Information Technology Services
University of California Office of the President

2013-14 Goals

Description

Information Technology Services (ITS) provides services for the UC system, including campuses and the Office of the President. As the University seeks to reduce costs and achieve operational efficiencies, ITS continues an internal transformation to ensure that it delivers value as a customer focused, process-driven, and services based organization.

Areas of Focus in 2013-14:

1. **Ensure successful UCPath IT and shared services implementation.**

   ITS must ensure that UCPath production support services are successfully designed and deployed as part of the overall UCPath implementation. Key services among campus, UC Path Center, ITS,and vendor partners require seamless execution and support.

2. **Develop next-generation UCOP desktop computing strategy for anytime/anywhere/any device access.**

   Growing end user expectations for anytime/anywhere/any device access to information requires that ITS evolve its computing strategy beyond the current desktop renewal model. With information security a primary consideration, information access services will become more device independent and adaptive to the needs of UCOP's user community.

3. **Deploy transparent, clear, and consistent budget model in collaboration with UCOP and campus customers.**

   Last year ITS reached an agreement with the President's Operations Group to adopt a simplified budget model with explicit goals around transparency, consistency, and enhanced annual planning. With the new model set to take effect in FY15, this year's efforts will focus on initiating the annual planning cycle, finalizing the set of services to be covered by the IT utilities fee, and creating a recharge structure to support non core-funded services.

4. **Develop assessment model for regularly evaluating and improving ITS services.**

   Ongoing assessment is critical to understanding if our services are appropriately shaped, effectively delivered, and meeting customer needs. ITS will develop an assessment model to regularly evaluate the quality and effectiveness of our services.

5. **Develop a focused information security strategy for ITS and UCOP.**

   In spring 2013, ITS revised its information security strategy and reallocated resources across the department to make our information security efforts clearer and more effective. We also reshaped the Chief Information Security Officer role to focus more on supporting local UCOP activities than coordinating a systemwide program.

6. **Update the framework for systemwide information management and security policy.**

   As information technology has evolved, particularly with the introduction of cloud services and anytime/anywhere access, UC's policy framework – the Business and Finance Bulletin Information Systems series – has not. We are coordinating a multi-year project to update the security policy framework to provide pertinent, more effective policy guidance.

7. Advance a long-term data center strategy for UCOP.

The data center service delivery model is rapidly changing. We will create and advance a long-term data center strategy that takes advantage of evolving opportunities and aligns our services to support business partner needs.

8. Focus staff development in skills areas critical for supporting UCOP initiatives.

ITS is committed to a delivery model that is customer facing, services based, and process driven. To ensure that customers have consistent and reliable service experiences, we will focus skill development around industry standard processes and methods.

9. Promote ITS services, initiatives, and accomplishments to stakeholders.

To support our broad goals of effective partnerships with UCOP and campus entities, we will retool some of our communications efforts to focus more on accomplishments, progress toward specific objectives, and future state objectives.