

UCSB IT Forum

April 15, 2014

Agenda

1. Announcements

2. IT Governance

a. Enterprise IT Governance Overview

b. History of Campus IT Governance

c. New Approach

3. Discussion

ANNOUNCEMENTS

IT Needs Assessment

Goal:

Shared understanding of baseline Departmental IT needs

When:

Wednesday, April 16 – Tuesday, April 22

Respondents:

All employees; memo & link will be sent to the D-List

Your response is critical to developing a complete, accurate picture of departmental IT needs that must be addressed.

IT Service Portfolio:

a complete list of services

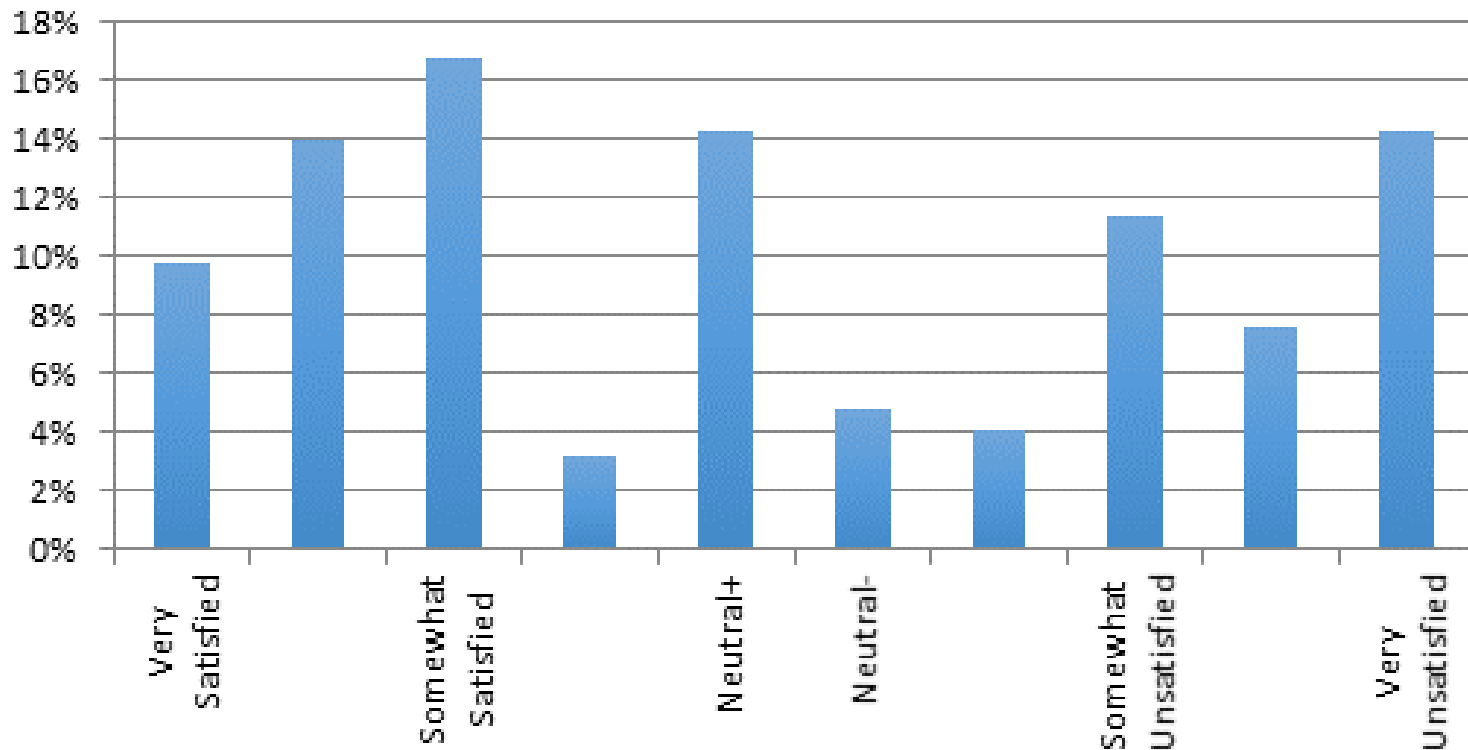
IT Service Catalog:

provides details about services that can be requested by customers

Connect: Email & Calendaring

Satisfaction with Office365 platform was measured by direct survey (29% response rate)

58% overall satisfied, 42% overall unsatisfied



Connect: Email & Calendaring

Microsoft is being given a 30-day deadline to resolve our issues with Office 365 service and support.

