Office of the Chief Information Officer

Annual Report 2014

Berkeley
UNIVERSITY OF CALIFORNIA

Contents

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technology.berkeley.edu/annual-report

To our campus community

For UC Berkeley's students, faculty and staff, technology is involved with just about every moment of the day. From commonplace expectations, like email and calendar, to innovative needs, like the Berkeley Research Computing program, Berkeley's IT teams are working together to resolve issues that are of great importance to our campus community, and partnering with faculty, students, and staff to provide technology solutions that help reimagine the world.

We do this by focusing on three areas:

1. Building research environments that let academics create new knowledge;
2. Providing tools and support that make it easier to learn, teach and discover;
3. Sustaining the technology and managing the data that powers the campus experience.

In the past year we've made excellent progress on many IT-related initiatives that solve problems and improve service. We created the IT Action Plan, which keeps us dedicated to supporting both the immediate and long-term needs of our campus community, and enables the Chancellor's strategic objectives.

This annual report highlights accomplishments from the past year in support of the IT Action Plan and features the projects and initiatives we are engaged in going forward. Our goal is to continue building partnerships with the campus community and providing valuable IT services that support and enable the important work of Berkeley's faculty, students, and staff.
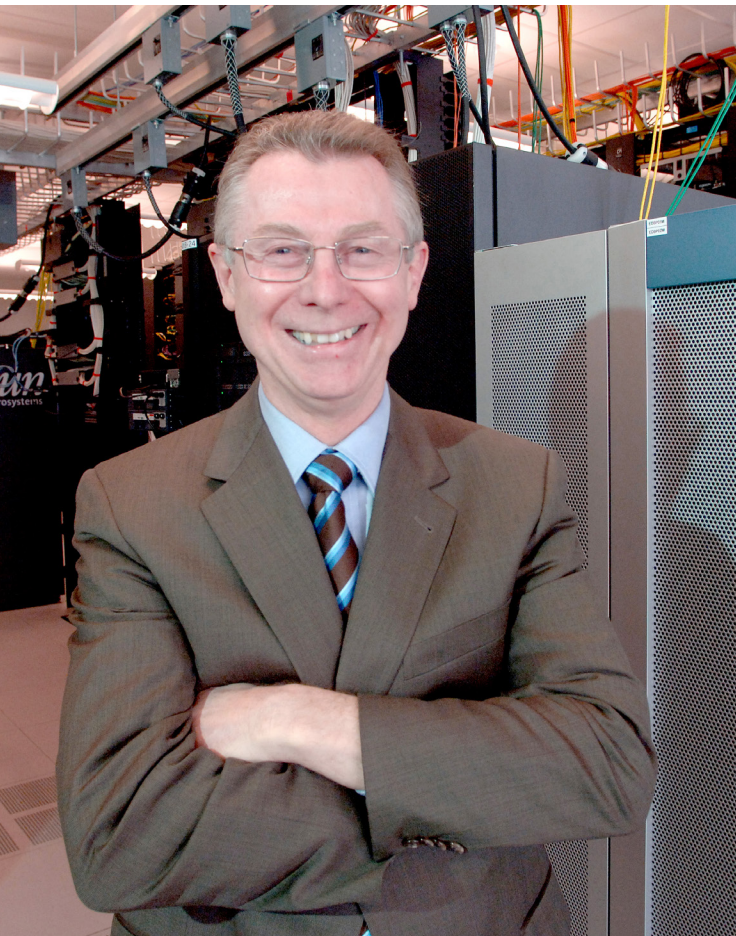
"In the past year we've made excellent progress on many IT-related initiatives that solve problems and improve service."

Larry Conrad, Associate Vice Chancellor for IT and Chief Information Officer

Meet the IT Leadership Group

The IT Leadership Group (ITLG) is comprised of the CIO's direct and indirect reports. Together, they lead the central IT functions that build and support the technology infrastructure, which is used by the campus community every day. The ITLG also strives to develop strategic and operational partnerships across the campus community, the UC System, and beyond.

Larry Conrad
Associate Vice Chancellor for IT and Chief Information Officer

Lyle Nevels
Assistant Vice Chancellor for IT and Deputy CIO - OCIO

Bill Allison
Director, Architecture, Platforms and Integration - IST

Angela Blackstone
Associate CIO and Project Executive, SIS Project

Greg Colf
IT Manager and Associate CIO, Real Estate

Michael Green
Director, Telecommunications - IST

David Greenbaum
Director, Research Information Technologies

Walt Hagmaier
Director, Infrastructure Services - IST

Jeffrey Kreutzen
Director and Associate CIO, University Health Services-IT

Liz Marsh
Director, Strategic Initiatives and Chief of Staff - OCIO

Erik Mitchell
Associate University Librarian and Associate CIO, Digital Initiatives and Collaborative Services

Daniel Peake
Director, IT Service Management

Paul Rivers
Chief Information Security Officer

Paul Robles
Acting Associate CIO, Student Affairs Information Technologies (SAIT)

Louise (J.R.) Schulden
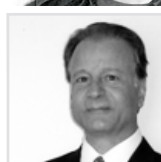Associate CIO, Administrative IT Systems - IST

Jennifer Stringer
Associate CIO, Academic Engagement, Director of Educational Technology Services

Mark Stuhr
Director, Intercollegiate Athletics-IT

Gerald Yerardi
Director and Accociate CIO Campus Shared Services IT

IT Action Plan Themes

Last year we created an IT action plan, divided into the following seven major themes. We are reimagining IT by working together to enhance the value we provide to the University. From focusing on the fundamentals of IT service management and modernizing campus systems, to investing in the development of our teams so we can provide the best possible experience to everyone we provide services to or support.

