

FY25 Departmental Priorities

Berkeley Law			
1	Accessibility Initiative	Review and update our web facing services and content to meet or exceed campus accessibility standards	Goal 4: IT foundation
2	Organizational Restructuring	Support the IT-related parts of the reorganization of several law administration units serving students	Goal 4: IT foundation
3	Classroom digital display replacements	Upgrade and replace all the classroom displays in the Law school with modern hardware and features	Goal 4: IT foundation
4	Executive Education Support	Deployment of a new LMS and CMS for powering and growing the Law Executive Education program	Goal 4: IT foundation
5	AI support chatbot	AI-powered, self-service system for classroom iPads that will allow us to provide a higher level of support outside of normal business hours, and faster responses to many simple requests at all times.	Goal 4: IT foundation
Berkeley Public Health			
1	BPH IT Security - IS3 and MSSEI	Perform year 2 of IS-3 implementation, expand assessment to include P3 assets. Prepare for implementation of revised MSSEI. Perform outreach to BPH community around cybersecurity.	Goal 4: IT Foundation
2	Assess the IT landscape at the School	Continue to gather information from BPH community members about their IT experience via surveys and existing resources (e.g., student exit surveys) and share with campus IT partners and school administrators.	Goal 3: Diverse, inclusive IT community; trusted and strategic partners
3	Windows 10 abatement	Assess BPH infrastructure that will be out of compliance when support for Win10 ends.	Goal 4: IT Foundation
4	BPH and the Google Cost Reduction Project	Assess BPH compliance with Google Cost Reduction Project and work with faculty, staff and students most impacted by these changes. At a high level, assess demand for alternatives and provide recommendations to individuals and units.	Goal 2: Research cyberinfrastructure
Berkeley Regional Services			
1	Employee & Labor Relations (ELR) implementation of HR Service Hub (ServiceNow)	The Employee & Labor Relations (ELR) group is working in partnership with Berkeley IT's ServiceNow Team and BRS - HR to launching a new module that will be used to conduct all ELR work using the HR Service Hub (ServiceNow). This will enable better case tracking, communication, transparency, collaboration, workload metrics, reporting and more.	Goal 4: IT Foundation
BIT - Business Operations			
1	On-Board new CIO regarding Budgeting Process		Goal 4: IT Foundation
2	Project Intake Process	Improve the intake process to make sure new requests are prioritized and resourced properly	Goal 4: IT Foundation
3	Simplify bIT purchase requisition process	Simplify bIT purchase requisition process by increasing approval thresholds and simplifying workflow in alignment with Campus best practice.	Goal 4: IT Foundation
4	Data Center/Moffett Financial Planning		Goal 4: IT Foundation
5	Project Budget Collection	PMs will collect budget estimates for existing & new projects	Goal 4: IT Foundation
6	FY24 Spend Reports for VRIST and Campus	Add FY24 to existing 4Y spend report	Goal 4: IT Foundation
7	FY26 SAS 115 Quarterly Reviews with VCA and internally with bIT Executive Leadership	On a quarterly basis, complete VCA variance analysis template and other SAS 115 report requirements, as well as, internal bIT quarterly management reviews (QMRs)	Goal 4: IT Foundation
8	FY26 Budget Submission	Facilitate the FY26 budget submission with Berkeley IT leadership.	Goal 4: IT Foundation
9	TPO Programs	Develop processes and tools for planning and implementing TPO programs	Goal 4: IT Foundation

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10	TPO PM Service	A service for external bIT to use when they need project consulting or management	Goal 3: Diverse, inclusive IT community; trusted and strategic partners
BIT - Campus Applications & Data			
1	Implement IS-12 Business Continuity	During the last half of FY23 we'll be identifying our detailed disaster recovery and business continuity plans. For FY24 we'll need to make improvements and test these plans.	Goal 4: IT Foundation
2	Governance Support, including Campus IT governance and Steering Committees	Reserve capacity for governance support work, including fit/gap assessments, research/presentations, team / service representation, workgroups, and responding to strategy & priority outcomes. Develop and support steering committees in key areas like SIS and ServiceNow.	Goal 3: Diverse, inclusive IT community; trusted and strategic partners
3	IT Service Management Roadmap	Advance goals to build and support a culture of effective and efficient IT services for the campus. Includes community development, process maturity, and ServiceNow platform improvements.	Goal 4: IT Foundation
4	Normalize Operations for Critical Projects	Includes completing implementation of the UC-wide Gender Recognition / Lived Name policy in Berkeley Financial Systems, follow-up and implementation of IS-3 and MSSEI efforts, cross-CAD Continuous Integration / Continuous Delivery (CI/CD) efforts, participation in the Identity & Access Management program, and supporting the User Experience Program.	Goal 1: Essential tools and data for all students
5	CCMS (Comprehensive Curriculum Management System)	The university requires a Comprehensive Curriculum Management System (CCMS) that will eliminate blind spots related to course prerequisites, student assessments, course formats, etc and can integrate as natively as possible with other university systems so the information can be readily available.	Goal 4: IT Foundation
6	Data Analytics Technical Stack Modernization	Supports faster builds, more performative queries, and increased data sharing across campus—including self-service for advanced analysts and data scientists—accommodated via well-documented data sets with clear access guidelines	Goal 4: IT Foundation
7	Work Study Management System (Phase 1)	Work to replace the existing 20+ year old homegrown Work Study Management System (WSMS). The UC Berkeley Work Study program, the largest work-study program in the UC System, disburses nearly \$10 million dollars in aid to students (\$6M from UCB institutional funds and \$4M from the federal government).	Goal 4: IT Foundation
8	CalCentral front end refactor from Angular to React	Modernize the technology of our student portal, CalCentral by refactoring the front end code to React.	Goal 4: IT Foundation
9	College of Computing, Data Science & Society	The Board of Regents approved the formation of UC Berkeley's College of Computing, Data Science, and Society (CDSS) in May 2023 (effective July 1, 2023). We will leverage the current SIS infrastructure. This new academic organization will leverage all functionality related to student matriculation, degree progress and graduation.	Goal 4: IT Foundation
