

UC IT Town Hall

September 11, 2015

Today's Agenda

Submit questions during the live session to ITSTownHall@ucop.edu

- 10:00** **Welcome and Agenda Review – *Tom Andriola, UC CIO***
- 10:05** **IT Leadership at UC: Vision and Plans – *Larry Conrad, Associate Vice Chancellor – IT and CIO, UCB***
- 10:20** **Lost in Translation No More – *Mike Pfeffer, CIO, UCLA Health***
- 10:35** **User Experience: It Takes a Village – *Candace Jones, Web Applications Manager, UCOP***
- 10:50** **Questions**
- 11:00** **Meeting Adjourns**

INFORMATION TECHNOLOGY SERVICES

GUIDING STATEMENT

We deliver data and technology services and, through collaboration with partners, transform the role of Information Technology to advance the UC mission.

FIVE-POINT STRATEGY

- Deliver quality services through continuous assessment and improvement
- Promote data as an institutional asset with strategic value to all constituencies
- Innovate with partners on technology initiatives that transform UC
- Prepare our workforce for the increasingly strategic role of IT across the system
- Set an example for cross-location collaboration and interoperability

KEY OBJECTIVES for JULY 2015 – MARCH 2016

1. Maintain operational performance, measure results, and meet project milestones
2. Support major IT initiatives:
 - UCPath: new payroll/HR service and system
 - MOTIVE: UCOP technology modernization program
 - Systemwide information security plan
3. Implement the service development lifecycle process for project intake
4. Move to a sustainable budget model to achieve accountability and transparency
5. Ensure the accessibility of new applications and IT purchases
6. Promote the value of IT through communications

<http://www.ucop.edu/information-technology-services/>

IT Leadership at UC: Vision and Plans – *Larry Conrad, UCB AVC – IT and CIO*



Overview

- IT Leadership Council (ITLC) will focus on collaboration for FY15-16
- Have developed a new IT Vision for the UC
- A lot of activity, historically
 - UCTrust trust fabric defined
 - Foundation for Collaboration document developed
 - 10 ITLC Working Groups established to foster greater communication and collaboration
- We are putting a renewed focus on the need to execute
 - Budget pressures
 - Medical Centers Leverage Scale for Value (LSFV) initiative is underway
 - VCR-CIO research cyberinfrastructure roadmap is being developed
 - UC IT Innovate! initiative is underway
 - Digital asset management and learning analytics initiative is being defined
 - ITLC Planning Executive has been hired as a focal point

New UC IT Vision

“UC IT Leadership Council members are committed to collaboratively leveraging IT systems and services in support of UC’s tri-fold mission of teaching, research, and public service.”

- The goal is to collaborate on IT service delivery...
- make major decisions jointly...
- ...whenever there are compelling reasons to do so
- Our intent is to act decisively to seek joint solutions when impacts and benefits are clear or where strategic imperatives exist

“The ITLC recognizes the value and promise of additional collaboration and pledges to continue to devote significant attention to it.”

Historical Perspective

- The ITLC has recognized the importance of improved collaboration for some time:
 - UCTrust fabric defined circa 2010
 - Foundation for Collaboration document developed circa 2012
 - 10 ITLC Working Groups were established over time to foster greater communication and collaboration between institutions

Renewed Focus: *Budget*

- UC has seen unprecedented budget cuts in recent years
- Current tuition agreement tightly limits increased revenue from students for the next several years
- Federal sequestration has reduced research funding availability
- Fundraising campaigns have been effective...but they don't address needed funding for ongoing operations
- Additional State of CA funding seems questionable
- Demand for IT resources is up...
- ...while institutional resources are down

We must find a way to stretch the resources we have

Renewed Focus: *Medical Centers*

- The Affordable Care Act is forcing health care consolidation and cost reductions
- Med Center leadership has approved a program of collaboration for their respective IT programs
- They are currently assessing opportunities and options...including outsourcing
- Being coordinated by the Med Center CIOs

- If the Med Centers can do this, why can't the universities?

Renewed Focus:

Research Cyberinfrastructure

- Joint VCR-CIO “Summit Meeting” in March of this year
- In video-taped remarks, the President endorsed a joint planning effort in support of the research mission of the UC System
- At the Summit, among other things, there was strong interest in:
 - Data storage for research data
 - Research data management, more broadly
 - A “concierge” to connect similar interests and needs with providers
- The Steering Committee that planned the Summit is coordinating creation of a Research Cyberinfrastructure Roadmap
- We expect work on the Roadmap to be completed later on this fall
- Being coordinated by Chuck Rowley at UCR

Renewed Focus: *UC IT Innovate!*

- UC IT Innovate is a location-led, UC-sponsored approach to shared IT services
- A “bottom-up” rather than a “top-down” approach
- The idea is to harness the technology innovation at each location, particularly in the creation of administrative applications
- Take good ideas and single-location IT services and turn them into UC-wide shared IT services
- Being coordinated by Gabe Youtsey at UCANR

Renewed Focus:

Learning Assets and Analytics

Problem statement:

With the increasingly digital nature of the teaching and learning landscape, there is fuzziness about who owns what digital assets and the related student learning analytics

- The Education Technology Leadership Group (ETLG)—teaching and learning—has recommended we work as a System to address this issue
- They are assessing two distinct approaches
 1. Join an existing national approach: the Unizin initiative
 2. Create a UC specific approach

Renewed Focus: *ITLC Planning Executive*

- There was a strong sense among the ITLC members that a key barrier to greater collaboration was simply a lack of “cycles” for the members to focus on finding and pursuing opportunities
- We created a new senior level position to do this: the ITLC Planning Executive
- We envision this as primarily a fact-finding and brokering role
- In concert with our new UC IT vision document
- Not a one-size-fits-all approach...
- Instead, facilitate creation of multiple “coalitions of the willing”
- Michael Dula is filling this role

Stay Tuned...

- What I've outlined above is an ambitious agenda
- And is a break with how we've operated in the past
- However, we have an opportunity here to seize the initiative and demonstrate the UC institutions CAN work together in more substantive ways
- If we don't do this, then what do we do?

Stay tuned...

Questions?

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User Experience: It Takes a Village – *Candace Jones, UCOP Web Applications Manager*



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