UC IT Webinar: Designing a Professional Development Plan for Your IT Organization

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STUDENT AFFAIRS | IT
UC BERKELEY

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Student Affairs

The Division of Student Affairs advances the learning and personal growth of students by providing leadership, services, and opportunities that enable students to succeed in and contribute to a diverse and global society.
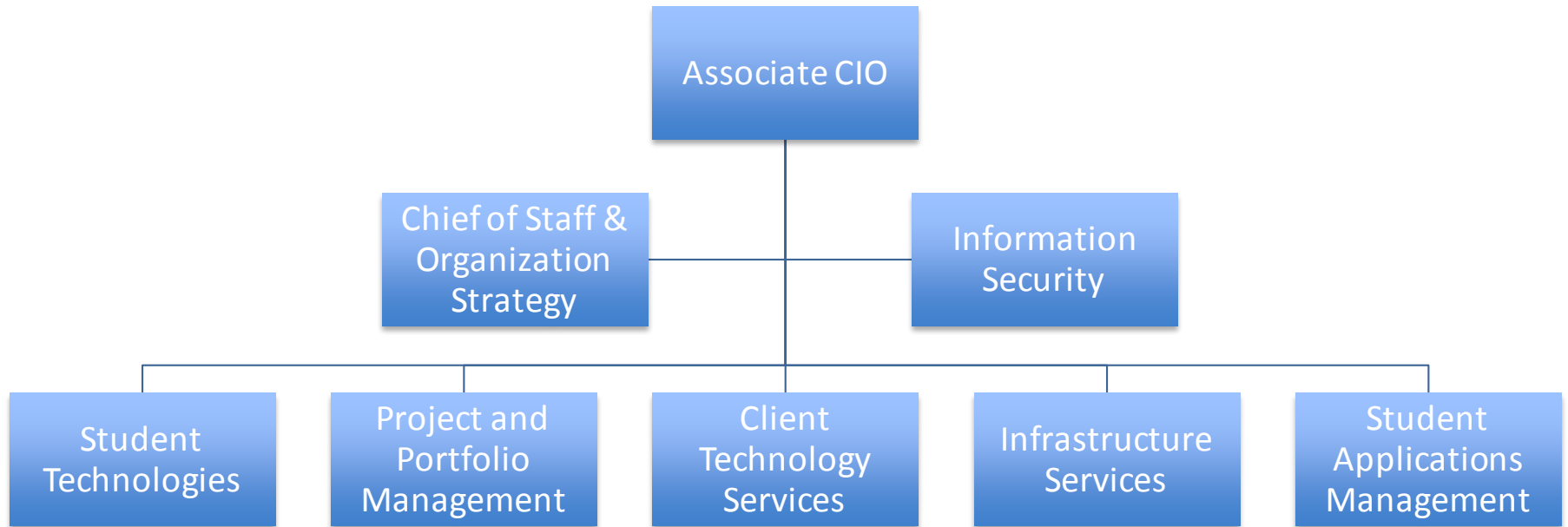
Student Affairs

ASUC Student Union
SA Business Operations
Cal 1 Card
Cal Dining
Cal Rentals
CalSO, New Student Orientation
Cal Student Central
Career Center
Center for Educational Outreach
Child Care Services
Conference Services
Dean of Students
Dining & Conference Services
Financial Aid & Scholarships Office
Greek Life

Housing Facilities, Ops, & Services
Lawrence Hall of Science
SA Learning & Development
New Student Services
Ombuds for Students
  and Postdoctoral Appointees
Office of the Registrar
Office of Student Development
Philanthropy
Public Service Center
Residential Family Living
Student Conduct
Student Legal Services
Student Organizations
Undergraduate Admissions
Vice Chancellor's Office

Student Affairs IT

- Supports the UC Berkeley and Student Affairs Mission
- Provides support for over 200 Student Services
- VCSA Consolidated IT 4yrs ago
- 70 Staff, 113+ Student Workers
- 4 Physical locations

Student Affairs IT

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                    │  Associate CIO  │
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   ┌──────────────────┐      │      ┌──────────────────┐
   │ Chief of Staff & │      │      │   Information     │
   │  Organization    │──────┼──────│    Security       │
   │    Strategy      │      │      │                   │
   └──────────────────┘      │      └──────────────────┘
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Student Technologies	Project and Portfolio Management	Client Technology Services	Infrastructure Services	Student Applications Management

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Student Affairs IT

After two years, we conducted an external assessment of our work with the help of Deloitte.