BIT - Campus IT Experience			
1	Digital Accessibility Program	Meet deadlines for the Department of Justice consent decree for audio and video, websites on berkeley.edu and its subdomains, reporting, training, and auditor's recommendations.	Goal 4: IT Foundation
2	Google Cost Containment	Continue to contain costs in Google by reducing usage, offering opportunities for paid, additional storage, and providing clear guidance about appropriate use of the platforms. This project affects all campus roles. Through the project, we work closely with RIT to fine-tune the offering for researchers.	Goal 4: IT Foundation
3	2.0 Web Platform	Upgrade the Open Berkeley platform from Drupal 7 to Drupal 10 (Berkeley Web Builder).	Goal 4: IT Foundation
4	Endpoint Standardization + Security Modernization	Support Windows 11 deployment and abatement of Windows 10 before October, 2025 End of Life. Support roll-out of Endpoint Detection & Response software. Complete disk encryption roll-out.	Goal 4: IT Foundation

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5	Improve Customer Intake Experience	Customer intake process review and improvements, focused on reducing customer effort needed to get IT support or services; including adding contact channels and automating appointment scheduling.	Goal 4: IT Foundation
6	Storage Services Assessment for CITE	Review storage service offerings across CITE, and identify opportunities for service improvement.	Goal 4: IT Foundation
BIT - Campus IT Infrastructure			
1	Campus IT Infrastructure Daily Operations Delivery	Utilize existing, defined services to satisfy campus stakeholder service requests and resolve incidents (service problems) in a timely manner.	Goal 4: IT Foundation
2	Network Service and Infrastructure Improvements	Continue to improve the stability, usability, capability, capacity and security of Campus, data center, Wi-Fi & core network infrastructure. Implement improved or new operations and observability tools, processes, services and security architectures to support access to information, online learning, collaboration, administrative efficiency, innovation, research, and student engagement.	Goal 4: IT Foundation
3	Campus IT Infrastructure Systems Improvements and Optimization	Implement changes that maintain and improve the performance, resiliency, and security of campus infrastructure systems, including Data Center, Network, Voice, Campus Security, CCURE and Security Video, Windows and Unix systems, Virtual Servers, On-prem and Public Cloud, Citrix, Storage, Backup, Database, and Endpoint systems. Partnering with Facilities IT to help modernize the Security Alarm infrastructure for campus.	Goal 4: IT Foundation
4	Data Center / Cloud Strategy & Roadmap	Deliver onsite, offsite, and cloud project milestones that improve the utilization of existing on-prem facilities (including server and application virtualization utilizing bCloud services), prepare for moving equipment to offsite colocation facilities, and support increased self-service in the use of public cloud (AWS, GCP, and Azure) with improved Cloud Management tools. Develop backup options for researchers.	Goal 4: IT Foundation
5	Communication & Network Infrastructure in New Building Construction	Implement network and communications infrastructure, including pathway, fiber, cabling, and equipment necessary to provide modern, secure, robust services including Wi-Fi, telephony, and device network connections in classrooms, labs, student housing, and campus administrative spaces. Prioritize based on campus identified critical projects.	Goal 4: IT Foundation
6	Campus IT Infrastructure Risk and Resiliency improvement	Continue iterative implementation of compliance with IS-3 and IS-12 policies in CITI services and systems. IS-3 Projects include endpoint detection and response, logging, Active Directory and Windows Environment security enhancements, and changes required for compliance of systems on-prem, at offsite colocation, and public-cloud and in response to MSSND/ECAS audits and the 'Drake Letter'. IS-12 projects include implementation of improvements to close gaps identified in prior assessment.	Goal 4: IT Foundation
7	Campus Safety IT Infrastructure Improvements	Implement changes to building security access and security video systems that enable effective and efficient management of these campus physical security systems. Projects include security / fire alarm migration, and security / video server virtualization. Improve Security Video service definition, redesign roles/responsibilities and incorporate standard workflows and to maximize team productivity/efficiency.	Goal 4: IT Foundation
8	Voice Services Improvements	Implement voice communications infrastructure and systems roadmap, including SIP Phones, Migration from Centres to IPFlex, implementation of Avaya Workplace Call Center, Migration of voicemail to Avaya, Emergency Phone mapping, and possible integrations with videoconferencing and messaging/chat/texting services	Goal 4: IT Foundation
9	Berkeley Desktop Improvements	Identify and implement improvements to maximize the adoption of Berkeley Desktop, providing improved endpoint user experience, security, and support for campus faculty and staff.	Goal 4: IT Foundation

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10	Staff Development and Healthy Work Environment	Engage with staff to promote professional development and to continuously identify and implement shared values in how we interact and work with each other, fostering a work environment that staff feel is welcoming, inclusive, has the right work/life balance, and enables them to do their best work.	Goal 3: Diverse, inclusive IT community; trusted and strategic partners
BIT - Information Security Office			
1	UC Presidential Information Security Investment Plan	This is a compliance program mandated through a letter from President Drake to all UC locations. We have identified 5 project which are required to comply with the program outlined in the Presidential Letter: <ol style="list-style-type: none"> 1. Endpoint Detection and Response (EDR) - Agent Deployment to Managed Devices 2. Device Inventory and Tracking 3. Health Email DLP 4. Email MFA 5. Systemwide Security Training Compliance 	Goal 4: IT Foundation
2	Cybersecurity Metrics Roadmap	Data Collection Automation: Streamline data gathering. Metric Standardization: Uniform metrics across systems. Align metrics with organizations. Report to leadership to inform compliance with portions of IS3, EDR, and system-wide metrics.	Goal 4: IT Foundation
