Clarify the critical issues and identify initiatives

Background: IT strategic planning outcomes for phase I

- The guiding principles for developing, managing, and making decisions about information technology at UC Berkeley (drafted).
- The most important IT opportunities and challenges that UC Berkeley must address in the next five years in order to survive and thrive.
- A prioritized list of initiatives and operational improvements to address the opportunities and challenges.

Where Are We Now? Five categories of critical IT opportunities and challenges

During discussions with more than 200 members of campus IT-related committees about critical IT opportunities and challenges, the following categories were identified:

1. Information technology and UC Berkeley’s learning/teaching environments
   (Christina Maslach taking lead)
2. Research information technology
   (Ken Goldberg, incoming COMP co-chairs, and Beth Burnside will discuss in August)
3. Customer demand for security, reliability, and access
   (Tessa Michaels and Patricia Donnelly, ITAC co-chairs, taking lead)
4. IT funding and governance
5. IT expertise and coordination

Sequencing: Categories 1-3, which represent stakeholder/customer IT needs, should be more clearly defined before addressing categories 4 and 5.

What’s Next? Clarify the critical issues and identify initiatives (Summer 2004)

Step 1 -- Select lead committee
Identify the most appropriate campus IT-related committee to take the lead on the steps that follow for critical issue categories 1-3.

Step 2 - Committee develops 2-3 short critical issues statements
Review the proposed critical issues for the category in consultation with the appropriate committees, groups, and individuals; identify additional priority issues, and polish 2-3 short critical issues statements for this category.

Step 3 - Define the “current state” for the critical issues for this category
Provide facts/examples to illustrate the current state of these critical issues on campus.

Step 4 - Create a goal for each issue that is:

<table>
<thead>
<tr>
<th>Specific</th>
<th>Example: Create clear technology standards for classrooms &amp; labs</th>
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</thead>
<tbody>
<tr>
<td>Measurable</td>
<td>Implement standards in 70% of classrooms and 80% of labs.</td>
</tr>
<tr>
<td>Aligned</td>
<td>Check against UC Berkeley IT guiding principles.</td>
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<tr>
<td>Realistic</td>
<td>Assess level of commitment from campus leaders and budget</td>
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<tr>
<td>Timely</td>
<td>By beginning of Spring Semester 2005</td>
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</tbody>
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Step 5 - Identify what’s currently being done to meet each goal
Identify specific initiatives that are currently underway or are approved for implementation that will address each goal. (see Teresa Costantinidis’ template)

Step 6 - Identify what must also be done to meet each goal
Identify additional specific initiatives or changes that must be undertaken in order for the SMART goal to be achieved.