

Berkeley PUSHES THE BOUNDARIES OF KNOWLEDGE, CHALLENGES CONVENTION AND EXPANDS OPPORTUNITY TO CREATE THE LEADERS OF TOMORROW.

ONE IT Berkeley's IT professionals work together to provide the tools, data, and infrastructure the campus community needs to continue to grow as the world's greatest public research university.

Key Strategies from Berkeley's 10-Year Vision

Berkeley empowers engaged thinkers and global citizens to change our world.

Berkeley focuses on the good to address society's great challenges.

Berkeley embraces the California spirit: diverse, inclusive, entrepreneurial.

One IT Goals to Support Campus Strategies

G1 Provide all students the essential tools and data they need to be engaged thinkers and global citizens.

G2 Develop the research cyberinfrastructure Berkeley needs to address society's great challenges and to share knowledge for the public good.

G3 Create a diverse and inclusive community of IT professionals who are trusted and strategic partners with the campus, alumni, and the public.

Priorities for FY19:

- Digital Learning Initiative
- Student Computing @ Cal
- SIS Phase 2
- New Advising Tools for the Student Experience

Priorities for FY19:

- Secure Research Data and Computation
- Support for the Data Science Initiative

Priorities for FY19:

- Accessibility Focus
- Diversity and Inclusion Program
- IT Professional Development

Berkeley's IT Foundation

G4 Sustain the IT foundation for campus faculty, staff, students, and alumni. Improve campus IT systems and infrastructure through innovation, sustainable funding, campus governance, and organizational evolution. Support all One IT goals and campus strategies above.

Priorities for FY19:

- Widespread Deployment of Next Generation Wi-Fi for All
- bSecure: Enhance the Security of Campus Network and Applications
- UC Path
- Cal1Card Technology Replacement
- IST Infrastructure/Active Directory for Campus Units
- Secure Resources to Stabilize "At Risk" Common Good Services
- Technologies to support the New Campus Campaign

One IT Strategy Statement for FY18-19

With the publication of the new [UC Berkeley Strategic Plan](#) in December 2018, 60 leaders of the One IT community met in an all-day workshop on January 9, 2019 to align One IT goals and priorities with the campus' key long-term strategies. We will continue to do this as the campus refines its strategic plan through FY20.

The campus is now in the fifth consecutive --- and, we hope, final --- year of budget cuts. IT units continue to operate essential services as efficiently as possible; fix at-risk IT services and projects; launch a small number of critical new initiatives; develop and retain staff; and build an inclusive One IT community.

On this and the next page please find summaries of the top IT priorities for FY19 and the start of FY20. These are organized by the three major campus strategies and by the provision of core IT systems and infrastructure all of the campus relies on for its day-to-day work --- the campus' IT foundation. These top IT Priorities represent only a small fraction of the totality of One IT work. Detail of plans and top tactics from 23 campus IT units begins on page 5.

Campus Strategy: Berkeley empowers engaged thinkers and global citizens to change our world.	
G1 One IT Goal 1: Provide all students the essential tools and data they need to be engaged thinkers and global citizens.	
IT PRIORITIES	Digital Learning Initiative: Integrate Digital Pedagogy, Digital Content, and Digital Learning Analytics in support of innovation and access for teaching and learning by leveraging partnerships. (Lead: Research, Teaching and Learning or RTL; Library,)
	Student Computing @ Cal: Transform the entire student computing experience at UC Berkeley while reducing redundancy and creating new services that can scale across campus. (Lead: Student Affairs IT; Library; and Research, Teaching and Learning)
	SIS Phase 2: Complete the work remaining from the original implementation effort which will improve the effectiveness, stability and performance of our new Student Information System (SIS), CalCentral, and associated third-party systems. This effort will leverage the delivered features in the new system and provide tools for continuous service improvements. (Lead: Student Information Systems)
	New Advising Tools for the Student Experience: Expand advising tools to enable more efficient and effective advising support and improve student success. (Lead: Research, Teaching and Learning; Student Information Systems; College of Engineering; Athletic Study Center; and College of Letters and Science)
Campus Strategy: Berkeley focuses on the good to address society's great challenges.	
G2 One IT Goal 2: Develop the research cyberinfrastructure Berkeley needs to address society's great challenges and to share knowledge for the public good.	
IT PRIORITIES	Secure Research Data and Computation: Support faculty, students and postdocs working with sensitive data by providing consulting expertise and coordinating efforts among the campus offices that are involved in reviewing data use agreements and security plans. (Lead: Research, Teaching and Learning; VCRO)
	Support for the Data Science Initiative: Grow capacity and capabilities among One IT staff to support key data science tools and infrastructure including kubernetes and jupyterhub. (College of Engineering IT; Research Teaching and Learning; Data Science Division; and IST: Data Platform Services)

G3 One IT Goal 3: Create a diverse and inclusive community of IT professionals who are trusted and strategic partners with the campus, alumni, and the public.