3	Alumni Digital Experience Program	This program is focused on improving the digital experience of Berkeley alumni and includes the following ISO initiatives: <ol style="list-style-type: none"> 1. Transition of technology support from CAA to bIT 2. Implementation of account claim and lifecycle management for active Alumni CalNet accounts 3. The rollout of Duo (2-Factor) to active Alumni CalNet accounts 	Goal 4: IT Foundation
4	Log Expansion to High Risk P3 Servers and Workstations	Expand the type of systems that ISO can accept logs from to better facilitate MSSEI requirements 10.1, 10.3, and 10.3 Evaluate SIEM tools to identify potential replacements for existing tools and if change is warranted perform integration with existing ISO tools.	Goal 4: IT Foundation
5	Self Service Certificate application	Implementation of a web-based SSL/TLS certificate manager application	Goal 4: IT Foundation
6	Rollout of Updated MSSEI	<ol style="list-style-type: none"> 1) Communicate and educate campus about the updated MSSEI. Includes publishing the updated Standard and implementation information, related website clean-up, informational roadshows, consulting upon request. 2) Develop and deliver a simple, web-based user interface to allow people to identify relevant MSSEI requirements based on Protection Level, resource type, priority level, and other defined parameters. 	Goal 4: IT Foundation
7	Identity and Access Management Modernization Program	A strategic transformation is envisioned for Identity and Access Management (IAM), emphasizing enhanced security and operational efficiency focusing on Access Management (AM) and Privileged Access Management (PAM)	Goal 4: IT Foundation
8	Training on MSSND for new and existing employees	This effort is based on an audit finding that UC Berkeley does not provide sufficient awareness and training to employees about our Minimum Security Standards and related Policies. Working with our partners in P&C and CERCO, we will investigate options for extending IT security policy awareness to UC Berkeley employees	Goal 3: Diverse, inclusive IT community; trusted and strategic partners

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9	IS-3 Operations	<p>Launch of operational IS-3 program of reviews, reporting, and incremental improvement:</p> <ul style="list-style-type: none"> - Annual Socreg Review: Each year, units will review and update their Socreg records. - Periodic Reviews: Units will update their IS-3 unit self-assessments every 2 to 5 years, based on unit risk level. ISO will analyze the completed assessments and prepare a report highlighting the top 3-5 risks that require remediation. - Tableau Dashboards: Tableau dashboards will be regularly updated to allow Units to track the maturity of their security program. - IS-3 Annual Theme: ISO will highlight an IS-3 related risk area each year, providing tools and resources to help units address that specific risk. 	Goal 4: IT Foundation
10	Disaster Recovery (IS-12) Improvements	Test and document roll over and roll back procedures for disaster recovery operations in SecOps and Calnet	Goal 4: IT Foundation
BIT - Strategy & Partnerships			
1	Berkeley IT Architecture Review Board	In partnership with the Berkeley IT Executive Directors and their teams, implement the v2 Architecture Review Board (ARB) and focus on establishing agreed-upon authoritative rules for bIT infrastructure and architecture, and the process for governing these via ARB.	Goal 4: IT Foundation
2	Berkeley IT Services Roadmap	In partnership with the Berkeley IT Executive Directors and their teams, outline a roadmap for Enterprise-wide applications and software replacements.	Goal 4: IT Foundation
3	Campus IT Policy Program	Develop the foundation for a bIT Policy Program with clear and rational frameworks, processes and methodologies for policy development, revision, rescission, and evaluation. Transition policies overseen by ISO to bIT.	Goal 4: IT Foundation
4	Data Access Model	Create and facilitate engagement plan to support the development and implementation of an explicit model for data access that will support the eventual implementation of IAM	Goal 4: IT Foundation
5	Next Phase IT Service Catalog	After Phase 1 of the refreshed IT Service Catalog built in ServiceNow launches in summer 2024, each year the team will take on another phase of this work toward continuous improvement of the catalog and user experience for our campus customers.	Goal 4: IT Foundation
6	Berkeley Strategic Infrastructure Roadmap	Establish a foundational multi-year infrastructure roadmap suitable to meet campus administrative, academic and research data needs (including network, cloud, data center).	Goal 4: IT Foundation
7	Evolution of One IT Strategic Plan	Working with the One IT Community, the Chief Information Officer, and the Program Planning Group to steward the One IT Strategic Plan into its next phase. Work includes alignment with the Campus Strategy, review of plan structure and process, and tracking and reporting on One IT Top Priorities.	Goal 4: IT Foundation
8	Implement Updated Berkeley Brand & Campus Communications Processes	A new brand will be launched across UC Berkeley in 2024 by Public Affairs that we will need to cascade through all bIT brand items (e.g. websites, forms, identity items, online assets, brand kit, etc.). Public Affairs will also be launching a new communications tool to replace Cal Messages which will hopefully be more robust and simplify how we send campus communications (e.g. emails, social media, and potentially a portal).	Goal 4: IT Foundation
9	IT Governance Committee Leadership and Membership Model	Work with committee chairs and members to develop model showing role-based (i.e., permanent) and temporary committee membership and rotation	Goal 4: IT Foundation
10	Onboard and Stewardship of new CIO	Consult with and provide collateral as needed to assist in accurately and quickly acclimating the new CIO to Berkeley as they onboard.	Goal 3: Diverse, inclusive IT community; trusted and strategic partners
Cal Performances			
1	Event Management System Upgrade	Migrate current Event/Venue management system to a new platform and charge a standing power user group with ongoing best practice management and enhancements.	Goal 4: IT Foundation

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2	Ticketing/Relationship Mgmt System Full Release Upgrade	Upgrade Tessitura, a shared resource among consortium partners BAMPFA and LHS, to new version release.	Goal 4: IT Foundation
3	Migrate files in personal storage ("My Drive") to shared folders managed by SPAs	Improve implementation of Google Drive for better overall management and document retention to include defining, adopting, and training on best practices.	Goal 4: IT Foundation