In parallel, a task force has been formed to identify an alternative solution to Office 365.

Connect Governance will evaluate Microsoft's performance and the recommended solution and determine the next steps for the Connect Project.

Heartbleed

- Vulnerability in open-source software: Open SSL
- Open SSL implements SSL/TLS
 - Creates encrypted sessions between client and server
 - Protects web sessions (<https://website>)
 - Also used for other protocols e.g. email & VPNs
- Many UCSB systems were never vulnerable to the Heartbleed bug, others are being patched.
- Vulnerable servers should generate new private keys and a CSR to obtain new certificates.
- Many public web services are or were vulnerable.

Heartbleed

- Changing passwords periodically is a good security practice. Heartbleed reminds us of this practice.
- It's a good idea to change your NetID password even if it was never exposed by Heartbleed
- You may want to change other passwords as well
- Resources
 - <https://secure.identity.ucsb.edu/manager/>
 - <http://heartbleed.com>
 - <http://mashable.com/2014/04/09/heartbleed-bug-websites-affected/>

Gartner Research Portal

UCSB has an enterprise-wide Gartner membership that allows UCSB faculty, staff and students to access Gartner research documents.

Gartner research provides insight on the current trends in technology products, information technology management, business issues, organizations, strategy and a global perspective on the IT industry.

ets.ucsb.edu/external-it-research/gartner-research-portal

IT GOVERNANCE

Top Ten List:

Enterprise IT Governance

10.

**Enterprise IT governance
recognizes the distributed nature
of IT expertise and responsibility.**

9.

**Enterprise IT governance
is a deliberative process;
not an event.**

8.

**Enterprise IT governance
identifies and prioritizes the
requirements of the campus.**

7.

**Enterprise IT governance
enables systematic participation.**

6.

**Enterprise IT governance
is inherently strategic.**

5.

**Enterprise IT governance
focuses on goals that support
the campus mission.**

4.

**Enterprise IT governance
promotes sustainable solutions.**

3.

**Enterprise IT governance
is organized around major,
broad-based functions.**

2.

**Enterprise IT governance
increases the value and
effectiveness of IT investments
over time.**

1.

