CIO Update

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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\textsuperscript{nd} (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 1st
  – 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 29th
  - Some concern over ease of use
  - Will benefit from the web browser virtualization solution

- **UCPath**
  - Centrallized UCOP HR/Payroll system
  - In a holding pattern while UCOP works to get the project back on track
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 unis
  – 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?