4	Improve onboarding/offboarding account provisioning	Improve and standardize current account provisioning process for onboarding and offboarding employees.	Goal 4: IT Foundation
5	Refresh resources for equipment inventory management and lifecycle/replacement planning	Improve accuracy of current inventory tracking tools and roadmap (timeline as well as budget) to upgrade current equipment.	Goal 4: IT Foundation
6	Improve support for hybrid workforce	Identify and implement necessary additional equipment and resources to enable high quality, high frequency hybrid meetings.	Goal 4: IT Foundation
7	Isolate voice traffic with credit card information from campus network	Complete outsourcing of PCI compliant voice communications, per Berkeley IT Voice Services directive, and retire on-premises system.	Goal 4: IT Foundation
8	Migrate credit card payment processing to Tessitura Merchant Services		Goal 4: IT Foundation
9	Isolate credit card data traffic	After Tessitura migration is complete, move credit card readers from PXSOCKET (USB) to PXHIT (Network). Migrates PCs to non-CDE networks (out of scope).	Goal 4: IT Foundation
10	General review and update of IT policies and procedures	Conduct comprehensive audit of existing internal policies/procedures and update what is outdated and/or create new to address any gaps.	Goal 4: IT Foundation
Computing, Data Science, and Society			
1	Datahub: IT policy compliance	Complete initial onboarding for IS-3 and IS-12.	Goal 4: IT Foundation
2	DataHub: Improving DataHub instructional support by increasing uptime and stability.	Provide a better user experience for instructors using the DataHub by increasing uptime, having better and understandable metrics and monitoring, expanding our CI/CD to include testing course/hub images, and automating and optimizing staff workflows. Using data gleaned from this process, determine equitable staffing levels comparable to similar services offered by this and other Universities.	Goal 1: Essential tools and data for all students
3	Statistics: Standardize course websites and public-facing content for all undergraduate Statistics classes.	We want to make it easier for instructors to make public websites for their courses that are easy for prospective students and others to discover. The website content should also be easy for future instructors to browse and build on.	Goal 1: Essential tools and data for all students
4	Statistics: Add Zoom Room functionality to departmental conference and seminar rooms	The AV solutions in our shared spaces pre-date the options that have emerged post pandemic. We want to modernize the technology in those room and ensure it is familiar and easy to operate.	Goal 4: IT Foundation
5	DataHub: Support undergraduate research on DataHub.	Pilot the teaching and performing of research on the DataHub, including the infrastructure to support and deploy a variety of projects. This would be a limited pilot, and we would apply any lessons learned before expanding this program. We will need to also need to be prepared for additional cloud costs, as well as additional funding pipelines for cost recovery and/or hard limits on cloud resources allowed.	Goal 2: Research cyberinfrastructure
6	Statistics: Help course staff deploy Shiny-based Gradebook app on DataHub.	Gradebook is a "system to make course grade calculations easy, fast, and most importantly, correct. Course grades are produced from a dataframe of assignment grades along with a grading policy file that specifies how they should be weighted when combined into a final grade."	Goal 4: IT Foundation
Controller's Office			
1	Lived Name Implementation	Implement functionality in BFS to adhere to the Lived Name policy	Goal 3: Diverse, inclusive IT community; trusted and strategic partners

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2	Data Privacy - Data Masking	Implement Data Masking on P3 & P4 level data in BFS	Goal 4: IT Foundation
3	Automate User Acceptance Tests	Create automated automated tests to replace the manual tests required by our campus partners during User Acceptance Testing	Goal 4: IT Foundation
4	Expense Module Implementation	Replace the home grown Reimbursement System with PeopleSoft's Expense Module	Goal 4: IT Foundation
5	Digital Adoption Platform Implementation	Implement a digital adoption platform to provide real time in application guidance. This tool will greatly enhance usability of BFS.	Goal 4: IT Foundation
6	Broadening Service Focus	Broaden the stakeholder group in order to better the leverage the functionality within BFS	Goal 4: IT Foundation
7	Security Role Cleanup	Simplify the security roles in BFS and provide definitions for the access provided by the roles.	Goal 4: IT Foundation
8	CDS Replacement	Replace the home grown Campus Depository System with Cash Receipts functionality in BFS	Goal 4: IT Foundation
Demography			
1	Complete migration of Demography servers to Warren Hall Data Center	Demography has a server cluster that has been self managed located in the basement of its old location on Piedmont Ave. Department has since moved and must stabilize and secure the legacy servers.	Goal 2: Research cyberinfrastructure
2	Obtain and curate research data (NTIS/DMF) for storage and compute in the Secure Research Data and Compute (SRDC)	Our department works with sensitive and restricted use government data. We have been working with an external cybersecurity firm and our partners in Research IT to complete a major audit of our compute platforms to acquire the data	Goal 2: Research cyberinfrastructure
3	Continue evaluating campus solutions for departmental research computing	Currently we rely primarily on our servers for many compute applications; we are continuing to explore available campus solutions to see if they fit our needs	Goal 2: Research cyberinfrastructure
Engineering IT			
1	Web Accessibility	Establish web accessibility reporting and procedures for College of Engineering websites by informing faculty and staff with Siteimprove accessibility reports.	Goal 3: Diverse, inclusive IT community; trusted and strategic partners
2	Administrative Excellence	<ol style="list-style-type: none"> 1. Align resources to provide departmental and administrative applications. 2. Create Academic Personnel Lecturer application; create campus integration with Coursera. 3. Utilize ITCS and EECS Help Desk for staff device support. 4. Sunset legacy applications -- evaluate application portfolio and leverage campus systems. 	Goal 4: IT Foundation