IT PRIORITIES	<p>Accessibility Focus: Drive and promote all campus units to improve the accessibility and usability of all campus websites and online resources, with special emphasis on critical services, digital learning resources, and online course content, all of which are integral to our students, staff, faculty, alumni and the public. (Lead: Chief Technology Officer; Partners: RTL; IST-API; DSP; Library; VCAF ADA compliance officer; SAIT; Berkeley Law IT; University Relations; Letters and Science; and Public Affairs).</p>
	<p>Diversity and Inclusion Program: Integrate equity, inclusion, and diversity into all areas of IT on campus by actively engaging UC Berkeley’s IT community via new programs, training, and research, all underlaid by our campus principles of community. (Lead: Office of the CIO)</p>
	<p>IT Professional Development: Support career growth for the One IT community through professional development opportunities that emphasize leadership, management, job exploration and the development of skills needed to facilitate, broker, and integrate IT solutions for the campus community. (Lead: Office of the CIO)</p>

Berkeley’s IT Foundation

G4 One IT Goal 4: Sustain the IT foundation for campus faculty, staff, students, and alumni. Improve campus IT systems and infrastructure through innovation, sustainable funding, campus governance, and organizational evolution. Support all One IT goals and campus strategies above.

IT PRIORITIES	<p>Widespread Deployment of Next Generation Wi-Fi: Improve the density and capacity of our Wi-Fi network and expand coverage for the campus over the next several years to improve performance, stability, and reliability; improve the campus user experience; increase the efficacy of our Wi-Fi network; and better support teaching and learning and research. (Lead: Infrastructure Services - Telecom)</p>
	<p>bSecure: Enhance the Security of Campus Network and Applications. Enhance the campus security environment by replacing aging network (firewall and VPN) technologies, plus offering additional threat prevention and enhanced security services on campus networks. (Lead: Information Security and Policy)</p>
	<p>UCPath: Consolidate all the UC payroll and human resource systems into one to create a UC-wide shared services center that centralizes transactional benefits and payroll work. (Lead: Administrative IT)</p>
	<p>Cal1Card Technology Replacement: First year of a 5-year project to replace the Cal1Card technology, beginning with RSSP systems for point of sale transactions and residence hall door access, and establishing a Cal1Card usage policy for the campus. Future years of the project will address increasing the security of the card technology itself, with impacts on many campus departments that utilize the Cal1Card for building access, attendance tracking, and more. (Lead: Student Affairs IT)</p>
	<p>Active Directory and IST Infrastructure: Bring in additional campus AD environments behind the secure perimeter, providing a new and more secure way for system administrators to work across campus. (Lead: Data Platform Services; Partners Engineering, Intercollegiate Athletics; Hass Technology Solutions.)</p>
	<p>Secure Resources to Stabilize “At Risk” Common Good Services: Develop and implement a common approach / framework for assessing the quality of campus IT services, identify critical services deemed “At Risk of Failure” because they are operating with resources (people and funding) below a level acceptable to meet campus requirements, and engage with campus executives and IT governance groups to address. (Lead: Office of the CIO)</p>
	<p>Technologies for the New Campus Campaign: Align and invest significantly in UDAR data and technology to support the new Campus Campaign. Improve reporting, dashboards, and analytics for fundraisers and improve data capture and data exchange to tie multiple fundraising systems together across campus. (UDAR)</p>

The One IT community builds from the campus’s new “strategic planning foundational values and principles” as we implement our One IT Strategic Plan.

Strategic planning foundational values and principles

Berkeley’s strategic plan is founded on our core institutional values and commitments:

1 Diversity—
Broadly conceived and expressed in the composition of our faculty, students, and staff; and the breadth and inclusiveness of our academic programs, research enterprise, and public service.

