Watch the video: https://gauchocast.ucsb.edu/Panopto/Pages/Viewer.aspx?id=d07b5ea5-e1dd-4046-a53f-8a4b308e5bc3
Agenda

• Welcome
• Introduce New Staff
• Gartner Research at UCSB
• Enterprise IT Governance & IT Council News
• Common Good Fee
• IT Needs Survey Results
• IT Strategic Roadmap
• Project Updates
• Open Discussion
NEW STAFF
Recent Job Postings

• Infrastructure Director
• Business Relationship and Service Manager-Admin Business
• UCPath Business Systems Analyst
• GUS Technical Lead

Coming Soon

• PMO Director
• Kronos Project Manager
GARTNER RESEARCH AT UCSB
**What is Gartner**

**Key Facts about Gartner**

- Leading provider of consulting, advisory services, research and analysis on the global IT industry. Gartner is an industry standard.
- 60,000+ clients from 11,500 organizations rely on Gartner for advice, insight and guidance into the “why” and “how” of business technology.
- 960 industry experts specialize in over 1,200 technologies, business processes, and industry topics.
- World’s largest repository of real-world IT metrics and benchmarking data. We conduct over 5,500 paid benchmarking engagements annually.

**Advisory & Research**

- 960+ Analysts
- 110,000+ Published research documents
- 280,000 one-to-one client interactions
- 1,200+ research topics
- 140+ Magic Quadrants/80+ Hype Cycles
- 11,500 client organizations
- 4,300 EXP/CIO Members
- Healthcare specific expertise
Gartner at UCSB

• Through an agreement between ETS and Gartner, all basic research is available to students, faculty, and staff

• Gartner for the Technical Professional (GTP) content is available to IT staff

• Access is via a portal authenticated with UCSBNetID

• Search UCSB for “Gartner Portal”
What’s Available

• Magic Quadrants
• Hype Cycles
• Strategy papers
• Technology and industry aligned research
• Actionable technical guidance (GTP)
• Webinars
• Personal trackers
Mobile High-Security Alternatives for BlackBerry Users

While BlackBerry continues to offer the most secure choice among smartphones, companies with high-security needs are looking to implement and evolve non-BlackBerry platforms. Three approaches provide IT and business leaders immediate or near-term choices.
ENTERPRISE IT GOVERNANCE UPDATE
**Project Proposals Defined**

- Sponsors
- Student Support
- Research IT
- Academic IT
- Infrastructure
- Administrative IT
- Information Security
- Data Center

- Advisory Committees

**Campus Priority Setting/Outcomes Determined**

- IT Council
- IT Board
- Coordinating Committee on Budget Strategy (if more funding is needed)

- Sponsors

**Implementation/Projects Delivered**

- Steering Committee
- Project Teams
- Subject Matter Experts

- Project Proposal to IT Council
  Prepared in collaboration with
  Advisory groups

- Sponsors

**Adopt/Review/Assess**

- Stakeholders and/or Sponsors Express Needs, Opportunities & Challenges

- New or Adjusted Needs & Challenges Sent to Advisory Groups

- Project Becomes Operational Service

- Sponsors

- Sponsors

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- Sponsors

- Student Support

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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
Lines of Business Represented in the IT Council

Academic/Instructional
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
Undergraduate Administration
Associated Students
Graduate Student Association
EVC Liaison
Populating the IT Council

Major business functions/lines of business will be represented on the IT Council.

The IT Board has solicited input from deans and vice chancellors.

