RTLTC Topics/Issues Pipeline
as of 4/28/2015

- **Accessibility in Teaching and Learning and Research** - There is a need on campus to support accessibility across ETS, IST, DSP, and others who are currently providing support. This committee could look holistically as a part of preparing for next year's resource allocation discussion.

- **CTL/ETS/BRCOE** - We need to continue to coordinate across these groups as the landscape evolves and adjust and clarify our faculty support model. We provide and course design support for both UG and grad “residential” T&L as well as support for the development of online degree programs.

- **Faculty consulting and engagement model**: How can we better coordinate our many campus consulting efforts in both the teaching and research technologies areas so that faculty can have a much better experience learning about tools and methods, finding support, and securing grant funds.

- **IT Strategic Planning** - The University has no current strategic plan and the academic plan has not been updated since 2002. The RAE benchmarking work shows Berkeley to be significantly behind many of our peers with regards to the IT services we provide to faculty and students. With all the focus on the University’s budget woes, we are at risk of missing new transformational opportunities. Developing a strategic IT plan for the University would help ensure we are making the most enlightened investments in campus IT.
  - **Campus Cyberinfrastructure Plan for Research and Education** - Making strategic choices about which new campus wide services to significantly improve --- such as Data Visualization, or Research Software Support, or Software Licensing --- is critical. Such a plan should build from the substantial work the National Science Foundation has done to help define campus and national “cyberinfrastructure” to support both research and education. In this way, Berkeley can define the kind of future advanced computing infrastructure it needs and take much better advantage of NSF grant opportunities and multi-campus partnerships.

- **How, in 3-5 years, can we make Berkeley a national leader in our support of research, teaching, and learning technologies?** The RAE benchmarking work showed us that we have much to improve in comparison to our peers. We can not expect significant new campus funding to address these issues. However, we do have extraordinary initiatives and people distributed across many campus colleges, schools, ORUs, and service units. How, by better coordinating, federating, and leading these efforts could we substantially improve services in the next 3-5 years?
• **Faculty Common Good Computing Support / Faculty Allowance**: What are the core research and teaching tools and services we should provide to each faculty member at no cost as being part of the Berkeley community? e.g. Berkeley Research Computing now has a Faculty Compute Allowance of 200,000 core-hours per year for each faculty member. Much of the T&L services (bSpace, webcast, etc.) are common good, but there is not a lot of individual support for faculty. Should we offer a certain amount of consulting around these services? Other ideas?

• **LBNL partnership**: There are two sides to this issue (at least). First, LBNL has important and very high quality IT resources and expertise --- such as those from NERSC and ESnet --- that could be better shared with the Berkeley campus. Note as well that staff from these areas have indicated a new willingness to partner together to provide services and consulting. Second, how can we continue to make it easier for those faculty and others with joint appointments to use resources at Berkeley.

• **IST Budget**: IST has made significant progress over the past 10 months on our structural deficit, having reduced it from almost $10M to about $2.3M. We will come back to the group to tell that story, as well as to review recommendations on options for closing the deficit gap.

• **Policies**
  
  o **Project Management**: Larger campus-wide computer projects have had mixed results. We believe a more focused and disciplined approach is needed to help campus units be more consistently successful and are working on a proposed policy to provide better guidance on project management best-practices.
  
  o **Campus Computing standards**: There are presently a set of hardware (JACS) and software (Berkeley Desktop) standards for purchasing new computer workstations. These have been focused on “administrative” units. An initial assessment from CSS indicates a substantial difference in life-cycle support costs to the campus for standard vs. nonstandard configurations. We think a campus-wide policy is needed to further encourage units to adopt the standard configurations and hence reduce IT support costs for the University.
  
  o **Information Security**: We have been pursuing a more robust information security strategy for the Berkeley campus to significantly reduce the exposures to compromise and misuse of University data and other assets. We are working on a set of proposed policies to support the reworked strategy.
• **Learning analytics and data support** - As we move more of our T&L activities online we are collecting a lot of data about student activity. This enables us to build tools and reports that better support students and faculty to impact student learning. How should the campus be investing in this space?

• **UG initiative and new campus IT needs** - As the campus rolls out the UG Initiative it is important for this group to weigh in on the T&L and Research IT needs to support its success.

• **Policies around data use and retention for Teaching, Learning and Research** - We need to articulate policies and practices around data retention for the data that we house in our systems (bSpace, online course evaluations, webcast, google, etc.). This includes courses data, analytic data, and student data. In addition, federal agencies such as the NSF, DOE, NIH, and others are steadily rolling out new policies and possible requirements for research.

• **Data Intensive Research, Data Science Education ... Data, Data, Data** - With the creation of BIDS, the D-Lab, the Undergraduate Science Data Education initiative, and a range of other data intensive research and education grants and program, the campus is taking a growing leadership role in data science and data curation. Two lines of questions to explore: 1. How can groups such as ETS, the Library, IST ensure we are providing the right kind of help across these initiatives (and how can we be ahead of the game in terms of understanding what will be required)? 2. Can we help to better align and coordinate some of these programs?
EADC Pipeline
as of 4/28/2015

• Continued development of EADC processes (prioritization, outreach, etc.)
• Develop portfolio of enterprise systems, containing a description of the system and purpose, detail about populations served, technologies involved, operating cost, etc.
• Defining the EADC’s scope for ‘data’
• Resource mapping
• IST structural deficit
• Service Now project
• Policies
  o Project Management
  o Campus Computing Standards
• IT Strategic planning and roadmaps, esp. related to enterprise systems
ITAIC Pipeline
as of 4/28/2015

- Joint Administrative Computing Standard: Evaluation of costs of supporting standard and non-standard equipment; development of policy to encourage use of the JACS standard
- Review, approval of campus data integration standards (using SIS work as the starting point)
- SIS architecture decisions/direction
- SIS downstream system impacts
- Review of the campus network model and costs
- Web support/Open Berkeley: what is the right solution for campus
- Development of a standard set of principles and questions to use in the review of campus systems and architectural issues systems
- Better management of cloud solutions (e.g., Salesforce)
- EADC project work
- What do we stop doing?
- How do we recoup costs when necessary?
- How can the campus IT organization better collaborate to solve problems? How do we ensure that solutions work for both large and small schools?
- Recharge service analysis, benchmarking
- IT Service Management and Service Now roadmaps