3	Email infrastructure improvements	Numerous mail servers, list servers, and mail delivery paths throughout the EECS Dept need updating. This is due to hardened email delivery guidelines from Google, Yahoo, and campus, as well as updates needed that include OS upgrades, conversions from sendmail to postfix, TLS and DKIM-signing, and improvements to our own SPF and DMARC records.	Goal 4: IT Foundation
4	Instructional Infrastructure Upgrade	Lab computers and instructional servers in EECS are 12+ years old. Update and refresh the lab computers and instructional servers infrastructure to improve the teaching and learning environment for the students.	Goal 1: Essential tools and data for all students
5	Continuity planning	Expand documentation so that each department served by ADCG has at least a baseline level of documentation to make staff transitions less painful and to limit security vulnerabilities caused by lack of knowledge. Work with team members to develop their skills and grow their careers in areas that they find meaningful while considering strategic opportunities to cover job functions that need or will need coverage in COE.	Goal 3: Diverse, inclusive IT community; trusted and strategic partners
6	System OS upgrades	Much of our infrastructure, as well as client machines, run on RedHat 7, which goes EOL on 6/30/23. Using the campus RedHat Satellite server, we are upgrading and installing machines with RedHat 8 and RedHat 9.	Goal 4: IT Foundation

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7	Remote Access	Identify and implement a replacement strategy for remote GUI access to instructional and research machines due to the X11 deprecation.	Goal 2: Research cyberinfrastructure
8	Network simplification	Refresh building routers to align with campus standards. Re-architect EECS DNS service and EECS network monitoring.	Goal 4: IT Foundation
Environmental Health & Safety			
1	Controlled Substances web application	Implement new web application to replace old MS Access db	Goal 2: Research cyberinfrastructure
2	Redo Laser Safety web application	Implement revisions to Laser Safety web application	Goal 4: IT Foundation
3	BUA data sync with UC RSS	Implement new process to sync BUA data between UC RSS and BOPR / L@B Roster	Goal 4: IT Foundation
4	Finish Building Emergency Plan (BEP) app	Incorporate feedback from OEM and deploy to production	Goal 4: IT Foundation
5	Retire EHS Filemaker server	Migrate remaining Filemaker dbs to alternative technologies	Goal 4: IT Foundation
6	Edge Device Standards Compliance	Implement process to maintain compliance	Goal 4: IT Foundation
7	Review and Prioritize EH&S technical resources	Review time allocation to projects and Re-evaluate the way IT staff resources are distributed to projects.	Goal 4: IT Foundation
8	Integrate Core Applications with UCOP - RSS	EH&S will integrate core applications that support campus safety programs with Risk and Safety Solutions (UCOP). EH&S will continue to work closely with RSS in order to ensure that both groups are collaborating as effectively as possible. Both groups provide a variety of services to the same campus population. Sharing core data about research groups, campus locations, and departmental affiliations, helps us eliminate duplications in work effort and also maximize work efficiencies across the teams.	Goal 2: Research cyberinfrastructure
Facilities Services IT			
1	Mapping - Campus Archives Document Management	Complete migration to Perceptive Content; plan user-friendly launch of new platform (webinars, in-person trainings, FAQs, supporting documents).	Goal 3: Diverse, inclusive IT community; trusted and strategic partners
1	FSOPS- Integrate EMS Infrastructure within FSIT server infrastructure.	2 HyperV machines + networking nodes were absorbed into FSIT security context. FSIT now manages all network access and communication	Goal 4: IT Foundation
1	Maximo - complete minor upgrade to v.7.6.3	Need to complete minor upgrade prior to major upgrade.	Goal 4: IT Foundation
2	Maximo - Business Process Improvements	Evaluate system integrations to improve workflow processes with UCB Financial systems	Goal 3: Diverse, inclusive IT community; trusted and strategic partners
2	FSOPS- Implement consistent automated backup strategy for all critical FS devices and relevant shareholders.	Commvault and VM Golden copies are consistently inspected on a monthly basis	Goal 4: IT Foundation
2	Mapping - Enterprise GIS	Stabilize and share utility maps on the Enterprise GIS platform; support that work with landing pages, user support, and trainings.	Goal 4: IT Foundation
3	IS-3 and IS-12 Compliance	Address IS-3 self-assessment recommendations. Evaluate IS-12 compliance requirements	Goal 4: IT Foundation
3	Mapping - Floor Plan Updates	Solidify processes for updating campus building floor plans, and importing those floor plans into ArcGIS Indoors.	Goal 4: IT Foundation
3	Maximo - prepare for major upgrade to v.8	Major upgrade required before Sept.2025. End of life for support of current versions	Goal 4: IT Foundation
4	FSOPS-Reduce Facilities Services Carbon Footprint	Reduce and streamline the amount of resources Facilities Services uses to maintain Campus environment. (Servers, data, switches)	Goal 4: IT Foundation
5	FSOPS-Continue to document successful day to day work process resolutions to avoid double effort	Continue to develop documentation of existing processes for future reference	Goal 3: Diverse, inclusive IT community; trusted and strategic partners

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6	FSOPS- Reorganize storage space to streamline provisioning of equipment	Fsops has a lot of equipment and devices. Existing space will be reorganized to consolidate and organize inventory. Locations will be clearly labeled and documented.	Goal 3: Diverse, inclusive IT community; trusted and strategic partners
Goldman School of Public Policy			
1	Standardize GSPP hybrid classroom equipment and student printing resources.	Standardize all A/V equipment across GSPP classrooms to ensure a consistent hybrid learning experience. Continue updating the current documentation for each classroom setup. Also, continue supporting our new student printing service.	Goal 1: Essential tools and data for all students
2	Implement new ITSM solution to optimize GSPP IT processes.	Implement a new ITSM software to provide appropriate technical support and inventory management solutions. Communicate the new services to the appropriate users, document each services' processes, and provide training as needed.	Goal 4: IT Foundation
3	Standardize GSPP research IT process and systems.	Ensure the appropriate research IT services are leveraged by standardizing GSPP research IT infrastructure. Document and communicate the new GSPP research IT standards.	Goal 2: Research cyberinfrastructure