		One IT	Student Experience	Customer Service & User Experience	Project, Portfolio, Program Management	Technical (or Domain-Specific Skills)	Managerial Development	Quality Management	Security / University Awareness
Domain Lead		James Kent Dudek	Anne Marie Richard	James Kent Dudek	Shawn C. Smith	Jennifer S. Hopkins	Paul Robles	Jacques Caillault	Petr Brym
Goal: Over the course of 2015, all staff will partake in learning experiences that the SAIT leadership team has identified as critical to understanding the nature of IT in the division of Student Affairs at UC Berkeley. At the conclusion of the year, each member of the organization will be able to clearly articulate key components of the nature and scope of the work of SAIT.									
Learning Outcomes		Staff will appreciate the value of OneIT events by increasing communications and facilitating collaboration across campus IT organizations.	Staff will be able to articulate the organizational structure of the Student Affairs Division and the student services it provides. Staff further will gain an awareness of how different groups of students navigate the campus experience.	Staff will be able to demonstrate the importance of customer service standards and their impact on the user's experience. Additionally, staff will be able to shift their perspective to a customer centric view.	Staff will demonstrate mastery of basic principles of project and portfolio management theory and its application in SAIT.	Staff will be able to evaluate and apply the effective use of new technologies to optimize business performace.	Staff will be able to demonstrate effective leadership and collaboration skills needed to make critical decisions and accomplish functional, organizational and progressional goals.	Staff will demonstrate mastery of basic principles of quality theory and its application in SAIT.	Staff will be able to demonstrate knowledge of, and be compliant with security, privacy, and university-required mandates.
Within 1 year		• Attend two One IT events (2 hours each • Introduction to ITIL	At least one of: • State of the Division (4 hours) • Go Forth, Go Bears (2 hours) • Stay Day (8 hours) • Student Leadership Symposium (3 hours) • Fall SAIT all-student staff Training (3 hours) • Coffee with Colleagues (1 hour) • SA Roundtables	• Skills Assessment: Strength Finder (4 hours) • IT Customer Service (8 hours)	• Introduction to Project Management (4 hours)	For example: • MS Server 2012 • VMWare • SAN / NAS • App Development (TBD) • Unix\Linux	• True Colors (4 hours) • State of the Division (4 hours) • Performance Eval Training (4 hours)	• Introduction to QA (4 hours)	• FERPA (1 hour) • Sexual Harassment (2 hours) • Respect & Civility (2 hours) • Developer Security Training (1st cohort, of 2)
Estimated Hours		*8*	*4-8*	*12*	*4*	*up to 40*	*12*	*4*	*1-5*
Within 2 years				• Mediator/Facilitator primer (half day) • True colors • Change/Stress Mgmt	• Agile training	• MCSA • MCSE • ITSM • Content Management • MOS • MS SQL	• Senior Leadership Program Training (30 hours)	• Continuous Process Improvement • Change Management	• Developer Security Training • Role Based Security Training
Within 3 years		• ITIL v3 Foundation Certification	at least one: • State of the Division	• Mediator/Facilator training • DreamForce	• PMP certification	• ITIL domain specific training	• KEYS program	Total Quality Mgmt.	
Optional Learning Experiences		• EduCause	• NASPA • ResNet	• UserConf • FOSE • CES	• PMI Annual Conference • Agile Alliance	• VMWorld • InterOp • GoogleIO • MS TechEd • Inspire • PeopleSoft • Evolve (Sigma)		• ASQ Annual Conference	• SANS Security online • UCB security • 2015 IT Security Symposium
Book Club		The Three Signs of a Miserable Job, by Patrick Lencioni.	Learning Reconsidered: A Campus-wide Focus on the Student Experience, by Richard Keeling	Silos, Politics and Turf Wars, by Patrick Lencioni.	Getting To Yes: Negotiating Agreement Without Giving In, by Roger Fisher and William Ury.	The Innovation Killer, by Cynthia Rabe.	The Five Dysfunctions of a Team, by Patrick Lencioni.	The Goal: A Process of Ongoing Improvement, by E. M. Goldratt.	Campus Crisis Management: A Comprehensive Guide to Planning, Prevention, Response, and Recovery, by Eugene L. Zdziarski.
		Whistling Vivaldi, by Claude Steele.	The First Amendment On Campus, by Lee E. Bird, Mary Beth Mackin, and Saundra K. Schuster.	If Disney Ran Your Hospital, by Fred Lee.	Getting Past No: Negotiating in Difficult Situations, by Roger Fisher and William Ury.	How Breakthroughs Happen: The Suprising Truth How Companies Innovate, by Andrew Hargadon.	Death by Meeting, by Patrick Lencioni.	The Essential Deming: Leadership Principles from the Father of Quality, by Edward Deming.	The Art of Deception: Controlling the Human Element of Security, by Kevin Mitnick.