2 Excellence—
An unwavering commitment to maintaining Berkeley’s role as a research university of the very highest quality in all of its endeavors.

3 Innovation—
In the spirit of California’s position on the nation’s geographic, social, and intellectual frontier, as well as Berkeley’s historic place at the forefront of scientific and academic research and social movements, a drive to constantly push the boundaries of knowledge in our research and scholarship, as well as in pedagogy, instructional technology, and operations.

4 Public Mission—
Consistent with our founding as California’s land grant university and with the state and federal support that has contributed to our success, a commitment to expanding opportunity; to egalitarian and democratic values; to research and scholarly work that serves our community, our state, our nation, and the world; and to the fostering in our students, faculty, and staff of a strong ethic of public service and social justice.

5 Accountability and Transparency—
Consistent with our public mission and our belief in the intrinsic value of knowledge and information, a commitment to transparency in our operations, sound stewardship of our resources, and honest and respectful dealings with all members of the campus community as well as the larger society we serve.

Twenty-three campus IT Units are helping to lead One IT work on campus. The following pages include the top 10 operational and project priorities for FY19 for each of these units.

23 IT Departments Across Campus Carrying out 200+ Tactics to Support UC Berkeley

1. Berkeley Law IT	13. IST: Student Affairs IT
2. Engineering IT	14. IST: Student information Systems
3. Environmental Health and Safety IT	15. Letters and Science IT
4. Facilities Services and Capital Strategies IT	16. Libraries IT
5. Haas Technology Solutions	17. OCIO: Office of the Chief Information Officer
6. Intercollegiate Athletics IT	18. OCIO: Information Security Office
7. IST: Architecture, Platforms and Integration	19. OCIO: IT Client Services
8. IST: Data Platform Services	20. Research, Administration and Compliance IT
9. IST: Enterprise Applications	21. Research, Teaching and Learning
10. IST: Enterprise Data Warehouse	22. University Development and Alumni Relations IT
11. IST: Infrastructure Services	23. University Health Services IT
12. IST: Infrastructure Services - Telecom	

ReIT Strategic Plan Appendices: Top Tactics for 23 IT Departments FY19

(updated October 2018)

Berkeley Law IT		Top Tactics for FY 19	
Data management 1		Data management initiative - Phase One	
Data management 2		Data management initiative - Phase Two	
Hybrid LLM		Launch of Hybrid PLLM degree program	
Coursera/edX		Launch a series of online Coursera/edX specialization/certificate programs.	
SIS		Find ways to leverage the new student information system to streamline law school business processes.	
Off-site infrastructure		Build out off-site infrastructure to support research and public service affiliated groups.	
Tableau		Adopt Tableau for data visualization in the service of our development activities, recruitment of students, and financial analysis.	
Engineering IT		Top Tactics for FY19	
Support department and college business functions		Create new applications as needed and continuously improve existing applications that support departmental and college business functions.	
Instructional services		Increase support for instructional services for large scale, including Autograding and remote access.	
Wireless		Reduce the number of personal hotspot wireless access points and improve the placement and number of sanctioned access points in buildings managed by campus to improve quality of wireless service.	
Website and social media		Provide a useful and accessible web site and social media presence with up-to-date information that supports the goals of the departments.	
Classroom technology		Upgrade technology in classrooms.	
Accessible courses		Increase the ability of courses to be accessible entirely by laptops, thereby reducing the need for hardware in instructional labs. Based on the success of JupyterHub for Data Science Education, make datahub.berkeley.edu available to larger campus community.	
Cloud Computing		Create more centralized management of research use of cloud computing resources. Utilize Kubernetes or similar solutions.	
Alignment with Research IT		Increase the alignment of research IT staff through better organization and communication.	
Commodity services		Retire physical and virtual servers providing commodity services in departments, infrastructure, and instructional support. Increase the number of virtual servers and containers supporting non-commodity IT services.	
Pantheon		Migrate remaining departmental websites from local servers to Pantheon and WPEngine.	
Environmental Health & Safety IT		Top Tactics for FY19	
Integrate core applications with UCOP		Integrate core applications that support campus safety programs with Risk and Safety Solutions (UCOP).	
Web Application		Redesign and rebuild our existing web application for managing EH&S recharges (Services Recharge System).	
Safety Training Assessment and Records Tool (SMART)		Begin a staggered roll out of Safety Training Assessment and Records Tool (START). START is a web application designed for use by every supervisor on campus to assess the safety training needs of their direct reports, and monitor compliance with that training.	
Google Cloud platform		Convert all of our web-based applications to run on the Google Cloud Platform (Kubernetes).	