4	Standardize secure data storage options for appropriate professors, researchers, and students.	Document and implement secure data storage methods to ensure P4 data at rest uses industry-accepted encryption technologies. Coordinate with GSPP IT and ITCS to enable full disk encryption for all endpoints that access P4 data.	Goal 4: IT Foundation
5	Document and implement a process for communicating each of the following services to faculty/research staff/GSRs: (a) Data Protection and Availability Levels, and (b) virtual research options offered at AEoD, SRDC, and BRC HPC.	Ensure the most recent Data Protection and Availability Levels are communicated to active research staff and GSRs; implement proper data protection/availability measures to appropriate devices	Goal 4: IT Foundation
Graduate Division			
1	Implement Multi-Year Funding student funding functionality in the Campus Solutions Student Information System	Conduct user acceptance testing, facilitate training graduate student affairs officers to help train others across campus, configure the new system and release both the new award entry and commitment modules	Goal 4: IT Foundation
2	Implement upgrades to Graduate Admissions system	Build upon existing functionality in the Slate Graduate Admissions system to better automate the generation of student funding letters in compliance with the UAW contract	Goal 4: IT Foundation
3	Encryption - Encryption for Data on Removable Media or Mobile Devices	Document and implement secure data storage methods that follow the Data Encryption on Removable Media Guideline to ensure that removable media or mobile devices use industry-accepted encryption technologies.	Goal 4: IT Foundation
4	Asset Management - Formal Inventory of Assets	Establish a formal inventory of Institutional Information and IT Resources helps Graduate Division appropriately apply campus security policies to its assets.	Goal 4: IT Foundation
5	Asset Management - Socreg Registration	Complete registration for all P3 and P4 applications in Socreg and document and implement a process to update registrations upon changes and to review the registrations on an annual basis.	Goal 4: IT Foundation
6	Compliance with External Requirements - Applicable Laws, Regulations, Agreements, Contracts, External Obligations, or Grants and Periodic Review	Continue attending the UC Director's meetings, webinars, and consulting with other campuses on data security and compliance with privacy laws and regulations. Document and implement a process to implement information security compliance requirements. Work with the VPGS to report to the CISO any non-compliance with legal and contractual requirements related to information security.	Goal 4: IT Foundation
7	Risk Management Process - MSSEI SSPs for Protected Data Applications	Determine which protected data applications used by Graduate Division that are enterprise-wide or are specific to Graduate Division. For each application that transmits P4 data ensure a MSSEI SSP has been submitted to ISO. Document and implement a process to update upon changes and to review all MSSEI SSPs on an annual basis.	Goal 4: IT Foundation
8	Enterprise Backup Strategy and Berkeley Desktop Implementation	Develop a roadmap for a phased approach to identify campus backup needs, deploying, and maintaining campus services	Goal 4: IT Foundation

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Letters & Sciences IT			
1	IS3 Compliance and recommendation implementation	Work through recommendations from IS-3 review for the LSCore division	Goal 4: IT Foundation
2	IS3 Compliance and recommendation implementation	Provide consultative assistance to LS units outside of the LSCore division regarding IS3	Goal 4: IT Foundation
3	Website security and accessibility posture improvement (ongoing)	Continue to work with units within the larger College of Letters and Science in providing consultation and advice on how they can work towards making positive improvements in their security risk posture as well as ensuring compliance with website accessibility by meeting or exceeding accessibility standards	Goal 1: Essential tools and data for all students
4	SocReg Clean-up	Effort to standardize the naming convention, ensure appropriate security contact information, ensure proper network segmentation and documentation. This will help IT service providers can provide service delivery accurately and efficiently, security concerns are addressed timely and with the appropriate security contacts being informed. There are areas where LSIT can take full action and others where we have to partner with units in and out of LS to help make this happen.	Goal 1: Essential tools and data for all students
5	Academic learning lab standardization and policy adherence consultations	Ongoing review of security risks in academic learning spaces within the college at large as units reach out for consultation (IS3/IS12 related)	Goal 4: IT Foundation
6	Active Directory Clean-up and Migration (ongoing)	Active Directory cleanup and migration from LSIT managed OUs to ITCS managed OUs for College at large.	Goal 4: IT Foundation
7	Review and assess turnkey hybrid meeting space needs within the College and the resources needed to provide support possibly from a shared model within the college	Looking to discover where commonalities in technology and need that currently exist may be leveraged in order to assess what a service based support model can look like. Currently each department within each division may be handling things independently.	Goal 4: IT Foundation
8	Identify additional local IT support needs within the college that are not met by central service providers	Review and assess what additional technical support is still needed within the college. Preliminary IS3 assessments have added insight into areas of technical support previously unidentified. The post pandemic campus activities have also changed much of our work and wfh culture and with a college as large as L&S, some areas of concern and/or interest are coming to light.	Goal 4: IT Foundation
Office of Emergency Management			
1	OEM/EOC Tech Enhancements	Review current department and Emergency Operations Center technology capabilities and upgrade equipment and software to align with emergency management best practices for UC Berkeley.	Goal 4: IT Foundation
2	Continuity Planning Policy Integration with IS-12	Finalize the Continuity Planning Policy and IS-12 IT Disaster Recovery collaboration process to support departments working on both.	Goal 4: IT Foundation
