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
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
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.
Pre-2012 IT Governance Structure

UCSB Faculty

Academic Senate
Deans & Department Chairs

UCSB Administration/Staff

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

UCSB Faculty

- Academic Senate

UCSB Administration/Staff

- Chancellor & EVC
- IT Board
- IT Council
- Control Point Representative
NEW APPROACH
UCSB IT GOVERNANCE
# Governance Roles

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

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 Proposal to IT Council
Prepared in collaboration with Advisory groups
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

Project Proposal to IT Council
Prepared in collaboration with Advisory groups
Campus Priority Setting/Outcomes Determined

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

Proposals Become Active Projects

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

Project Proposal to IT Council
Prepared in collaboration with Advisory groups
Implementation/Projects Delivered

- Sponsors
- Steering Committee
- ETS Project Teams
- Subject Matter Experts

Project Becomes Operational Service

Approved, Prioritized, and/or Funded Proposals Become Active Projects
New or Adjusted Needs & Challenges Sent to Advisory Groups → Adopt/Review/Assess → Sponsors → Steering Committee → ETS Project Teams → Project Becomes Operational Service
DISCUSSION