Facilities Services & Capital Strategies IT		Top Tactics for FY19
Maximo Upgrades	Upgrade Maximo application platform to current release (7.6.x) and underlying websphere platform.	
Maximo Single Sign-on	Incorporate CalNet authentication (AD for mobile, SAML or AD for Core) for Maximo	
UCPath/Maximo Integration	Modify Maximo Person, User, Labor records, all associated records, and history to reflect changes required for UCPath. Update BFS and BearBuy interfaces and integrations as required.	
Capital Asset Management Program (CAMP)	Define FSIT and Mapping roles in supporting the data and operational support for the Facilities ICAMP project.	
Capital Strategies Unifier enhancements	Design, build, and implement business process enhancements, user requests, and new processes for CP Unifier Capital Project Management system.	
Mapping and Drawing Document Management	Document Management System for Drawings/OMs/Archives Develop long term plan and identify tools/systems to manage building drawings, support drawing control, manage related building and project deliverables.	
Mapping and Drawing Small Scale Drawings	Develop plan and processes for managing drawing updates, publishing, and sharing small scale drawings with campus stakeholders/consumers.	
Base and Utility Map	GIS: Base & Utility Map & Transport Network (Create and Publish)	
Firewall Consolidation	Simplify and consolidate multiple firewall instances.	
FSIT Infrastructure Review	Optimize, streamline, and simplify FSIT server and data infrastructure. Upgrade server infrastructure to Win 2016 platform, consolidate equipment in key locations and data center as appropriate.	
Haas Technology Solutions		Top Tactics for FY19
CalNet 2-Step	To add 2 step authentication to all Haas affiliates CalNet	
Active Directory	Migrate Haas Active Directory to campus	
Hardware Lifecycle	TS ownership of staff desktops, lifecycle and asset management	
Hadoop Big Data Service	Develop Big Data Infrastructure and Analytics Service by deploying Cloudera Hadoop compute clusters for Research Centers & Institutes.	
Operationalize Chou Hall	Develop Playbooks and Best Practices for supporting classroom technology in Chou Hall. Modify new technology to meet needs of classrooms as they are used, not just as they were designed.	
Kubernetes / Docker for Data Science	Develop containerized compute services to support Data Science topics within Haas courses & research projects. Examples include Jupyter Notebooks integrated with Python, R, STATA, & SAS.	
Analytics on Demand	Virtual workspaces: Design, develop, and deploy virtualized workspaces for research and capstone projects of short duration for Faculty and Students.	
SIS v1	Integrate basic student data and career management data. Provide access to the data through Salesforce.	
Slate Implementation	Move all existing in-house Admissions systems to vendor product called Slate.	
Cheit Hall AV Renovation	Update AV & Classroom Technology capabilities of Cheit Hall Classrooms to similar level as Chou Hall	
Intercollegiate Athletics IT		Top Tactics for FY19
Active Directory	Complete Migration to campus AD	
Football Support	Annual Support of Football	
Onboarding with CSS-IT	Complete onboarding with CSS-IT and make them part of the family	