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One IT	Student Experience	Customer Service	Project & Portfolio Management	Technology	Managerial Development	Quality Management	Security & University Awareness
Learning Outcomes							
Domain Experts							
Coordinated Development Opportunities							
Professional Development Committee							
Defined and Secured Budget Source							
Managerial Alignment							

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Student Affairs Information Technologies | Personalized Professional Development Plan

Staff Member Name:_____

Domain	SAIT Development Opportunity	Completion Status & Notes
One IT: Staff will appreciate the value of OneIT events by increasing communications and facilitating collaboration across campus IT organizations.	Attend 2 One IT Events (2 hours each) ITIL Foundation Training	
Student Experience: Staff will be able to articulate the organizational structure of the Student Affairs Division and the student services it provides. Staff further will gain an awareness of how different groups of students navigate the campus experience.	At least one of the following events: • State of the Division (4 hours) • Go Forth, Go Bears (2 hours) • Stay Day (8 hours) • Student Leadership Symposium (3 hours) • Fall SAIT all-student staff Training (3 hours) • Coffee with Colleagues (1 hour) • SA Roundtables	Please note which event.
Customer Service & User Experience: Staff will be able to demonstrate the importance of customer service standards and their impact on the user's experience. Additionally, staff will be able to shift their perspective to a customer centric view.	Skills Assessment: Strengths Finder (4 hours)	
	IT Customer Service (8 hours)	
Project and Portfolio, Program Management: Staff will demonstrate mastery of basic principles of project and portfolio management theory and its application in SAIT.	Introduction to Project Management (4 hours)	
Team Specific: Staff will be able to evaluate and apply the effective use of new technologies and/or skills to optimize business performance for themselves and their respective teams.	For example: · MS Certification · Service Maintenance · Developer Security Training	

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Gallup Engagement Survey

Gallup's Q12 assessment is designed to uncover the things that really matter to employee engagement. Knowing what SAIT does well and where we can improve will help SAIT remain on the leading edge at UC Berkeley.

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Gallup Engagement Questions:

Q1: I know what is expected of me at work.
Q2: I have the materials & equipment I need to do my work right.
Q3: At work, I have the opportunity to do what I do best every day.
Q4: In the last seven days, I have received recognition or praise for doing good work.
Q5: My supervisor, or someone at work, seems to care about me as a person.
Q6: There is someone at work who encourages my development.
Q7: At work, my opinions seem to count.
Q8: The mission or purpose of my company makes me feel my job is important.
Q9: My associates or fellow employees are committed to doing quality work.
Q10: I have a best friend at work.
Q11: In the last six months, someone at work ahs talked to me about my progress.
Q12: This last year, I have had opportunities at work to learn and grow.