**Enterprise IT governance
begins and ends with
stakeholders.**

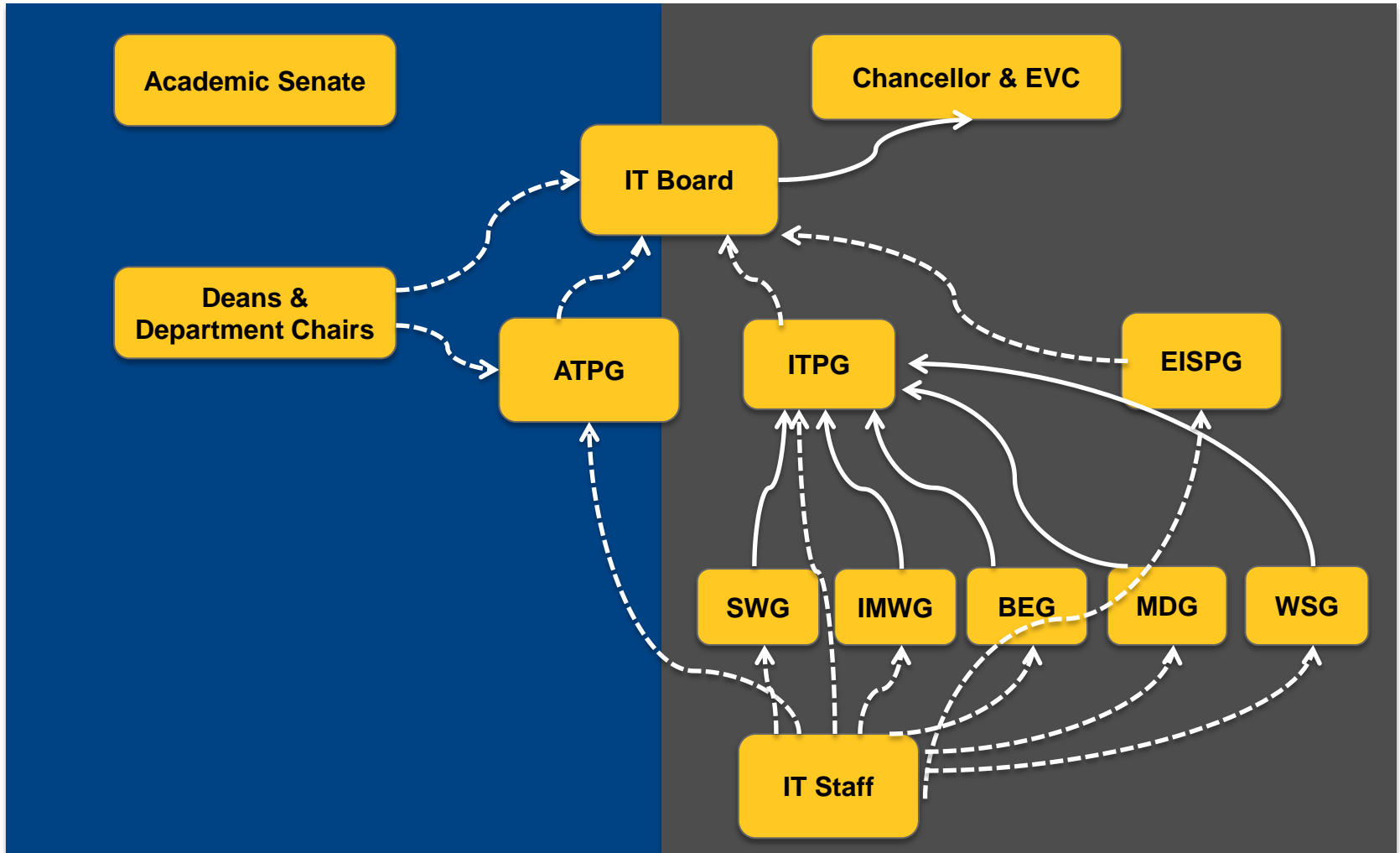
HISTORY

UCSB IT GOVERNANCE

Pre-2012 IT Governance Structure

UCSB Faculty

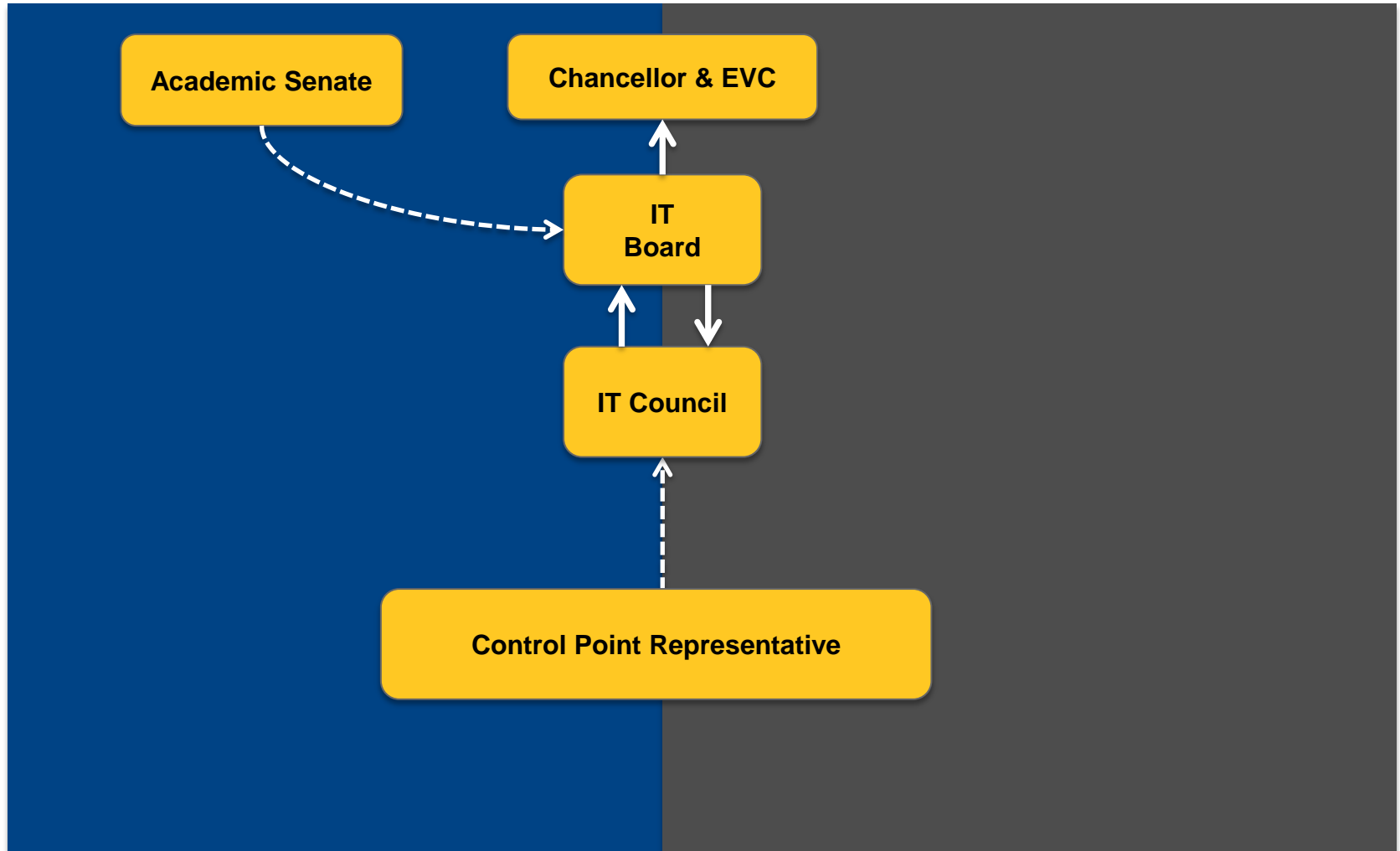
UCSB Administration/Staff



2012-2014 IT Governance Structure

UCSB Faculty

UCSB Administration/Staff



NEW APPROACH

UCSB IT GOVERNANCE

Governance Roles

Groups	Roles
IT Board	Approval/Funding Decisions
IT Council	Priorities
Advisory Groups	Impacts & Scope



Interest Groups express **stakeholder requirements**.