Printer installer service	Complete Migration to having staff use Campus printer installer service
Replay services	Implement new replay services for Field Hockey and Volleyball
Palo Alto firewall	Implement campus (Palo Alto) Firewall
Migrate football to new services	Dec. Migrate Football to new services
Campus Sharepoint	Complete Migration to campus sharepoint
Network Refresh	Finish network refresh
Cloud hosting	Implement a new backup/BC/DR solution -- cloud hosting/services
IST: Architecture, Platforms and Integration (API)	Top Tactics for FY19
Accessibility Focus	Drive and promote all campus units to improve the accessibility and usability of all campus websites and online resources, with special emphasis on critical services, digital learning resources, and online course content, all of which are integral to our students, staff, faculty, alumni and the public.
Operations and continuous improvement	Engage in critical KTLOS (Keeping the lights on securely) and CI (Continuous improvement) work to ensure that systems well supported and continue to be available for all of campus
UCPath integration	EIS UC Path integration: engage & support UC Path project/community with realtime UCPath HCM Integration & Employee API development.
Cloud Storage Service	Align cloud storage services with on-premise options to better map overall storage options to campus needs for secure storage.
Web accessibility	Web Accessibility: rollout of SiteImprove project along with toolkit for developers.
DocuSign	DocuSign
Software licensing and distribution simplification	Transition MatLab to self-service licensing, improve integrations with MS & Adobe licensing to reduce access issues, revamp software catalog and streamline KB, FAQs and Tier 1 support
Mobile Platform	Establish sustainable service model for Mobile Platform as part of joint IT/PA Digital Communications Strategy.
Cloud Resource Center	Cloud Resource Center
Data inventory and integration	Enterprise Integration Services (EIS): develop system data inventory and integration exception process.
Knowledge Management	Knowledge Management Initiative
IST: Data Platform Services (DPS)	Top Tactics for FY19
Installs, upgrades, migrations	KTLO: Perform Needed Software Installs, Upgrades and Migrations
Active Directory and IST Infrastructure	Bring in additional campus AD environments behind the secure perimeter, providing a new and more secure way for system administrators to work across campus.
Data Center	KTLO: Participate in other software initiatives in order to maintain the campus data center
IST infrastructure	CI: Assist Campus Departments in transitioning to IST Infrastructure
Kubernetes	CI: Develop a new service to manage Kubernetes clusters for campus (administrative/enterprise and RTL)
IaaS Experimentation	IaaS Experimentation to define our future looking public cloud strategy. (i.e. AWS experimentation and migration)

Secure Research Data and Computation	CI: Partner with RTL to develop a new service to support researchers in Secure Data Compute (SRDC)
Continuous improvement	CI: Continuous Improvement of current procedures and processes.
Cloud Management Platform	CI: Cloud Mgt Platform POC: deployed for both on prem self service private cloud, and hybrid cloud integration with public cloud solutions.
IST: Enterprise Applications	Top Tactics for FY19
Production operations	KTLO - Production operations, patching, security
UCPath	Consolidate all the UC payroll and human resource systems into one to create a UC-wide shared services center that centralizes transactional benefits and payroll work.
IT Service Management	PRJ - ITSM/IT SERVICENOW
Research Support Portal	PRJ - CSS Regional Site / Research Support Portal
Travel Entertainment Reimbursement	TM/ENH - Redesign of Travel Entertainment Reimbursement utilizing new technologies such as Bootstrap and AngularJS and upgrade to the latest version of .net. Open Travel Entertainment Reimbursement to the entire campus for direct entry.
FoxPro replacement	TM/ENH - Replace FoxPro FAT client and implemented new BETS(Berkeley Equipment Tracking) WEB application (In Progress) .
OASIS	ENH- OASIS. Enable a capability for mobile devices to track and update cage/animal data by scanning cage card barcode.
BFS Tools upgrade	BFS Tools Upgrade Dec '2018 (Will delay PUM upgrade)
BLU upgrade	BLU upgrade
BFS Appl Server	BFS App Server move to Linux (late FY19, more likely FY20)
IST: Enterprise Data Warehouse (EDW)	Top Tactics for FY19
Operations	Keep the Lights on (KTLO)
CalAnswers Finance	Implement new Finance (and a few HR) reports for all faculty & staff so that the redundant BAIRS reporting application can be decommissioned.
CalAnswers HR and Payroll	Refactor Cal Answers HR and Payroll content to use data sourced from UCPath so that existing reports continue to be usable for campus consumers.
Tableau server	Stand up a Tableau analytics service to provide more data, faster, enabling self-service data exploration, easier data integration, and pilot projects.
Grad Applicant	Introduce current and historic Graduate Applicant data into the Enterprise Data Warehouse for dashboards and self-service analysis by campus.
Governance	Participate in and strengthen the role of the Enterprise Data Warehouse Governance Group
Data repository in the cloud	Stand up a limited POC EDW data repository in the cloud
Student data for advising	Collaborate with ETS and SIS to make student data available for PDG-developed advising applications with a focus on learning more about AWS technologies and data lakes.
Continuous improvement	Continuous Improvement (CI)
IST: Infrastructure Services	Top Tactics for FY19
Operational Stability	Maintain and improve operational stability of services provided by IS and Telecom
Security	Implement improved security

