Watch the video:
https://gauchocast.ucsb.edu/Panopto/Pages/Viewer.aspx?id=bb1095dd-c091-447c-be93-3915371dabd3
Agenda

• Welcome
• Enterprise IT Governance & IT Council News
• Common Good Fee
• IT Needs Survey Results
• IT Strategic Roadmap
• Project Updates
• Open Discussion
ENTERPRISE IT GOVERNANCE UPDATE
Pre-2012 IT Governance Structure

UCSB Faculty

- Academic Senate
- Deans & Department Chairs

UCSB Administration/Staff

- IT Board
- ATPG
- ITPG
- EISPG
- SWG
- IMWG
- BEG
- MDG
- WSG
- IT Staff
- Chancellor & EVC
2012-2014 IT Governance Structure

UCSB Faculty

Academic Senate

Chancellor & EVC

IT Board

IT Council

Control Point Representative

UCSB Administration/Staff
NEW APPROACH
UCSB IT GOVERNANCE
# Governance Roles

<table>
<thead>
<tr>
<th>Groups</th>
<th>Roles</th>
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<tbody>
<tr>
<td>IT Board</td>
<td>Approval/Funding Decisions</td>
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<td>IT Council</td>
<td>Priorities</td>
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<tr>
<td>Advisory Groups</td>
<td>Impacts &amp; Scope</td>
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</tbody>
</table>

**Interest Groups** express **stakeholder requirements**.
Advisory Groups

- Academic
- Administrative
- Data Center
- Information Security
- Infrastructure
- Research
- Student Support
Project Proposals Defined

Stakeholders and/or Sponsors Express Needs, Opportunities & Challenges

Project Proposal to IT Council
Prepared in collaboration with Advisory groups

Sponsors

Student Support

Research IT

Academic IT

Infrastructure

Administrative IT

Information Security

Data Center

Advisory Committees
Campus Priority Setting

Outcomes Determined

IT Board

IT Council

Coordinating Committee on
Budget Strategy
(if more funding is needed)

Approved, Prioritized, and/or Funded Proposals Become Active Projects

Project Proposal to IT Council
Prepared in collaboration with Advisory groups

Sponsors

IT Council

IT Board

Coordinating Committee on Budget Strategy
(if more funding is needed)
Implementation/Projects Delivered

Project Becomes Operational Service

Approved, Prioritized, and/or Funded Proposals Become Active Projects

Steering Committee
Project Teams
Subject Matter Experts

Sponsors
New or Adjusted Needs & Challenges Sent to Advisory Groups

Adopt/Review/Assess

Sponsors
Steering Committee
Project Teams

Project Becomes Operational Service
Project Proposals Defined

Adopt/Review/Assess

Campus Priority Setting/Outcomes Determined

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IT Council

Sponsors

Coordinating Committee on Budget Strategy
(if more funding is needed)

IT Board

Sponsors

Steering Committee

Project Teams

Steering Committee

Project Teams

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Project Becomes Operational Service

Approved, Prioritized, and/or Funded Proposals Become Active Projects

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Steering Committee

Project Teams

Subject Matter Experts

Project Team

Project Becomes Operational Service

Approved, Prioritized, and/or Funded Proposals Become Active Projects
ENTERPRISE IT GOVERNANCE UPDATES

June 2014
A charter for the IT Council was approved by the IT Board

June 2014
A model for proposing, prioritizing, approving, implementing, and assessing enterprise IT projects was approved by the IT Board
IT Council

IT Council is the **single campus mechanism** for evaluating, prioritizing, and **recommending** enterprise level projects and initiatives for eventual approval and funding (if required).

IT Council is a **critical control mechanism** for promoting the **manageability**, **impacts** and **timing** of far-reaching IT projects.

ETS relies on this process in order to establish appropriate **project management** and **workflow** to deliver **relevant outcomes**.

Projects requiring ITC review are not limited to those also requiring campus funding.
Lines of Business Represented in the IT Council

- Academic/Instructional *(4 seats)*
- Academic Senate
- Budget and Planning
- Communications/Outreach
- Extended Education
- Financial Services
- Human Resources
- Graduate administration
- Information Resources
- Development
- Physical Plant
- Procurement
- Research Administration/ORUs
- Student Support *(2 seats)*
- Undergraduate Administration
- Associated Students
- Graduate Student Association
- EVC Liaison
Business Needs Drive Information Technology
IT Council Activities

Welcoming new members

Reviewing options for the Connect service

Developing communication strategies for IT Council processes and decision making

Populating advisory groups

Positioning ourselves to mature IT governance structures
Committee Minutes

IT Board
https://evc.ucsb.edu/information.technology/information.technology.board.minutes/