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

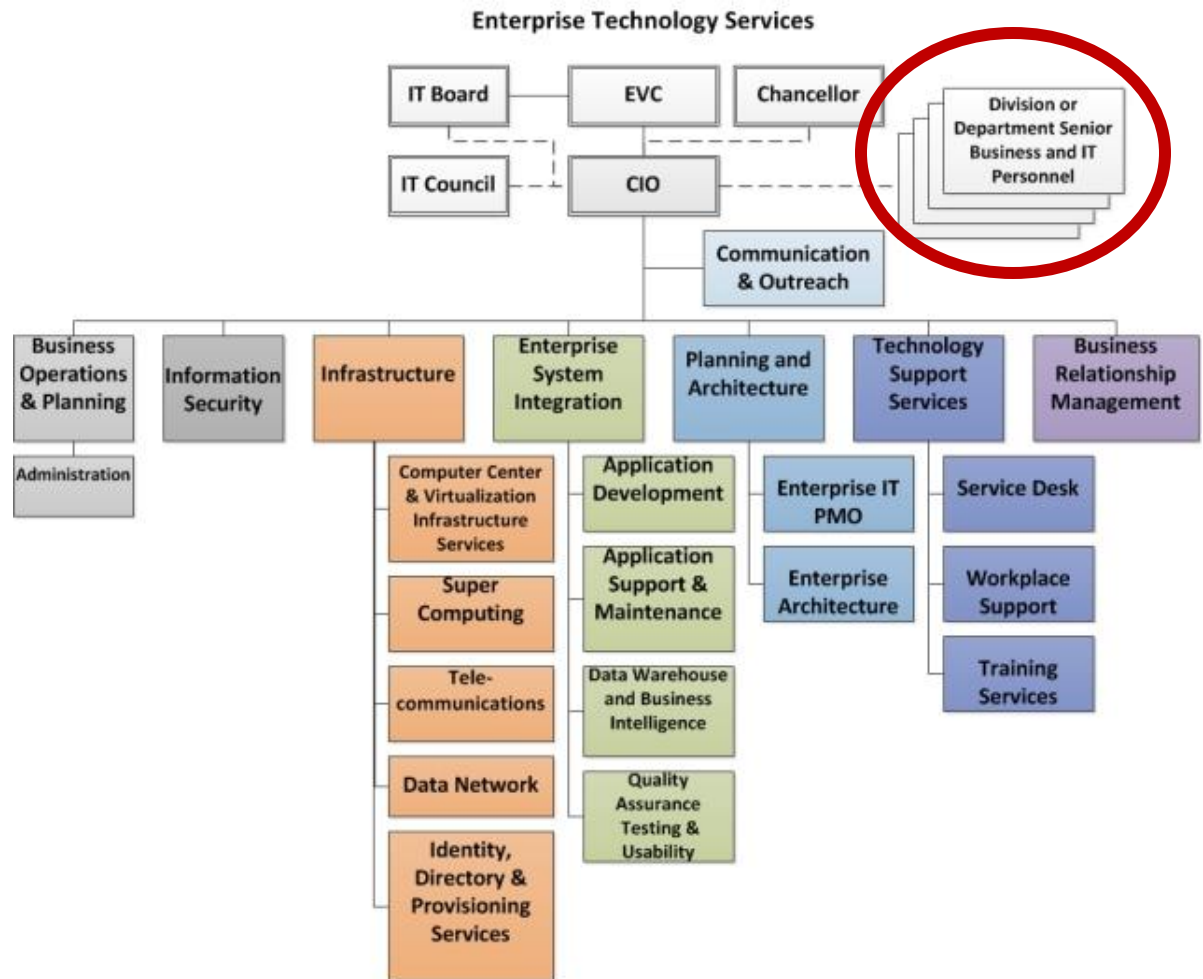
Data Center

Information Security

IT Partners

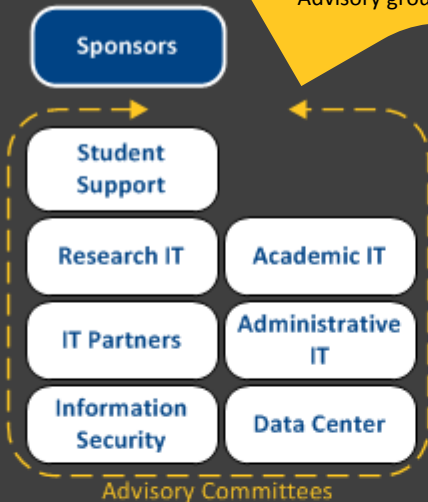
Research

Student Support



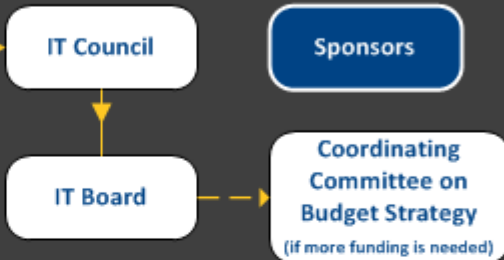
Project Proposals Defined

Stakeholders and/or Sponsors Express Needs, Opportunities & Challenges



Project Proposal to IT Council Prepared in collaboration with Advisory groups

Campus Priority Setting/ Outcomes Determined



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

New or Adjusted Needs & Challenges Sent to Advisory Groups

Adopt/Review/Assess



Project Becomes Operational Service

Implementation/ Projects Delivered



Project Proposals Defined

Stakeholders and/or Sponsors Express Needs, Opportunities & Challenges

Sponsors

Student Support

Research IT

IT Partners

Information Security

Academic IT

Administrative IT

Data Center

Advisory Committees

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IT Council