The IT Board will decide who is a member.
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
Business Needs Drive Information Technology
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.
Advisory Groups

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

- Adopt/Review/Assess

- Campus Priority Setting/Outcomes Determined
  - IT Council
  - IT Board
  - Coordinating Committee on Budget Strategy (if more funding is needed)

- Implementation/Projects Delivered
  - Sponsors

Advisory Committees

- Student Support
- Research IT
- Infrastructure
- Information Security
- Data Center
- Academic IT
- Administrative IT
- IT Board
- Project Teams
- Steering Committee
- Subject Matter Experts
- Sponsors

Stakeholders and/or Sponsors Express Needs, Opportunities & Challenges

New or Adjusted Needs & Challenges Sent to Advisory Groups

Project Proposal to IT Council Prepared in collaboration with Advisory groups

Proposals Become Active Projects

Project Becomes Operational Service

Student Support

Research IT

Infrastructure

Information Security

Data Center

Academic IT

Administrative IT

IT Board

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

Sponsors

Sponsors

Sponsors

Sponsors

Student Support Advisory Committees

Advisory Committees

Advisory Groups

Advisory Groups

Advisory Groups

Advisory Groups

Advisory Groups

Advisory Groups

Advisory Groups

Advisory Groups

Advisory Groups

Advisory Groups

Advisory Groups
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?

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

**Projects:**
- PMO
- Kronos Timekeeping System
- Financial System
- UC Path
- Connect

- Application Support & Maintenance
- Mainframe Legacy System Support
- Non-Mainframe Legacy System Support
- Data Network
- Data Warehouse & Business Intelligence
- Distributed Systems
- Mainframe Services
- North Hall Data Center
- Student Email Service
- Connect Email & Calendar Service
- Mailing Lists
- Identity & Directory Services
- Website Hosting & Analytics
- Library Proxy Service
- Information Security
- Supercomputing Consulting Services
- Business Relationship Management
- Enterprise Technology Service Center with Service Now
CGF: What’s Excluded?

Recharges:

- Communication Services
- Wireless & UNET expansions
- VSAAS
- Workstation Support
- Server Support
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
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
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**
   - IT Council & IT Board Review Strategic Roadmap
   - Present Draft Action Plans to Campus & Gather Feedback

2. **Populate & Charge Action Teams**
   - Develop Draft Action Plans
   - Consolidate Action Plans into a Strategic Roadmap

3. **Establish Guiding Principles**
   - Implement Project Proposals Defined
   - Adopt/Review/Assess
   - Campus Priority Setting/Outcomes Determined
   - Implementation/Projects Delivered

4. **Implementation**
   - Project Proposals Become Active
   - Project Becomes Operational Service
   - New or Adjusted Needs & Challenges Sent to Advisory Groups
   - Stakeholders and/or Sponsors Express Needs, Opportunities & Challenges

5. **Coordinating Committee on Budget Strategy** (if more funding is needed)
   - IT Board
   - IT Council
   - Advisory groups
   - Project Teams
   - Project Steering Committee
   - Campuswide
   - Student Support Advisory Committees
   - Sponsors
PROJECT UPDATES
Connect Governance Group recommends to the IT Council that Google Apps for Education be researched and implemented.

May 2014

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

May 2014

Implemented Google Apps platform.

Jun 2014

Migrated ~160 accounts from Office365 to Google Apps.

Aug 2014

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

Sept 2014

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

Oct 2014

IT governance engagement on the needs analysis results.

Nov 2014
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

### Colleges/Departments rolling onto Kronos this fall

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

Project Proposals Defined
Adopt/Review/Assess
Campus Priority Setting/Outcomes Determined
Implementation/Projects Delivered

- Academic/Research Advisory Committee (if more funding is needed)
- Project Teams
- Subject Matter Experts
- Project Steering Committee
- Project Team
- Stakeholders and Sponsors
- Student Support Advisory Committees

Project Proposal to IT Council
Prepared in collaboration with Advisory groups
Approved, Prioritized, and/or Funded
Proposals Become Active Projects
New or Adjusted Needs & Challenges
Sent to Advisory Groups
Sponsors Express Needs, Opportunities & Challenges

IT Board
IT Council
Coordinating Committee on Budget Strategy

Enterprise Technology Service Center

(1) Gartner Recommendation

- Concentrates on customer and internal processes
- Single Point Of Contact (SPOC) Multi-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

- 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