

CAPRA Update

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AVC-IT and CIO
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IT Governance



Advisory Groups:

Arch – Architecture Committee
Fac – Faculty IT Advisory Committee
ITCC – IT Community Council
ITLG – IT Leadership Group
STC – Student Technology Council



Chief Information Officer (CIO)



Recommending Bodies



Decision-Making Committee



Major Software Projects

- bConnected
 - Fully deployed except for Law and Police
 - Some concerns over Google handling of privacy
 - Recent Google announcement that they will NOT “mine” campus e-mail is promising
 - UCOP Google contract will need to be renegotiated over the next several months
- BFS 9.2 upgrade completed without incident
- New Contracts and Grants system is on schedule for July 3-6
- Stadium cellular coverage expansion:
completed and ready for Commencement

Major Software Projects

- Deploying a web browser virtualization solution to address incompatible browser issues for various applications
- CalTime
 - Updated version of Kronos timekeeping system implemented without incident
 - Target of rollout for non-exempt is August 29th
 - Some concern over ease of use
 - Will benefit from the web browser virtualization solution
- Windows XP replacement
 - Has gone well overall
 - Some exception requests have been processed
 - Recent “Heartbleed” virus underscores the exposure

Major Software Projects

- UCPath
 - Centralized UCOP HR/Payroll system
 - In a holding pattern while UCOP works to get the project back on track

Computer Networking

- Chancellor presently provides funding annually for the campus network
- Have no reason to believe that will change... but the money is NOT in our base budget
- Does NOT include the “last 100 feet,” which tends to create two classes of service for faculty:
 - State-of-the-art for those units who can afford to keep connectivity current
 - “2nd class” network citizens for those units which cannot afford to keep connectivity current
 - This needs to be addressed: there needs to be a “birthright” expectation of state-of-the-art connectivity for all Berkeley units

Student Systems

- Student System Replacement Project
 - Will replace all current student systems, e.g., TeleBears, BearFacts, my BerkeleyAp, ProSam Fin. Aid, my FinAid, DARS
 - Peoplesoft Campus Solutions product has been chosen
 - Cedar Crestone chosen as our Systems Integrator
 - Currently negotiating with the vendors
 - Targeting start of the implementation for July 1st
 - Anticipate a 2½ year implementation project
 - New Classroom Scheduling and Advising systems included
 - Have identified initial UCB project team members
 - Jennifer Packer hired as Project Exec. Director
 - Awaiting final approval on scope and budget

Student Systems

- Concern over keeping the old, brittle systems operational
- Have invested ~\$5M to shore-up the old systems

Campus Shared Services IT

- I can only speak to CSS IT
- IST network services not affected
- Had some start-up issues, but feedback on service today is quite positive
- CSS IT Director, Jerry Yerardi, has a strong customer-service focus
 - He surveys and monitors response from his campus customers
 - He follows-up personally on all complaints
 - He's established a "zone" service infrastructure in various locations on campus to reduce response times

Campus Shared Services IT

- Customer satisfaction survey results
 - Overall: 4.58 in March 2014 (92% customer satisfaction)
 - From January 2014 to March 2014 improved overall customer satisfaction results related to bConnected support from 4.32 to 4.66
 - From January 2014 to March 2014 improved overall customer satisfaction results related to BearBuy support from 4.39 to 4.69
- Other Stats
 - Average time to answer a call was 18 seconds in March 2014
 - Answered 25,970 phone calls between January 2013 to March 2014
 - Improved Call Abandon Rate from 13.61% in January 2013 to 3.61% in March 2014
- Efficiency gains appear to be there, but no assessment yet on savings

General Assignment Classrooms

- All classrooms that need to be equipped have been (93%)
- See: <https://ets.berkeley.edu/classrooms-buildings>
- Life-cycle funding provided due to CAPRA support is adequate to maintain currency
- Classroom technology support
 - Provided by ETS via the classroom help line (510-642-2800, option 1) and is staffed M-F 8am-5pm
 - This service includes dispatching so-called ‘runner’ staff to the classrooms if needed to resolve issues
- Current funding supports refreshing technology every 3-4 years
- ETS has deployed its first Active Learning Classroom (Barrows 118)
 - ...supports “flipped” classroom concept
 - ...two more planned for next year

Research IT Support

- IST Research IT is working closely with Berkeley Institute for Data Science (BIDS) leadership to help identify high priority needs for current and future research IT services
- BIDS and Sloan/Moore are an important source of information from multiple disciplines and PIs about what is needed to support teaching and research centered around Data Science
- Are deploying a new shared research configuration (so-called “condo” model)
 - Already have 6 Ps who are buying into the cluster
 - Launch even is set for May 22nd, 3:00-5:00 p.m.
...in the Banatao Room, Sutardja Dai Hall

Research IT Support

- Intend to leverage recent benchmarking work on IT support for research and teaching and learning—conducted by RIT, Library, and ETS
 - HPC - both traditional and cloud
 - Virtual workstation / virtual research environments
 - Research Data Management
 - Data Analysis Tools
 - Data Visualization Tools
 - Software Licensing and Distribution
 - Survey Research Software / Statistical Analysis

Other Issues of Interest

- We are not adequately planning or supporting integration of digital material into the core curriculum
 - The focus on online courses is important
 - But the greatest value is likely to be from “hybrid” or “flipped” courses where content is substantially online and class time is spent more productively on clarification and problem-solving
 - We need to put a support infrastructure in place to support faculty in this effort
- As mentioned earlier, we need to address funding the “last 100 feet” of network connectivity and stop creating 2nd class network citizens who do not have state-of-the-art connectivity

Questions?