Efficiency	Implement improved efficiency of IS and Telecom services
UCPath	Implement UCPath
Minimize risk	Maintain and improve system resiliency to minimize risk associated with system outages
IT Service Management	Develop and improve ITSM processes utilized by the team
New services	Develop new services that meet campus IT Infrastructure and Telecommunications needs
Outreach	Perform outreach with customers to understand what we can do to improve and to increase our value to the University
Employees	Develop and retain employees
Equity and Inclusion	Emphasize Equity and Inclusion
IST: Infrastructure Services - Telecom	
Top Tactics for FY19	
VOIP	VOIP Monitoring
SBC / AT&T	SBC/AT&T IP Flex SIP Trunking
e911	e911: Improve location data for Centrex lines
Avaya	Avaya Upgrade
Network upgrade	Campus Core Network Upgrade
Widespread Deployment of Next Generation Wi-Fi	Improve the density and capacity of our Wi-Fi network and expand coverage for the campus over the next several years to improve performance, stability, and reliability; improve the campus user experience; increase the efficacy of our Wi-Fi network; and better support teaching and learning and research.
Cell site upgrade	Campus Cell Site Upgrade
ServiceNow upgrade	ServiceNow Upgrade - Kingston or London
AT&T / TelCat record reconciliation	Reconcile AT&T records against TelCat for Centrex lines
Metro Ethernet	Metro Ethernet Re-Engineering
IST: Student Affairs IT (SAIT)	
Top Tactics for FY19	
Student Computing @ Cal	Transform the entire student computing experience at UC Berkeley while reducing redundancy and creating new services that can scale across campus.
Cal1Card Technology Replacement	First year of a 5-year project to replace the Cal1Card technology, beginning with RSSP systems for point of sale transactions and residence hall door access, and establishing a Cal1Card usage policy for the campus. Future years of the project will address increasing the security of the card technology itself, with impacts on many campus departments that utilize the Cal1Card for building access, attendance tracking, and more.
CampusLogic	Implement CampusLogic to support Office of Financial Aid
Comcast	Implementation of Comcast for on-campus residents
StarRez Portal	StarRez Portal X Implementation - expand online services for Resident Hall students and staff supporting residents.
VM and storage	Coordinate with IST on Student Affairs Division VM and storage infrastructure upgrades
SIS / IT governance	Engage SIS leadership in the the project request review process/IT governance in Student Affairs

eSports Community Center	Open eSports Community Center to support the Cal eSports intramural team and provide online gaming facility for campus.
One Stop Shop	Implement launch of One Stop Shop - a centralized portal for reserving space in Student Union and supporting Campus Events Policy.
AV upgrade Student Union	Facilitate upgrade of the Audio/Visual systems in all Student Union buildings to improve services to students utilizing the student union and those utilizing the space for conferences/meetings.
IST: Student Information Systems (SIS) Top Tactics for FY19	
Technology Platforms	Improve the effectiveness, stability and performance of Campus Solutions, CalCentral, and third party systems by fully leveraging the delivered features and new tools for continuous service improvements.
SIS Phase 2	Complete the work remaining from the original implementation effort which will improve the effectiveness, stability and performance of our new Student Information System (SIS), CalCentral, and associated third-party systems. This effort will leverage the delivered features in the new system and provide tools for continuous service improvements.
Governance	Define and implement organizational roles, responsibilities, and processes required of SIS and Campus Partners to effectively operate and deliver service improvements that meet the business needs of the campus. .
Workforce Strategy	Invest in staff development & workforce strategy to ensure teams are appropriately prepared to succeed in their technical and operational assignments.
Internal SIS processes	Develop and implement SIS internal processes and deliverables 1) Improve security provisioning speed, 2) Improve documentation to support faster triage of issues and enhancements, 3) Define and implement QA processes to improve quality and improve efficiency
Communication	Improve communications processes and content to more effectively convey the value and impact of SIS' efforts to users and campus stakeholders.
Letters and Sciences IT Top Tactics for FY19	
Windows 7 Abatement	WIndows 7 Abatement
Research support model	Establish Research Support model for labs needing additional IT support.
Job sharing model	Expand job-sharing model to fill gaps for local IT in departments
Faculty outreach	New Faculty Outreach
Metrics	Improve metrics for CSS IT and advocate for metrics standards across UC Berkeley IT community
Tier 1 process	Improve Tier 1 process within CSS IT and beyond
Incident Management	Improve ITSM function within ServiceNow - Incident Management
Knowledge management	Improve ITSM function within ServiceNow - Knowledge Management
ITSM - Service Request	Purchasing
Libraries IT Top Tactics for FY19	
Website	Library web site and proxy access to e-resources - redesign, transitions, vendor integration, and external contracts
Record Management	Library catalogs and bibliographic record management - Millennium, WorldCat, and UC Systemwide Integrated Library System
Digital lifecycle program	Digital lifecycle program - imaging services, DAMS implementation, policies, mass ingest, metadata
Data services and data management	Data services and data management (incl GIS and data repository)
Servers and storage strategy	Physical and virtual servers and storage strategy
Public and staff computing	Public (incl student) computing and staff computing - policies, refresh, service levels