IT Council
https://it.ucsb.edu/groups/itc
COMMON GOOD FEE
# CGF: What’s Included?

| System Support for applications including Chart of Accounts, General Ledger, Accounts Payable ... |
| Application Hosting for TOE, TOF, BARC ... |
| Financial Reporting and EZ-Access, Hyperion, OBDC access to Data Warehouse data |
| Computing Environment Hosted on VMware on which all non-mainframe systems reside. |
| Internet connectivity; UCSB Wireless Web and UCSB Secure; Core routing; Traffic filtering; Intrusion detection and prevention; Network resource management (IP addresses ...) |
| Operational Support for UCSB Alert, Learning Management System, TOE, TOF, Flexcard, Gateway... |
| Student Email Service |
| Connect Faculty & Staff Email & Calendaring Service and Mailing lists |
| Identity & Directory Services |
| Supercomputing Consulting Services |
| North Hall Data Center |
CGF: What’s Included?

Operations: ETS formation & initiatives

• Enterprise Technology Service Center support for computer desktops, laptops, printing, scanning, MS Office, Adobe, Aleph, Anti-virus software, Wiki/Confluence, Network Connectivity, Email ...  
• Increase Information Security staffing to do application and infrastructure security, risk assessment, tactical remediation assistance, threat identification ...  
• Expand Network and Identity Management staff  
• Rebuild on-campus capabilities for hosting and supporting applications  
• Launch Business Relationship Management and Service Management

Projects

• PMO  
• Electronic Timekeeping (Kronos)  
• Financial System  
• UCPath
CGF: What’s Excluded?

Recharges:

- Communication Services
- Wireless & Utility Network (UNET) expansions
- Video Security (VSAAS)
- Workstation Support
- Server Support
CGF: What’s Included?

Operations:
- OIST
- OIT
- ASIT
- ETS formation & initiatives
- North Hall Data Center
- TIF

Projects:
- PMO
- Kronos Timekeeping System
- Financial System
- UC Path
- Connect
More Information

Memo to Control Points & Frequently Asked Questions

https://evc.ucsb.edu/information.technology/
IT NEEDS SURVEY
Survey Responses

362 respondents provided input on service criticality

120 of these respondents provided written comments
Themes from Written Comments

**Centralization:** Centralizing IT services is seen as necessary by some, and viewed with concern by others.

**Access:** Customers want increased and simplified access to applications and services.

**Support:** Customers want more support at all levels via a variety of mechanisms.

**Storage and File Sharing:** Customers want more options for storage, file sharing, calendaring and websites.

**Collaboration:** Customers want better methods of collaboration and innovative delivery.
Service Criticality

**Most Critical Services**
- **Internal and External Communication**
  90% now, 91% future
- **Personal Computer and Laptop Support**
  80% now, 80% future
- **Information and File Sharing**
  72% now; 80% future

**Least Critical Services**
- **Online Learning Tools**
  26% now, 44% future
- **Mobile Support**
  46% now, 64% future
- **Telephony**
  46% now; 51% future

**Most Change in Criticality**
- **Mobile Support**
  46% now, 64% future
- **Online Learning Tools**
  26% now, 44% future
- **Video Conferencing**
  49% now, 66% future
IT STRATEGIC ROADMAP
An IT Strategic Roadmap...

• is a plan for providing effective enterprise IT services,
• focuses on how the institution achieves its goals,
• outlines the capabilities needed to achieve those goals,
• is a rolling document with a 3-year time horizon that is updated annually.
Roadmap Planning Process

1. **Assessment**
   - Populate & Charge Action Teams
   - Establish Guiding Principles

2. **Develop Draft Action Plans**
   - Present Draft Action Plans to Campus & Gather Feedback
   - IT Council & IT Board Review Strategic Roadmap

3. **Consolidate Action Plans into a Strategic Roadmap**
   - Implementation

4. **Implementation**
   - Project Proposals Defined
   - Project Become Operational Service
   - New or Adjusted Needs & Challenges Sent to Advisory Groups

5. **Stakeholders and Sponsors Express Needs, Opportunities & Challenges**
   - Sponsors

6. **Approval, Prioritization, and Funding of Proposals**
   - IT Board
   - Coordinating Committee on Budget Strategy

7. **IT Council & IT Board Review Strategic Roadmap**
   - Project Proposals Defined
   - Adopt/Review/Assess
   - Campus Priority Setting/Outcomes Determined
   - Implementation/Projects Delivered

8. **Review Strategic Roadmap**
   - Advisory Groups

9. **Advisory Committees**
   - Student Support

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**Roadmap Planning Process**