Focus on the Fundamentals of IT Service Management

Deliver high value and quality services to the campus through the use of industry best practices of IT Service Management.

Implement Governance and Expand Customer Engagement

Enable UC Berkeley to maximize its investment in information technology by establishing campus-wide IT priorities, strategies and policies, and through building cross-campus relationships with IT professionals to better understand and develop solutions to meet common problems.

Deliver Excellent Customer Service

Infuse customer service principles into every customer touch point.

Improve Security of University Data and IT Assets

Establish and implement a broad, risk-based and campus-wide strategy for identifying and addressing the increasingly sophisticated threats to institutional data and campus IT infrastructure.

Improve Research, Teaching, and Learning Technologies

Provide UC Berkeley faculty and students, in all disciplines, with research, teaching, and learning IT tools and services to improve the academic experience for students and faculty, and enhance researchers' ability to make new discoveries.

Enable Campus Shared Services

Support the CSS goals of service excellence and efficiency through the provision of tools and technology to enable process automation.

Continuous Improvement of IT Applications and Services

Modernize campus technology solutions to make them more efficient and effective for our customers.

Looking Back | Forward

Sharing key accomplishments, by theme, from our campus-wide action plan and future goals.

Focus on the Fundamentals of IT Service Management

IT Service Management (ITSM) is a process-based practice intended to align the delivery of IT services with the needs of our customers. Our ITSM program will focus on delivering high value, high quality, and consistent services to the end user. Our primary approach is to align IT services through the adoption of industry best practices. These practices include oversight of key service functions, service governance, service portfolio, knowledge management and service strategy.

ServiceNow
servicenow.berkeley.edu

Overall customer response and the quality of resolution for IT support issues will be improved by implementing ServiceNow, as the one consolidated ticketing/ Knowledge Base system that tracks support tickets between multiple units.

The plan is to move all IST units to ServiceNow for incident management. To do so, standard business processes and workflows will be created that can be used by all IST units to support incident management in the ServiceNow "As Is" configuration currently used in CSS IT and aligned with the IST service catalog.

The processes and workflows will be developed and implemented with key service managers, directors and designated staff in all IST units. Once business processes and workflows are developed and agreed on, the onboarding of the IST units to ServiceNow will be scheduled and implemented.

xMatters and Groundworks

We implemented xMatters and Groundworks to increase our network monitoring capabilities and automate on-call and problem escalation support requests. This improves speed and quality of response to IT incidents by automating on-call processes and notifications.

Phase I was completed in June 2014 with xMatters being rolled out in IST. Phase II is on target for rollout in other IT organizations including CSS IT, ETS, and SAIT later in FY15.

Next Up: IST Ticketing

There are currently 32 ticketing workspaces in IST, as well as other incident management tools, each with its own business process, workflows and configuration.

As a result, there is no way to track reported incidents from initiation through resolution across units; lack of root cause investigation to prevent problems from recurring, and missed opportunities to train service desk personnel to resolve incidents sooner and to reduce redundancies.

This project will standardize tools, including one central IST incident management solution. The resulting benefits will be:

1. the ability to track incidents from user initiation through resolution in one tool;
2. provide feedback and improve the communication to end users;
3. learn from the experience to prevent problems from recurring; and,
4. provide information to encourage service desk training to resolve more incidents sooner.

Implement Governance and Expand Customer Engagement

One of the critical success factors in delivering excellent information technology services is an understanding of campus goals and strategies, and ensuring IT investments are prioritized and aligned against them as broadly as possible. To achieve these goals we established a comprehensive, campus-wide IT governance model and new program called One IT to help strengthen partnerships across the campus IT community.

IT Governance Model
technology.berkeley.edu/governance

Goals

- Align IT strategy with campus strategic priorities.
- Ensure IT infrastructure supports critical campus needs.
- Transform business processes by leveraging effective IT solutions.
- Scale IT solutions where appropriate.
- Differentiate IT solutions, as needed.
- Balance business and IT related risks.
- Reduce duplication of IT services across the campus.
- Enable effective decision-making that optimizes IT investments campus-wide.
- Establish appropriate policies to support desired behavior and outcomes in the use of IT.
- Encourage the development of the IT workforce (e.g., training standards).
- Regulate the pace of change related to introduction of new technologies and systems.
- Enable campus to manage administrative operations more efficiently and effectively.
- Support the effective and secure use of data, including access, integration and management.
- Evaluate and quantify the results of IT governance decisions through effective portfolio management.

Next Up

- Develop roadmaps for each of the six committees to both differentiate and align goals and work across the IT Governance model.
- Create the prioritization and decision-making processes to be used by IT Governance committees.
- Formalize alignment of the governance processes and outputs with the campus budget process.
- Map how existing stakeholder groups connect with, and provide input to, the established IT Governance committees.