Assessment program	Library assessment program and support of data/services/tools (including Tableau)
IT position recruitment	Library IT position recruitment, training, and retention
Center for Connected Learning	Technology visioning/support for Center for Connected Learning
Office of the CIO (OCIO) Top Tactics for FY19	
Diversity and Inclusion Program	Integrate equity, inclusion, and diversity into all areas of IT on campus by actively engaging UC Berkeley's IT community via new programs, training, and research, all underlaid by our campus <u>principles of community</u> .
Equity and Inclusion	Support the Civility Partners Equity and Inclusion work for IST
SIS	SIS Phase 2
BFS	Improve the support for BFS and related modules
Secure resources to stabilize "At Risk" Common Good Services	Develop and implement a common approach / framework for assessing the quality of campus IT services, identify critical services deemed "At Risk of Failure" because they are operating with resources (people and funding) below a level acceptable to meet campus requirements, and engage with campus executives and IT governance groups to address.
Move to Telegraph	Move of IST to 2850 Telegraph
Student 2-Step	Deploy two-factor authentication roll-out for all students
Network segmentation	Deploy network segmentation building on the new Palo Alto Networks firewalls
Secure Research Data and Computation	Improve services for researchers working with restricted data: Align service development roadmaps, improve consulting expertise, and develop policy and processes.
IT Service Management	IT Service Management (ITSM) program
IT Professional Development	Support career growth for the One IT community through professional development opportunities that emphasize leadership, management, job exploration and the development of skills needed to facilitate, broker, and integrate IT solutions for the campus community.
OCIO: Information Security Office Top Tactics for FY19	
bSecure: Enhance the security of campus network and applications	Enhance the campus security environment by replacing aging network (firewall and VPN) technologies, plus offering additional threat prevention and enhanced security services on campus networks
Student 2-Step	Student 2-Step enrollment Lea
GRC	Implement GRC tool and process
Move servers	Move Servers to Platform Services Lead
UCPath integration	UCPath IDM integration
Infosec workflows and documentation	Develop Unit-based infosec workflows and documentation
Service provider standards	Implement service provider standards, guidelines for all Units
Identity guest accounts	Cirrus Identity Guest Accounts
bSecure: Enhance the security of campus network and applications	Enhance the campus security environment by replacing aging network (firewall and VPN) technologies, plus offering additional threat prevention and enhanced security services on campus networks

