream is focused on retrofitting systems that work with PPS data so that they will continue to work in the future.

- Data Warehouse
- Financial System
- Identity Management
- Kronos
- Parking
- Student Affairs Information Systems
- GUS
- Etc..............
UCPATH: **HEALTH CHECK**

Began on September 6, 2013.

The health check is intended to:

- Summarize the current status of all aspects of the project
- Identify project strengths and weaknesses
- Examine current management oversight and project governance
- Provide a comprehensive analysis of the project
Final decisions need to be made about 150 – 200 system-wide business processes.

These business processes are the cornerstone of UCPath.
UCPATH:  
INTREGRATED PROJECT PLAN  

10 campuses, 5 medical centers, UCOP
QUESTIONS?

Enterprise Technology Services

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UCPath

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