- Assessment: Populate & Charge Action Teams, Establish Guiding Principles
- Develop Draft Action Plans: Present Draft Action Plans to Campus & Gather Feedback, IT Council & IT Board Review Strategic Roadmap
- Consolidate Action Plans into a Strategic Roadmap: Implementation
- Implementation: Project Proposals Defined, Project Become Operational Service, New or Adjusted Needs & Challenges Sent to Advisory Groups
- Stakeholders and Sponsors Express Needs, Opportunities & Challenges: Sponsors
- Approval, Prioritization, and Funding of Proposals: IT Board, Coordinating Committee on Budget Strategy
- Review Strategic Roadmap: Advisory Groups
- Advisory Committees: Student Support
PROJECT UPDATES
Connect Governance Group recommends to the IT Council that Google Apps for Education be researched and implemented.

IT Council asks ETS to proceed with a proof of concept of Google Apps and to assess the requirements of a multiple platform solution.

Implemented Google Apps platform.

Migrated ~160 accounts from Office365 to Google Apps.

Tested Google Apps and Office365 platform co-existence; conducted technical analysis of calendaring features available within Office365 and Google Apps.

Conducted needs analysis of existing calendar-only use-cases.

IT governance engagement on the needs analysis results.
Financial System

• We are in the first cycle of System Integration Testing.

• After two cycles of System Integration Testing are completed, we will reassess functionality, changes for departments, the transition strategy, and additional training and testing.

• The deployment schedule will not be announced until this assessment is completed.
UCPath

• UCPath will roll out as a three-stage pilot, starting with the UC Office of the President (UCOP).

• UCOP will NOT go live in December 2014.

• Go-live dates for other campuses have not changed at this time.

• UCSB will begin redesigning payroll, finance/GL integration, absence management, human resources and academic personnel business processes in January 2015.
# Electronic Timekeeping

<table>
<thead>
<tr>
<th>Colleges/Departments rolling onto Kronos this fall</th>
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<tbody>
<tr>
<td><strong>Chemistry</strong></td>
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<tr>
<td><strong>Instructional Development</strong></td>
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<tr>
<td><strong>Educational Partnerships Office</strong></td>
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<tr>
<td><strong>Life Sciences Computing Group</strong></td>
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<tr>
<td><strong>Engineering (Dean’s Office)</strong></td>
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<tr>
<td><strong>Neuroscience Research Institute</strong></td>
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<tr>
<td><strong>Electrical &amp; Computer Engineering</strong></td>
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<tr>
<td><strong>Office of Research</strong></td>
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<tr>
<td><strong>Equal Opportunity Office</strong></td>
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<tr>
<td><strong>Physics</strong></td>
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<tr>
<td><strong>Gevirtz Graduate School of Education</strong></td>
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<tr>
<td><strong>Polymers &amp; Organic Solids Center</strong></td>
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<tr>
<td><strong>Institute of Collaborative Biotechnologies</strong></td>
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<tr>
<td><strong>Psychological &amp; Brain Sciences</strong></td>
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</tbody>
</table>
Electronic Timekeeping Governance

Sponsors
David Marshall, Executive Vice Chancellor
Marc Fisher, Vice Chancellor, Administrative Services
Pam Lombardo, Acting Associate Vice Chancellor, Administrative Services
Todd Lee, Assistant Vice Chancellor of Budget & Planning
Denise Stephens, Interim Chief Information Officer

Steering Committee
Jim Corkill, Controller
Cynthia Seneriz, Acting Human Resources Director
Cindy Doherty, Academic Personnel Director
Elise Meyer, ETS Business Operations & Planning Director

Academic/Research Advisory Committee
Enterprise Technology Service Center

(1) Gartner Recommendation
- Concentrates on customer and internal processes
- Single Point Of Contact ( Single tier organization with several roles and services
- Offers multiple channels of service engagement
- Service, troubleshoot, and isolate the service request
- Provide both remote and field support
- Best way to measure effectiveness: CUSTOMER SATISFACTION

(2) UCSB ETSC
- Enterprise Technology Service Center
  - Service Desk (Remote Support)
  - Technical Management (Remote and Field Support)

(3) Service Desk
- Single Point of Contact
- Enterprise Services
  - Call Center
  - Service Catalog
  - IRT
  - ART
  - Service Desk

(4) ServiceNow Self-Service Portal
- ServiceNow facilitate the intake and delivery of services through a Retail Service Catalog
- Service Catalog provides detail information on how quickly the Service Provider will respond and how quickly they will resolve their IT needs. SLA Response + SLA for Resolution
- Measureable services
OPEN DISCUSSION