Sponsors

IT Board

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

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

IT Council

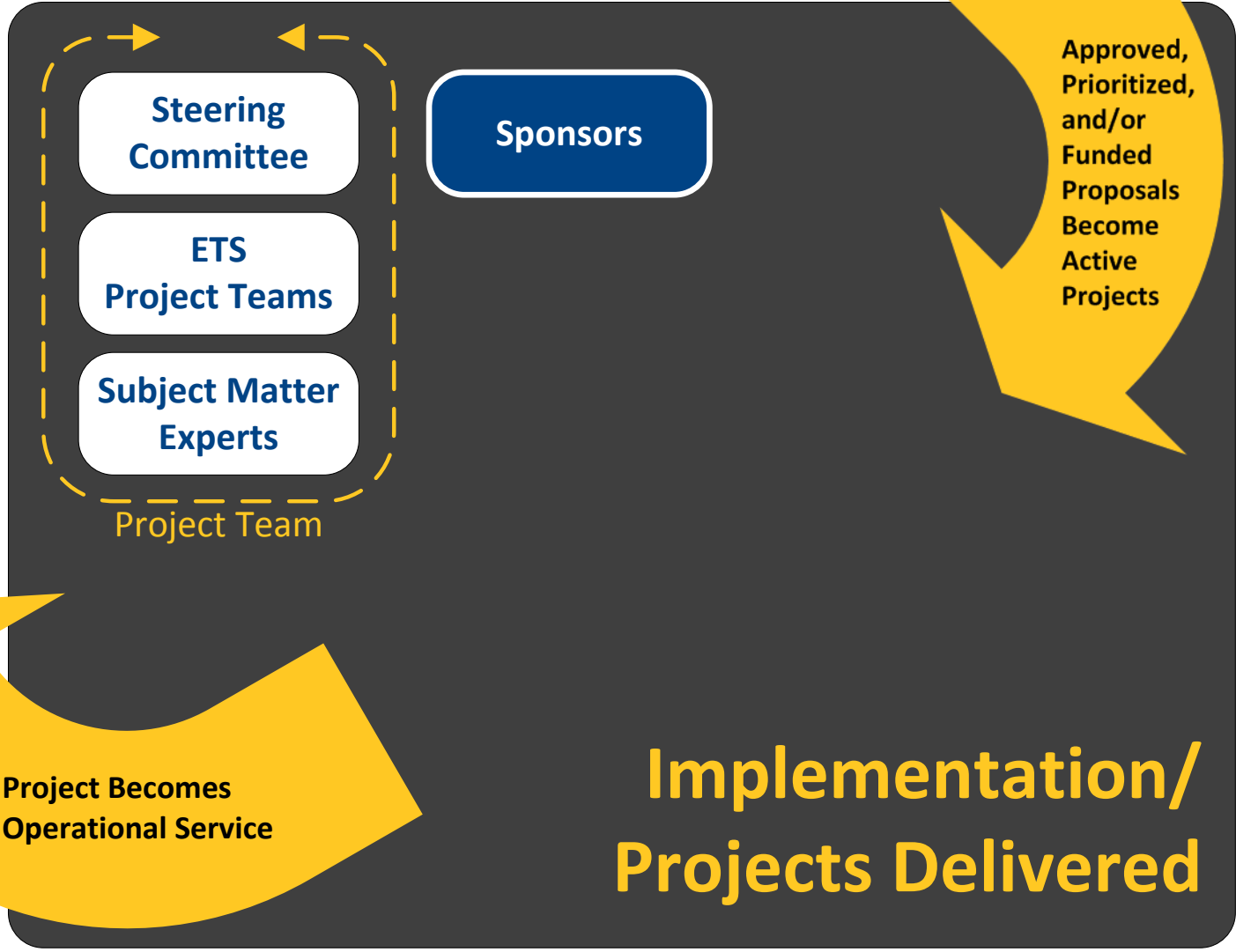
Sponsors

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Approved,
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and/or
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Become
Active
Projects



**Steering
Committee**

**ETS
Project Teams**

**Subject Matter
Experts**

Project Team

Sponsors

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

**Implementation/
Projects Delivered**

**Project Becomes
Operational Service**

New or Adjusted Needs & Challenges Sent to Advisory Groups

Sponsors

Steering Committee

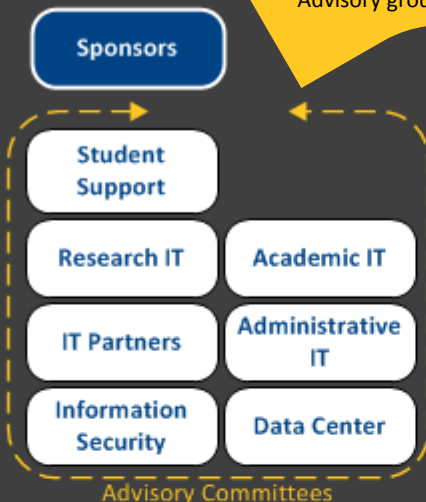
ETS Project Teams

Adopt/Review/Assess

Project Becomes Operational Service

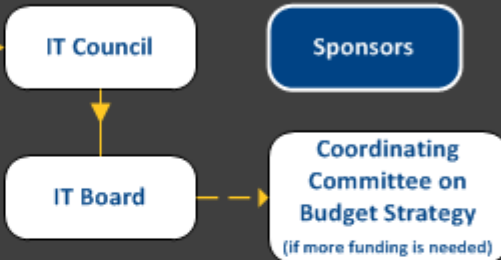
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DISCUSSION