

# CIO Update

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May 8, 2014

# Governance/Engagement

- IT Governance Proposal
  - IT Executive Steering Committee...  
ITEC appointments to go out shortly
  - Research, Teaching and Learning subcommittee
  - Information Security and Privacy subcommittee
  - Data Governance subcommittee
  - Enterprise Systems subcommittee
  - Student Systems Executive subcommittee
  - Plan to use the Research and Academic Engagement benchmarking study work as a starting point for ITEC discussion

# Governance/Engagement

- Have agreement for a new comm. with the Faculty Senate:
  - “Joint Committee on Campus Information Technology”
  - FS Chair and I will each appoint 3 members
- “One IT” initiative
  - Next event to be on May 22<sup>nd</sup> (joint sponsors: ETS and my office)
  - Tech Forum event planned for June 25th

# New Student System

- Student System Replacement Project
  - Peoplesoft Campus Solutions product
  - Cedar Crestone as our Systems Integrator
  - Currently negotiating with the vendors
  - Targeting start of the implementation for July 1<sup>st</sup>
  - Will host the system here at Berkeley
  - Jennifer Packer hired as Project Exec. Director
  - Have identified initial UCB project team members
  - Awaiting final approval on scope and budget

# Research Support

- Berkeley Research Computing Program
  - "Condo model" shared resource to support research
  - Partnership between Chancellor, VCR and CIO
  - Initial configuration is now being installed
  - Already have a half dozen Pis buying in, which has increased the configuration by ~50%
  - Official launch set for May 22, 3-5:  
in the Banatao Room, Sutardja Dai Hall

# 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

- CalTime
  - Updated version of Kronos timekeeping system implemented without incident
  - Target of rollout for non-exempt is August 29<sup>th</sup>
  - Some concern over ease of use
  - Will benefit from the web browser virtualization solution
- UCPath
  - Centralized UCOP HR/Payroll system
  - In a holding pattern while UCOP works to get the project back on track

# Information Security

- Information Security
  - Phishing and 2-factor authentication will be focal areas this next year
  - Proceeding ahead with the new I.S. strategy
  - Compliance funding request for Chief Information Privacy Officer
  - Funding request for a contracts review position
  - Windows XP replacement went better than expected  
...didn't use the remediation \$\$ after all



# Other Key Initiatives

- Disaster Recovery-Business Connectivity
  - Business Impact Analysis(BIA) is presently underway
  - Goal is to ID the key mission critical systems necessary for continued operation of the University
  - ITC will be hearing from our BIA consultant today
- Web browser virtualization initiative
  - To address web browser incompatibilities with key applications
  - Based on Citrix
  - Roll-out is underway

# Other Key Initiatives

- Consolidated ticketing system
  - Key to the IT Service Management initiative
  - Based on ServiceNow
  - CSS is piloting and will support
  - Intent is to make it extensible to other units
  - IST, EST, Library, SAIT all intend to use
  - Hope other units will utilize as well...
- Student tech fee
  - Passed...if just barely!
  - Will cover recurring funding for Productivity Suite for students
  - Will also provide funds for other student tech activities
  - Committee will be appointed to prioritize use of funds

# Other Key Initiatives

- IT Service Management
  - Put over 100 staff through 4 days of ITIL training
  - Have established a new Service Manager position to lead the effort
  - Intent is to broadly implement service management principles
  - Have hired a consultant to help guide our implementation
- Customer Service Initiative
  - Put ~80 managers through a two days of customer service training
  - Will be forming a staff committee to oversee next steps
  - Looking at bringing in a consultant to provide guidance at instantiating this into the culture

**Questions?**