3	IT Emergency Response Plans	Review and enhance existing IT emergency response plans for cyber threats and data infrastructure failures through OEM support. Incorporate those plans into OEM trainings and exercises.	Goal 4: IT Foundation
4	Security Camera Infrastructure	Finalize gap analysis, identify solutions for current blindspots, and determine strategy for updating existing hardware.	Goal 4: IT Foundation
5	IT Product/Platform Trainings	Determine training requirements for all IT systems utilized by OEM and avail training opportunities to end-users.	Goal 4: IT Foundation
6	UC Ready Clean Up and Maintenance Foundation	Review existing data in UC Ready, identify and scrub outdated information, and create a data maintenance plan.	Goal 4: IT Foundation
Office of Ethics, Risk, & Compliance Services			
1	P4 storage solution with collaboration capabilities (in addition to CalShare)	Some divisions in our Unit work with sensitive data, that can rise to the P4 level. Though we can use CalShare and Perceptive Content for storing sensitive data, our constituents prefer to use more collaborative tools such as Box or Google Drive.	Goal 4: IT Foundation

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2	Integrated case management systems	Across different offices, the campus currently uses (and pays for) a multitude of different case management systems for matters that include sensitive data (in some cases P4). iSight, Advocate, Osnum, Navex are just some of the examples. Other case management needs (Police Accountability board, faculty conduct, etc.) are met without a system, e.g., by storing files on Box and communicating via email. For both business purposes and privacy, it would be better to have an integrated system with different tiers for specialized access.	Goal 4: IT Foundation
3	Research alternatives to Everlaw for e-discovery	Everlaw is an expensive third party platform for uploading and searching records for purposes of e-discovery	Goal 4: IT Foundation
4	a ticketing system of some kind for requests that come in to the Privacy Office	The Privacy inbox is managed by a team and it is challenging to know who is addressing what. A ticketing system would be enormously helpful.	Goal 4: IT Foundation
Optometry IT			
1	Optometry Epic Migration	The School of Optometry is partnering with UCSF Health to transition our clinical practice to Epic, a leading electronic health record (EHR) system.	Goal 4: IT Foundation
2	Emeryville Optometry Clinic	The School of Optometry is opening a new satellite campus in Emeryville that will deliver an integrated model of pediatric eye care and vision health. The Emeryville clinic is an expansive 29,000 square feet, which will double our current clinic capacity.	Goal 4: IT Foundation
3	Eyefinity Practice Management	We are planning to evaluate/migrate VSP's Eyefinity Practice Management solution for our optical practice.	Goal 4: IT Foundation
People & Culture			
1	Employee & Labor Relations (ELR) implementation of HR Service Hub (ServiceNow)	The Employee & Labor Relations (ELR) group is working in partnership with Berkeley IT's ServiceNow Team and BRS - HR to launching a new module that will be used to conduct all ELR work using the HR Service Hub (ServiceNow). This will enable better case tracking, communication, transparency, collaboration, workload metrics, reporting and more.	Goal 4: IT Foundation
2	Disability Management Services/Accommodations implementation of HR Service Hub (ServiceNow)	Disability Management Services is going to implement the Accommodations module of HR Service Hub to track the accommodations provided to employees on campus.	Goal 4: IT Foundation
3	Automating Achieve Together Forms into Perceptive Content	Automate the move of Achieve Together Forms from the Achieve Together system into the employee's online Personnel file in Perceptive Content.	Goal 4: IT Foundation
4	Achieve Together Completion Reporting within Achieve Together system	Making UCPath data available in an EDW View to be used by the Achieve Together system when creating reports. Providing accurate, just in time employee data to be used when reporting on the Check-in conversation completions. Currently CalAnswers data must be merged with Achieve Together data before reporting can be accomplished.	Goal 4: IT Foundation
5	Data acquisition from the Service Hub	Create/enhance the API to pass data from the service hub application to any of our current data repositories so downstream consuming systems have access to the data.	Goal 4: IT Foundation
6	Integrate RPA with UCB/UCPath systems	We want to be able to use microsoft power automate (which we already get included in the MS suite of products) to run bots on a scheduled basis which requires service accounts that are not associated with humans.	Goal 2: Research cyberinfrastructure
Public Affairs			
1	Internal communications platform	Implement the Cerkl Broadcast internal communications software suite to replace the current CALmessages system and provide much-needed additional functionality to modernize the internal communication strategy at Berkeley.	Goal 4: IT Foundation
2	Brand refresh implementation	Implement changes to the Berkeley brand as a result of the Berkeley/Cal Identity work. This refresh is anticipated to require logo, color, typography and graphic element updates across several digital platforms including campus websites.	Goal 4: IT Foundation

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3	Berkeley News website issues	Following the migration of the Berkeley News website to the iPR platform persistent issues are causing us to reevaluate the strategy and consider a possible move to another platform.	Goal 4: IT Foundation
4	Open Berkeley look and feel exploration	Refresh the look of the Open Berkeley platform to ensure it continues to meet the needs of the campus community and moves the campus closer to having a unified website solution.	Goal 4: IT Foundation
School of Journalism			
1	Improve Classroom Experience For Students & Instructors	Improve Classroom Experience For Students & Instructors	Goal 2: Research cyberinfrastructure
2	Create Turnkey Hybrid Meeting Space	Create Turnkey Hybrid Meeting Space	Goal 1: Essential tools and data for all students
3	Provide Inclusive And Equitable Access To Our Digital Content (Accessibility)	Provide Inclusive And Equitable Access To Our Digital Content (Accessibility)	Goal 1: Essential tools and data for all students
4	Upgrade Local Area Network	Upgrade Local Area Network	Goal 4: IT Foundation
5	Digitize Masters Theses Projects	Digitize Masters Theses projects to allow broader, secure access to research from archived files.	Goal 2: Research cyberinfrastructure
School of Social Welfare			