"This is a crucial time for good governance in IT...We need to manage our resources well, as they are finite - but supporting the ingenuity of our students, faculty and staff with IT resources and capabilities is why we are here. Strategic choices will have to be made to reconcile our ambitions with the available funds. I am confident that, through it all, the focus on discipline in those choices will pay dividends."

— Andrew Szeri,
Vice Provost, Strategic Academic and Facilities Planning

ONE IT

HELPING UC BERKELEY ACHIEVE NEW HEIGHTS
IT Summit - June 25, 2014

One IT
technology.berkeley.edu/one-it

In 2014, the Office of the CIO (OCIO) co-sponsored five One IT events aimed to increase engagement with the campus IT community, to improve partnerships, align strategies and deliver IT services in a more effective and coordinated way:

- March 24, One IT Kickoff with Berkeley Law IT
- May 22, Community Picnic with ETS
- June 25, IT Summit
- Aug. 13, Summer Gathering with the Information Technology Leadership Group (ITLG)
- Oct. 29, Scavenger Hunt with IT Managers Forum (ITMF)

Last year's IT Summit gathered 450 IT professionals from multiple campus units as a forum for teams to network, share their work, highlight new technology and engage with IT leaders on the status of key initiatives. Here are some the events we have scheduled for 2015:

- March 3, CSS IT Open House
- April 8, Building a Bridge: A One IT Event Hosted by the SIS Project
- June 8-10, IT Summit
- July TBD, SAIT co-sponsored IT Community Picnic

450 IT
professionals
gathered at the
IT Summit

"The IT Summit was an excellent way to meet other colleagues on campus. It provided a good overview of what current technologies are being developed and implemented. Plus, it offered an opportunity to exchange ideas and discuss the challenges we all encounter in the IT profession."
— IT Summit Participant

IT Community Council

The IT Community Council (ITC) is sponsored by the CIO and functions as an advisory council for addressing campus-wide technology issues. The group seeks to foster communication, increase collaboration between members and their teams, advises and collaborates on technology issues of campus-wide importance, understands and influences campus IT strategy, identifies opportunities to collaborate on key IT initiatives, and advocates for a seamless campus IT experience.

Deliver Excellent Customer Service

Excellent customer service is about delivering high quality services and support in a way that allows our customers to access them in the most efficient, fair and cost-effective manner possible. To achieve this goal, we are working to infuse customer service principles into every customer touch point, from desktop support and help desk calls, to IT involvement with projects, to our Web presence and self-service. Understanding, managing, and delivering on customer goals and expectations are key to creating successful outcomes and satisfied customers.

Intensive customer service training was completed by 80 IT Leadership Group members and IST Managers in June 2014. Next, we will conduct a baseline customer satisfaction survey to use as a foundation to plan and implement our Customer Service Initiative.

Improve Security of University Data and IT Assets

UC Berkeley has a responsibility to protect key University research and informational assets. The ever-changing landscape of threats and expanded legislation requires a proactive stance against potential vulnerabilities. Our go forward approach includes an expanded policy base, education about shared responsibilities for managing critical information assets, a strengthened information security compliance program, risk assessments, and improved metrics and reporting on University information risk.

Information Security Strategy
security.berkeley.edu/strategy-draft

We are implementing a broad risk-based and campus-wide strategy for identifying and addressing the increasingly sophisticated threats to institutional data and campus IT infrastructure. In support of this strategy, in FY14 we:

- Documented roles and responsibilities for information security, along with assignment of campus staff to new security roles, training for the new roles, and supporting procedures documentation.
- Provided self-assessment guidance for critical campus information systems and departments to develop security plans and assess information risk.
- Conducted twelve in-depth, hands-on reviews of campus information systems, delivering a report containing required remediations and mitigations for these systems to meet campus minimum security standards.
- Created the new Information Risk Governance Committee (IRGC).

Next Up

- Expanded policy base, starting with a definition of a comprehensive set of information security roles and responsibilities.
- Assessments of critical campus systems and unit compliance with information security minimum standards.
- Ongoing operational improvements to provide increased levels of monitoring and protection of the campus network and institutional data.
- Enhance training and awareness program.

Phishing Awareness Campaign
security.berkeley.edu/phishing

In December 2014, UC Berkeley launched a new educational campaign designed to help staff and faculty detect fraudulent messages (called phishing). Roughly once a month, we send out a simulated phishing email to academic and non-academic staff. The email uses the same techniques phishers use, such as telling you to act immediately so you don't lose account access. This awareness campaign is designed to provide just-in-time training for those who need it most, specifically, those who unwittingly respond to the suspicious message.

Similar communications, outreach and training is conducted with students across campus in an effort to help inform and educate our campus community on being a saavy and secure user to help protect individual and University information from potential threats.

"The mission of information security for the campus is now to focus on risk management for Berkeley's information systems, and direct campus efforts to adequately secure institutional data and other campus IT resources."

— Paul Rivers, Chief Information Security Officer

Improve Research, Teaching, and Learning Technologies

Providing UC Berkeley faculty and students, in all disciplines, with research, teaching, and learning IT tools and services to improve the academic experience for students and faculty, and enhance researchers' ability to make new discoveries.