Student 2-Step	Student 2-Step enrollment Lea
OCIO: IT Client Services Top Tactics for FY19	
Windows 7 Abatement	Windows 7 Abatement
Research support model	Establish Research Support model for labs needing additional IT support.
Job sharing model	Expand job-sharing model to fill service gaps for local IT in departments
Faculty outreach	New Faculty Outreach
Metrics	Improve metrics for CSS IT and advocate for metrics standards across UC Berkeley IT community
Tier 1 process	Improve Tier 1 process within CSS IT and beyond
Incident Management	Improve ITSM function within ServiceNow - Incident Management
Knowledge management	Improve ITSM function within ServiceNow - Knowledge Management
ITSM - Service Request	Improve ITSM function within ServiceNow - Service Request
Research, Administration and Compliance IT (RAC) Top Tactics for FY19	
Phoebe Subaward Request	Build an online tool to collect accurate and complete information and authorized approvals to support faculty, departmental administrators, and Sponsored Projects Office (SPO) analysts in issuing and managing collaborative research subcontracts.
Notify Me	Expand our ongoing work to make email notifications from SPO applications timely, meaningful, identifiable, and clear about next steps. This effort includes content development, graphic design and branding, process analysis, and workflow and notification engine development.
RAC Data Mart	Establish data pipelines as a way to rationalize managing multiple complex ETL and query operations.
Lemongrass	RAC Information Systems participated in the Kualu Coeus (KC) community development project through late 2014 and currently uses a customized version of the software no longer developed or supported by the community. We need to make the the application viable for the next 5-10 years. This effort explores whether to undertake a full rewrite of the code base and whether to work with other institutions in doing so.
Research, Teaching and Learning (RTL) Top Tactics for FY19	
Secure Research Data and Computation	Support faculty, students and postdocs working with sensitive data by providing consulting expertise and coordinating efforts among the campus offices that are involved in reviewing data use agreements and security plans.
New Advising Tools for the Student Experience	Expand advising tools to enable more efficient and effective advising support and improve student success.
Digital Learning Initiative	Integrate Digital Pedagogy, Digital Content, and Digital Learning Analytics in support of innovation and access for teaching and learning by leveraging partnerships.
Course Capture	Enhance student learning and study support through the Course Capture Replacement/Enhancement and Media Asset Management project funded through the Student Tech Fund.
Ally	Ensure the creation of more accessible course content within bCourses by rolling out Ally, new accessibility tool, to the campus.
Classroom Upgrade	Classroom HD Upgrade Project
RAE 3.0	RAE 3.0
RTL Alignment	Complete the RTL Alignment Project to maximize support for research and teaching.
Revenue Generation	Maximize revenue generation opportunities through executive education offerings, fundraising, new

	strategic grants, and new MOOC offerings.
Support for the Data Science Initiative *	Grow capacity and capabilities among One IT staff to support key data science tools and infrastructure including kubernetes and jupyterhub.
University Development and Alumni Relations IT	Top Tactics for FY19
Technologies for the New Campus Campaign	Align and invest significantly in UDAR data and technology to support the new Campus Campaign. Improve reporting, dashboards, and analytics for fundraisers and improve data capture and data exchange to tie multiple fundraising systems together across campus
University Health Services IT (UHS)	Top Tactics for FY19
Innovation Workgroup	Create a cross-functional team of UHS leaders who share strong interest in technology and have a solid understanding of UHS mission, goals, priorities, and operations.
HIPPA Risk Analysis	Perform a comprehensive HIPAA approved Risk Analysis of the extended UHS and Optometry system environments as a self-assessment using the new Risk Sonar tool from CynergisTek.
Data Loss Prevention	Evaluating the GSuite DLP tools for possible implementation at UHS and Optometry. Includes security restrictions in the bconnected suite of apps for all UHS and Optometry Clinic users.
Immunization and TB Mandate	UCOP mandate that all incoming students (approximately 12,000 students) are required to be fully compliant with 6 immunizations and TB screening.
Optometry Clinic Clearwave Kiosks	Kiosk workstations in lobby of Minor Hall Eye Clinic for patient self-service appointment check in. Includes insurance verification, compliance forms, and other self-service activities to help speed-up wait times and reduce load on front desk.
Radiology Interfaces	Develop new HL7 Interfaces between our Candelis PACS and PnC and our outside radiology firm (BAI); develop orders and results interfaces to electronically send orders and receive results back and forth between UHS and BAI system.
PnC Web Infrastructure	Work with PnC to build a non-production version of their new "Web Infrastructure"; evaluate this new infrastructure for security and performance; following appropriate security review, build necessary components in Production
Win 10 workstation upgrades	Upgrade all 250 UHS workstations to Win 10 running a secure version of the Berkeley Desktop.
Sports Medicine	Implement several new technology systems to support the Sports Medicine program, including: interface with the Cardera EKG system, EyeSync for concussion tracking, and connecting Ultrasound images to Candelis PACS.
DeepScribe	First project being reviewed by the Innovation Workgroup - Virtual medical scribe powered by Artificial Intelligence (AI); should help increase clinician efficiency, improve documentation accuracy, save valuable time, and improve overall clinician satisfaction.