1	Sunset long-running, 30ish employee soft-funded research center: CalSWECC	As required, archive and transfer/migrate data and deliverables from CalSWECC sponsored projects.	Goal 2: Research cyberinfrastructure
2	Evolution of Classroom tech A/V and associated campus partnerships	Course Capture implementation, Conference Room upgrades	Goal 3: Diverse, inclusive IT community; trusted and strategic partners
3	Shared Drives and internal fileshare organization and storage guidance (incl. CalGroups, SPAs and organizational structure). Includes corresponding Onboarding/Offboarding procedures.	Develop structure and migration guidance to better organize departmental use of Google Drive and facilitate knowledge transfer.	Goal 4: IT Foundation
4	Website/Intranet workaround > Internal Handbook (Permissions set via Calgroups or Google Doc with UCB only access)	Ensure public facing website and contents are accessible. Direct employees to one place.	Goal 4: IT Foundation
5	IS-3 & IS-12 & MSSEI	Support required policies and develop internal structures to better meet requirements within the unit.	Goal 4: IT Foundation
University Development and Alumni Relations			
1	Replacing UC Berkeley's Fundraising and Engagement Systems: CADS Replacement	Modernize UDAR's technology and data management ecosystem to track all aspects of the constituent relationship and engagement cycle: from communications, to advocacy, to volunteering, to events, to solicitations, to giving, stewardship, and fund management	Goal 4: IT Foundation
2	Online Alumni Engagement	Implement the alumni Portal and include mentoring, careers, as well as alumni directory. This includes decommissioning @Cal.	Goal 4: IT Foundation
3	IS-3	Implement and ensure UC Berkeley's fundraising related apps, data and infrastructure are aligned with the compliance for UC's Electronic Information Security Policy, IS-3. As part of P4 level data scan, security and protection, this also includes endpoint detection and response (EDR), logging, Active Directory and Windows Environment security enhancements, and changes required for compliance of systems on-prem, at off site colocation, and public-cloud.	Goal 4: IT Foundation

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4	IS-12	Implement and ensure that UC Berkeley's fundraising related apps, data and infrastructure adhere to UC's IT Recovery policy, IS-12. As part of executing the policy on Safeguards, Security and Emergency Management, this includes planning for disaster recovery, business continuity, assigning appropriate recovery and availability levels.	Goal 4: IT Foundation
University Health Services IT			
1	EPIC Project (EHR Migration) - Work with UC Davis Health as our Epic Hosting Partner to implement Epic at UHS by the Summer on 2025	Work with UC Davis Health to implement Epic at UHS for Student Health, Student Mental Health, Sports Medicine, and Occupational Health. This is significant multi-year migration project impacting nearly every department and business unit at UHS.	Goal 4: IT Foundation
2	UHS Laboratory Information System Upgrades- Epic and Beaker Implementation for UHC Clinical Lab	Support the UHS Lab (and new Lab Manager) through significant operational and system changes. Migrate LIS from Orchard to Beaker and implement Epic and new Epic workflows. Build interfaces with Epic and outside reference Labs. Consider implementing UCDH as our UHS Reference lab.	Goal 4: IT Foundation
3	UHS Pharmacy System Upgrade - Epic and Willow Implementation for UHS Pharmacy	Support the UHS Pharmacy operations. Migrate from ProPharm to Willow. Implement all new Epic and Willow workflows. Build interfaces with Epic/Willow and SureScripts and PBM for pharmacy insurance billing.	Goal 4: IT Foundation
4	UHS Radiology Systems and workflow Upgrades - Epic, Radiant, and PACS implementation	Support the UHS Radiology operations. Migrate from Nuvodia to Epic/Radiant and UCDH PACS. Implement all new Epic and Radiant workflows. Build interfaces with UCDH PACS and Radiology Department.	Goal 4: IT Foundation
5	STUDENT HEALTH INSURANCE (SHIP) support (possible transition to UC SHIP or changes to Wellfleet)	Support the possible transition to UC SHIP or changes to Wellfleet SHIP. Build billing and claims interfaces with new Epic environment.	Goal 1: Essential tools and data for all students
6	STUDENT MENTAL HEALTH SUPPORT (Campus Mobile Crisis Response (CMCR), MIOP, Mental Health Portal; Stepped Care model)	Support the Student Mental Health teams with ongoing implementation of the Stepped Care model. Help teams evaluate and balance technology implementation efforts as we maintain PnC (short term) and as we implement Epic (longer term). Epic implementation includes the Epic Behavioral Health module.	Goal 1: Essential tools and data for all students
7	UHS-IT STAFFING AND ORG DEVELOPMENT - Focus on the UHS-IT "Team", culture professional development, DEIBJ initiatives, and changes related to Epic	Focus on building/growing an agile and resilient UHS-IT TEAM; Retrain Team in preparation for Epic; complete position reclassifications and promotions; succession planning for staff members planning retirements. Continue to implement Agile project management processes and practices; create a culture of growth, development, and opportunity for UHS-IT.	Goal 3: Diverse, inclusive IT community; trusted and strategic partners
8	Endpoint workstations upgrades for Win 11 and Epic	Continue to test and implement Windows 11 workstations throughout UHS. Confirm endpoint requirements for Epic and begin replacing and upgrading endpoints as necessary.	Goal 4: IT Foundation
9	SECURITY (and Privacy) COMPLIANCE - Implement a corrective action plan as prioritized from our recent Security Risk Assessment, and Privacy Assessment	Perform a comprehensive HIPAA approved Risk Analysis of the extended UHS system and prepare a risk assessment report for Campus Leadership; support AAAHC accreditation and audit.	Goal 4: IT Foundation
10	GOVERNANCE and STRATEGIC PRIORITIZATION - IT Governance that supports UHS Strategic Goals and Healthcare Innovation; Balance support for existing systems with priority to implement Epic	Continue to leverage CORE and UHLT Teams to guide UHS-IT priorities (and the EPIC Project); reevaluate how IT uses our various governance and leadership Teams to set strategic priorities; balance innovation projects with Epic implementation priority (stop work in PnC as we prioritize Epic).	Goal 4: IT Foundation
Vice Chancellor Research Office			
1	Accessibility compliance on Vice Chancellor for Research Office website	Ensure compliance with UC Accessibility Policy and DOJ Consent Decree on vcresearch.berkeley.edu	Goal 3: Diverse, inclusive IT community; trusted and strategic partners