Berkeley Research Computing (BRC)
research-it.berkeley.edu/brc

In 2014, Berkeley launched a major new investment to its campus-wide program for the support of computationally intensive research - Berkeley Research Computing (BRC). For the first time, UC Berkeley has built and is operating a campus institutional cluster, the Savio cluster, that can accommodate and support the contribution of faculty-purchased hardware in a "condo" model. In this model, the campus covers the cost of key infrastructure (power, cooling, high-speed networking, and a fast parallel storage array) and provides system administration and consulting at no cost, allowing faculty contributors to stretch their research funding. In exchange, the BRC Program can provide unused capacity on the contributed compute servers to other campus researchers, increasing the reach and impact of research investments.
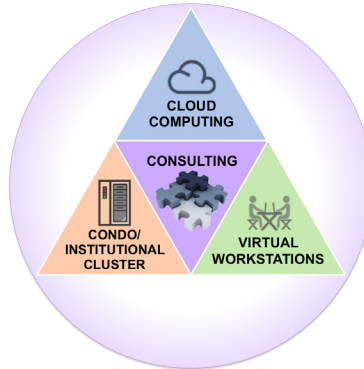
The program expanded rapidly in the first six months of its operation, with hardware contributions to Savio from faculty in the physical, biological, and social sciences more than doubling the cluster's initial size.

The Savio cluster is housed in the campus data center and supported by a team of high-performance computing specialists in a partnership between Research IT and the Lawrence Berkeley National Laboratory. The BRC Program is funded by the offices of the Vice Chancellor for Research, Chancellor Nicholas Dirks, and Chief Information Officer Larry Conrad.

The components of BRC include:

Consulting and Community
- First point of contact for faculty, to ensure match to appropriate resources.
- Specialist consulting in each service area.
- Support migration between computational modes for efficient scaling and reproducible research.
- Domain consultants for specific skills, as part time staff or Fellows.
- Foster cross domain community and knowledge sharing.
- Partnering with network of partners (D-Lab, SCF, etc.) to coordinate consulting services across campus.

Condo/Institutional Cluster (Savio)
- High performance computing with high speed, low latency interconnect and high speed parallel file system.
- Infrastructure and admin costs subsidized for Condo contributions, unused capacity available to campus.
- Condo users can "burst" beyond their hardware.
- Faculty computing allowance provides free access for PI's.
- Supports students learning computational methods.
- Managed in partnership with LBNL HPC Services group.

> "One of the things that's been inviting through this process of working with Research IT is their willingness to engage with the users and understand their context... Research IT is socially and organizationally very smart in the ways that they have framed this program through interacting with the folks who are going to be using these services."
>
> — Cathryn Carson, Professor of History and Senior Fellow, Berkeley Institute for Data Science

Cloud Computing support (in development)
- Consulting services and documentation to solve common problems of access and administration of public cloud resources, and integration with teaching.
- Local cloud compute resources for experimentation and research, with common software stacks.
- Integration with data and network infrastructure.
- Working with EECS, AMPLab, D-Lab to develop materials and services.
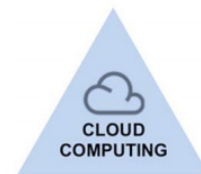
Virtual Workstation support (in development)
- Analytics environments on demand: self serve access to compute, storage, and commonly used software.
- Domain specific VM images can be prepared, managed.
- Anywhere, anytime access to lab workstation model.
- Working with Library, D-Lab, ETS, and IST to provide service infrastructure and consulting.

Research and Academic Engagement (RAE) Strategic Planning
ets.berkeley.edu/rae

Sponsored by Research IT, Educational Technology Services and the Library, we've built a new peer benchmarking and strategic planning process to assess campus Research and Academic Engagement (RAE) services. Our goal is to ensure the highest quality services to best support research, teaching and learning at Berkeley. The services included in the benchmarking included the full range of research, teaching and learning technologies for faculty and students. Over the past year, the project raised its visibility by presenting at the Educause conference and conducting a workshop. The benchmarking provided campus leadership with an accurate picture of where Berkeley is, compared to our peer institutions, and has helped determine where we invest in improvements. The next phase of this work continues through FY14/15 to provide input to a strategic plan for research teaching and learning services. The plan will go through the IT Governance process to assist campus leaders in making informed technology decisions.

Mellon Grant Advances Digital Humanities
research-it.berkeley.edu/projects/digital-humanities-berkeley

A $2 million grant from the Andrew W. Mellon Foundation to the division of Arts and Humanities is catalyzing the development of a digital humanities program at UC Berkeley. As part of the Digital Humanities at Berkeley initiative, Research IT staff manage a consulting program for faculty and students who are engaged with digital tools and methodologies for teaching and research, at any level of proficiency. These staff play a key role in organizing a summer training institute at UC Berkeley, and build partnerships with groups such as the D-Lab, the Library, and the Hearst Museum. Research grants and new course grants have also facilitated new collaborations.

> *"Digital tools and methods such as data visualization, GIS, statistics, and text mining can have a transformative effect on research and teaching in the humanities. But they are unfamiliar to many humanities scholars and learning to use them effectively requires an investment of time and resources,"* — Anthony J. Cascardi, Dean of Arts and Humanities, and Principal Investigator on the Mellon Grant

Next Up
- Complete the full launch of all BRC services: HPC; Cloud; Virtual Workstation; BRC Consulting. Ensure strong connection of BRC services to campus recruitment, retention, and grant submissions.
- Grow a Research Data Management program so that all faculty have consulting and core data management services.
- Sustain national Digital Humanities model program to ensure the humanities receive strong research IT support after the grant's initial three years.
- Roll out new services and support new campus / UC initiatives as they emerge, e.g., Science DMZ/Pacific Research Platform; data analytic and visualization tools, and more.
- Work with IT governance to increase support for faculty in building digital content into their courses.
- Implement a multi-year plan to improve technology-enhanced teaching across the campus.
- Serve students by continuing to develop and maintain the CalCentral portal and integrating it into the new SIS system, as well as with other classroom technologies.
- Develop an academic integrity service.

Enable Campus Shared Services

Campus Shared Services overarching objective is to achieve service excellence and gain efficiencies. This is achieved through continuous improvement, resulting in more efficient and standardized processes, with much of the activity automated through enabling technology. Our goal is to align our services in the areas of automation in order to enable CSS to achieve these objectives.

Endpoint Automation via Berkeley Desktop: Saves Time and Reduces Costs
desktop.berkeley.edu

Support has been automated for the Campus Shared Services IT program to significantly reduce the life-cycle cost of supporting University-owned computers.

In 2014, we integrated pieces of Berkeley Desktop (Windows and Mac), an automated insfrastructure for configuration and management of campus computers, to help CSS work more efficiently. This achieved the first steps in a managed workstation that allows for user control to update a standard set of software, and have updates and security patches made automatically, resulting in staff saving time and the University reducing costs.

Berkeley Desktop Overview
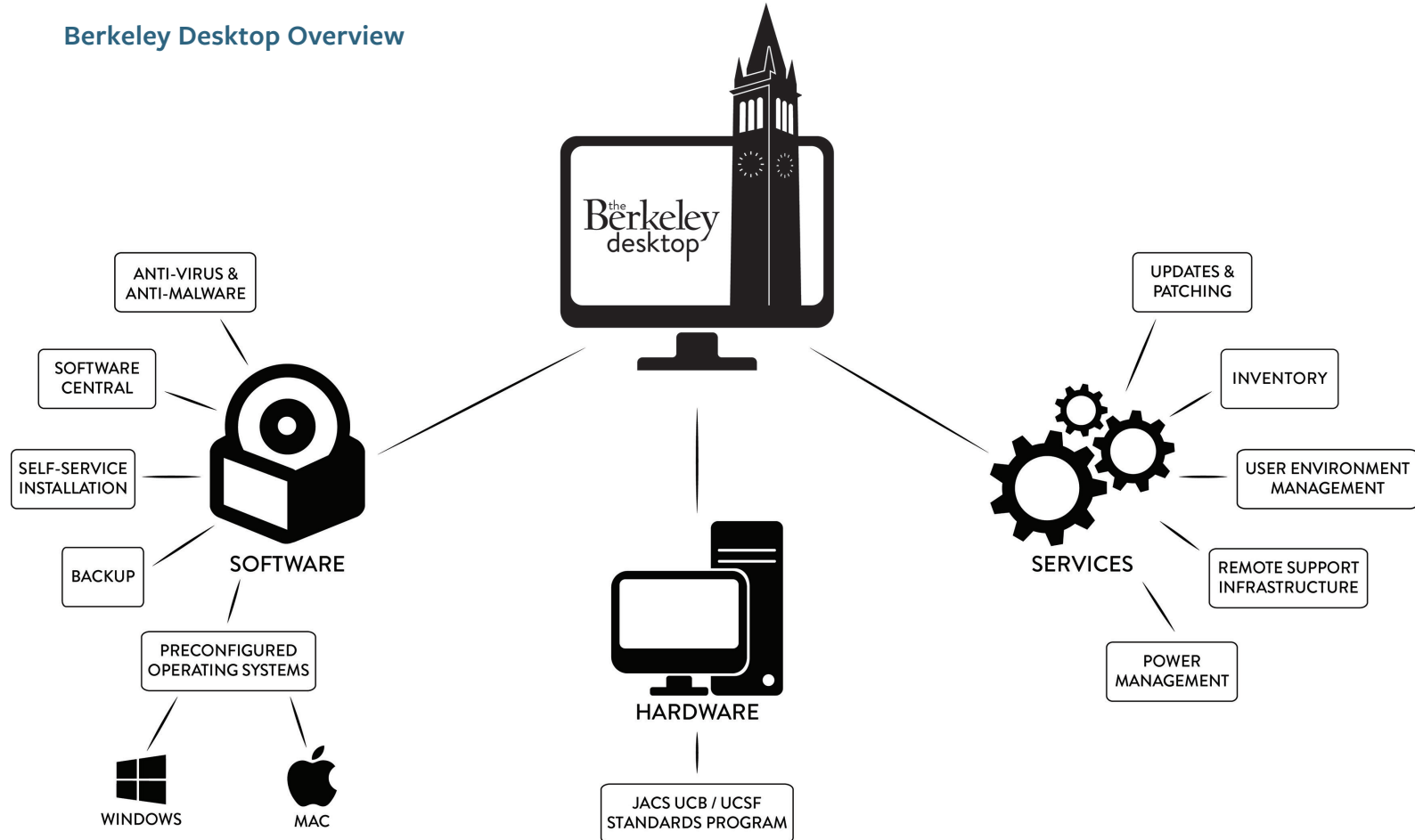
Next Up
Quarterly updates will be provided as we continue building the Berkeley Desktop program to provide a reliable, secure, and integrated computing environment that reduces the amount of time faculty, staff and IT spend maintaining computers. A standard environment combined with automated maintenance means fewer problems and faster service. The ServiceNow platform will allow CSS IT and CSS HR to simplify support tracking and reporting processes.

Continuous Improvement of IT Applications and Services

Providing sustained value to the campus community requires continuous upgrading and replacement of key enterprise systems and technology. From new student information and learning management systems, the expansion of our campus telecommunication services, to new contract and grants systems, our commitment is to modernize our technological solutions making them more efficient, effective and responsive to the campus community.
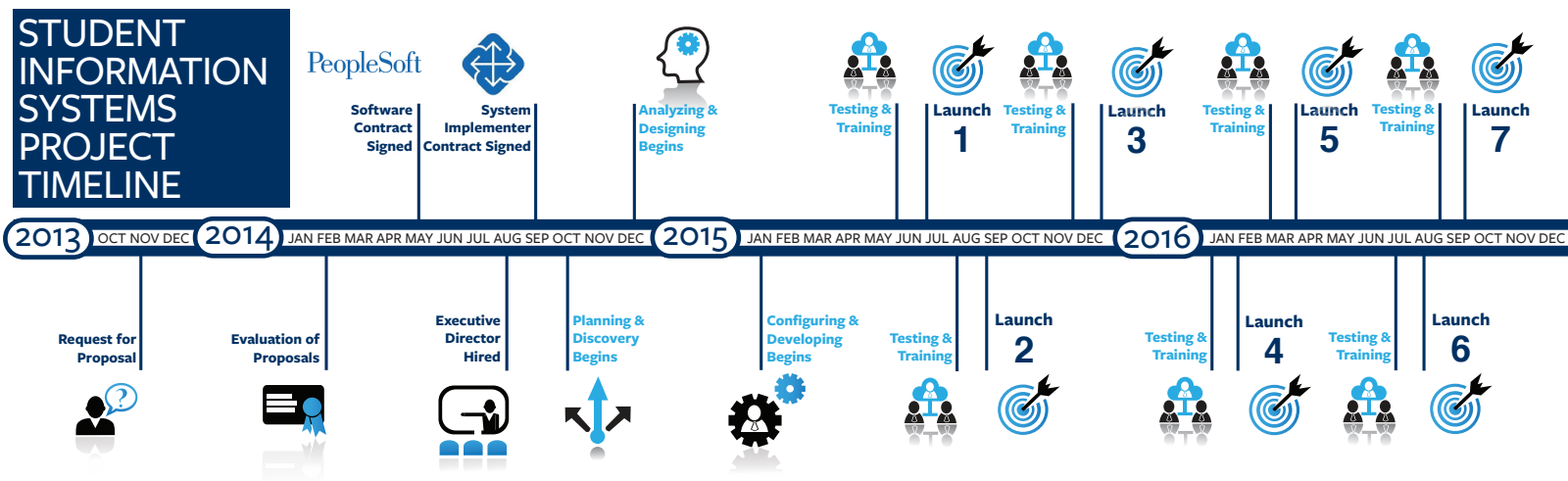
Student Information System Project

sisproject.berkeley.edu

We completed the first phase of the new Student Information System (SIS) project with the selection of vendors (Oracle Peoplesoft and Sierra-Cedar) and are now in the implementation phase.

A new SIS will enable the transformation of the student experience by delivering a single, easy-to-use point of access to student services, by supporting faculty in managing courses, and by cultivating for staff a rewarding work environment that is less transactional and more service-oriented. The platform for this transformation is an integrated set of best-of-breed tools, technology and processes that are nimble, scalable and sustainable.

Our overall project goals are: 1) to increase student, faculty, and staff satisfaction, 2) to deliver tools and technology that enable innovation, and, 3) to support the development of a high-performance culture.

STUDENT INFORMATION SYSTEMS PROJECT TIMELINE

PeopleSoft

Software Contract Signed — System Implementer Contract Signed — Analyzing & Designing Begins — Testing & Training — Launch 1 — Testing & Training — Launch 3 — Testing & Training — Launch 5 — Testing & Training — Launch 7

2013 OCT NOV DEC 2014 JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC 2015 JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC 2016 JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC

Request for Proposal — Evaluation of Proposals — Executive Director Hired — Planning & Discovery Begins — Configuring & Developing Begins — Testing & Training — Launch 2 — Testing & Training — Launch 4 — Testing & Training — Launch 6

Next Up

- The Admissions Outreach module, to include undergraduate and Graduate students, authentication integrations between Slate and Campus Solutions, and configuration between Slate, JAZZEE and Campus Solutions.
- The Admissions Application Processing module (for Fall 2016 admissions), including reader norming and test score load.
- Classroom Scheduling, other Admissions functions including reading, scoring, decision and transfer credit.
- Financial Aid simulation.
- Additional Admissions functions: SIR, transfer credit, Schedule of Classes, Enrollment (Registration/Waitist), Financial Aid packaging, Tuition calculation, Billing/Payment and integration with bCourses.

"I help thousands of students, parents, staff members everyday and right now they have to navigate so many places to find information, it is going to be very helpful for them to have one very user-friendly way to access accurate information." — Lashonda King, Intake Advisor in CLAS

Cal Answers: Data to Inform Our Work
calanswers.berkeley.edu

Cal Answers is an analytical tool allowing UC Berkeley to view centralized, integrated information from various campus systems. The tool makes data accessible to all, enabling staff, faculty, and students to locate reliable, consistent answers to critical campus questions. Whether you're performing big tasks like developing your unit's annual budget or managing your aid offerings - or you're conducting day-to-day inquiries like reviewing last month's on-contract spending or researching your students' graduation rates - Cal Answers helps you to quickly and easily find the data to inform your work.

Throughout the past year, the Enterprise Data Warehouse team in IST has achieved significant accomplishments that enhance the experience and the usefulness of the data that can be provided by Cal Answers. The team added several new areas of reporting, including:

- OE Cal Answers Student Curriculum
- OE Cal Answers Student Financials
- Cal Answers Student Applicants
- Cal Answers Principal Investigator Portfolio
- Cal Answers HR Census
- Cal Answers v11.1.1.7 Upgrade & Citrix
- Cal Answers Fall Program for Freshman
- Cal Answers Equity & Inclusion
- CalAccess for Cal Answers
- Cal Answers Academic Planning Dashboard

"Berkeley has undertaken significant steps to strengthen integration of activities across the campus...Principal among them has been Berkeley's implementation of an Enterprise Data Warehouse and related institutional reporting portal with dashboard tools, Cal Answers. (CFR 4.5)"

— SOURCE: Excerpt from the WSCUC Visiting Team Accreditation Report, October 2014

Citrix Server Virtualization
ist.berkeley.edu/services/catalog/datacenter/citrix

Citrix services are intended for UC Berkeley enterprise applications. Citrix provides a secure one-stop shop for certain UC Berkeley applications not installed on your computer (e.g. BAIRS, CalPlanning). This eliminates compatibility and security issues, such as the need to run a specific Web browser version for each application. Virtualization will improve security and usability of enterprise applications, improving the user experience of these applications for faculty, staff and students.

This project continues and we have already completed virtualization of CalAnswers, BAIRS, CalPlanning, PI Portfolio, and CalTime virtualization is planned.

CAL**CENTRAL**

Since its launch in January 2014, CalCentral averages 5,000 - 7,000 users per week.

CalCentral
calcentral.berkeley.edu

CalCentral is a Web-based dashboard and portal system which combines information from several campus systems into one user experience. CalCentral developed as a direct response to students' requests for a system that would simplify their Cal online experience by combining email, the learning management system, financial aid information, Cal 1 Card balances, and more into a simplified experience. In partnership with Student Affairs IT (SAIT), ETS developed a system combining the best practices of IT with customer input from steering committees and iterative design. The CalCentral Project Team works in "sprints." These sprints are usually three-week periods where new features are developed and tested, system bugs or issues are corrected, and adjustments are made to the system. The sprint approach provides the team with the ability to adapt to campus needs, change the order of upgrades, or reprioritize, while maintaining the system's core funcionality.

Since its launch to campus in January 2014, CalCentral averages 5,000 - 7,000 users per week. This number is expected to increase as campus users become more familiar with the functionality of the system and as new features are added.

We are Improving the student experience by providing an online portal where they can receive timely personalized information. CalCentral provides a single place to access their bConnected and bCourses accounts, and information about their academic, financial, and co-curricular lives. CalCentral answers the questions: where do I need to be, what do I need to do, and what do I need to know in one online location.

New Wi-Fi Options Make it Easier to Connect
ist.berkeley.edu/airbears

In November 2014, two new Wi-Fi connectivity options became available for faculty, staff, students, and campus visitors. The expanded Wi-Fi offerings help meet the needs of visiting researchers, staff, family, and other guests, who need to access the Internet while at UC Berkeley. Better yet, these services are available at no cost.

The CalVisitor Wi-Fi service will provide a basic level of Wi-Fi access for those without a CalNet ID. Berkeley visitors (not visiting faculty or researchers) will be provided with the appropriate level of Internet access for their connectivity needs while on campus to check email and access the Internet.
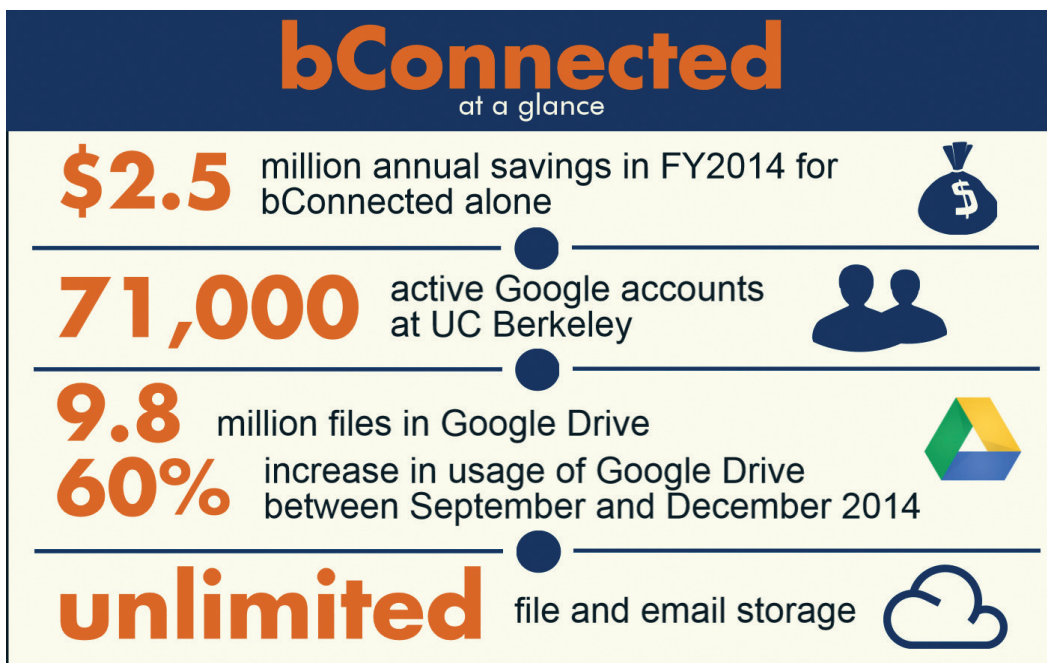
Eduroam is a secure, world-wide roaming access service developed for the international research and education community. It allows students, researchers, and staff from participating institutions to obtain Internet connectivity across campus and when visiting other participating institutions.

UC Berkeley students, faculty and staff are strongly encouraged to continue using AirBears2 as their secure Wi-Fi connection to the Internet and for campus information technology assets. The inclusion of these new Wi-Fi options in the campus IT service catalog is part of ongoing efforts to improve services and expand support for the needs of our campus community.

bConnected: For a More Collaborative Campus
bconnected.berkeley.edu

bConnected, our campus-wide suite of collaboration tools includes: Google Apps for Education (bMail, bCal and bDrive), Box, CalShare, and bCourses Project Sites. As the campus continues to adopt the use of cloud-based applications and services, there are clear benefits around cost-savings and ease of use for the campus community. Use of Google Drive file sharing jumped by 60% in just four months. Additionally, over a ten-month period, usage of Box file storage grew from 14,000 users and 18.2 terabytes of disk space used to 22,000 users and 32.36 terabytes of disk space used, that's equivalent to over 2.4 billion pages of text. Through the integration with other bConnected services, the Box service is able to provide new file storage space to several dozen departments and groups, making it easier to manage their information.

bConnected
at a glance

$2.5 million annual savings in FY2014 for bConnected alone

71,000 active Google accounts at UC Berkeley

9.8 million files in Google Drive

60% increase in usage of Google Drive between September and December 2014

unlimited file and email storage

"We love using Google Docs at the Tang Center...every change is captured and visible immediately. We are shifting other schedules to the same format as this has been such a success. We don't use Google Docs for information with patient data, but for our day-to-day administrative work, the efficiencies are a big win."

— Sue Watz, Administrative Services Manager of University Health Services

In Closing...

Across campus, IT professionals are working together and accomplishing great things for the University. Through this cross-IT partnership, and in cooperation with campus departments and units, we are implementing innovative solutions that deliver strategic value for our customers and further the University's mission. Through the One IT initiative we seek to build an IT community that is engaged, responsive, and aligned with faculty, student, and staff needs - the importance of building strong cross-campus relationships is evident.

However, moving forward we also understand that we have challenges to overcome, and opportunities to improve IT services and support. I'm confident that through strong partnership and collaboration, we will be successful in making continued improvements and to better support our customers. In the next year, we are focusing on formalizing IT service management (ITSM) within the IST and CSS IT units. This will help us provide a consistent, high quality experience for the campus community. This effort includes the consolidation of multiple ticketing systems into a single system on the ServiceNow platform.

We must also strive to provide tools and support for faculty and students that make it easier for them to teach, learn, and discover. In the coming year, we will continue to partner with Berkeley's researchers to introduce complete service offerings of the Berkeley Research Computing program, and grow our Research Data Management capabilities, so all faculty have consulting and data management services. We'll also be focusing our efforts on increasing faculty support for building digital content into courses, and implementing a multi-year plan to improve technology-enhanced teaching across the campus. IT teams from across the campus are also working together to transform the student and faculty experience through the the Student Information System Project. The outcome will be that Berkeley has a single, easy-to-use point of access to student services, and that satisfaction with the admissions, enrollment, registration, financial aid, billing and payment, and advising processes, increases among students, faculty, and staff.

We want to continue the conversation by providing a regular reporting of all things IT. In the coming months, look for our first issue of the One IT Brief, a bi-monthly newsletter that will provide status on key projects and initiatives, important dates, events, news and announcements.

Thank you for your dedication to making Berkeley the world's best public university - Go Bears!

Larry Conrad, Associate Vice Chancellor for IT and Chief Information Officer

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