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Gallup Engagement Questions:

Q1: I know what is expected of me at work.
Q2: I have the materials & equipment I need to do my work right.
Q3: At work, I have the opportunity to do what I do best every day.
Q4: In the last seven days, I have received recognition or praise for doing good work.
Q5: My supervisor, or someone at work, seems to care about me as a person.
Q6: There is someone at work who encourages my development.
Q7: At work, my opinions seem to count.
Q8: The mission or purpose of my company makes me feel my job is important.
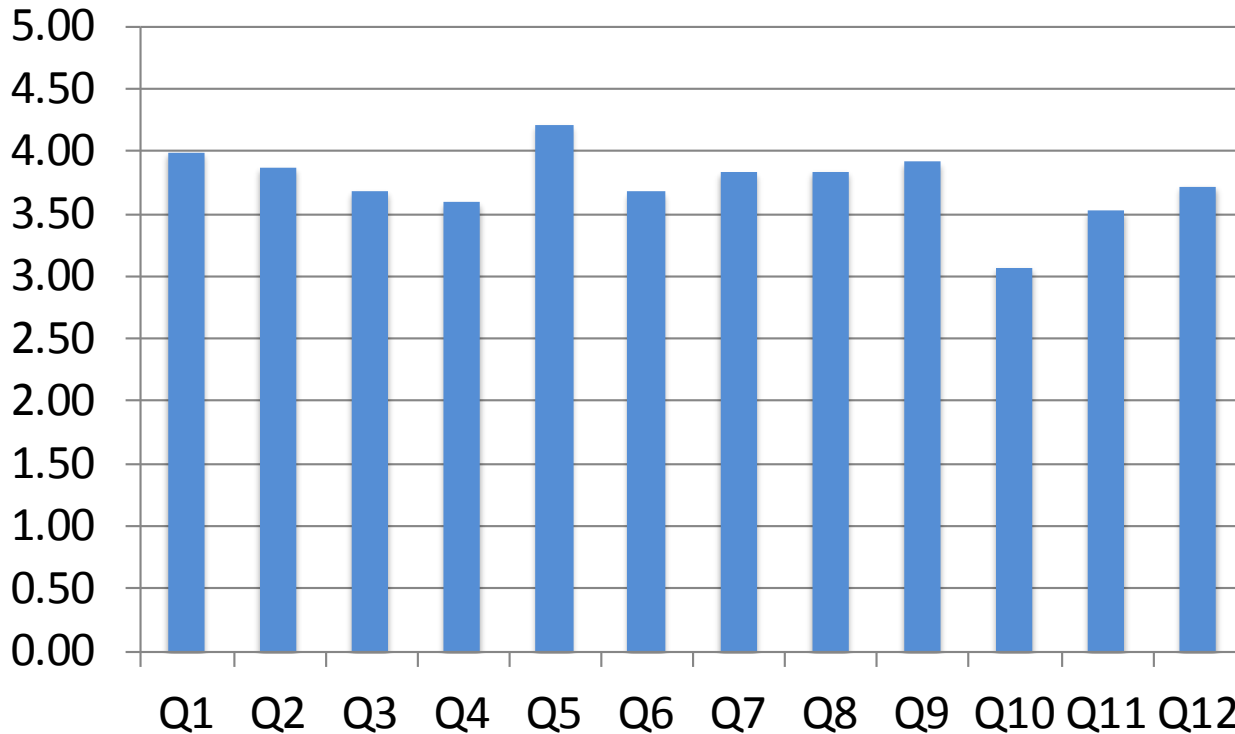Q9: My associates or fellow employees are committed to doing quality work.
Q10: I have a best friend at work.
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Q12: This last year, I have had opportunities at work to learn and grow.

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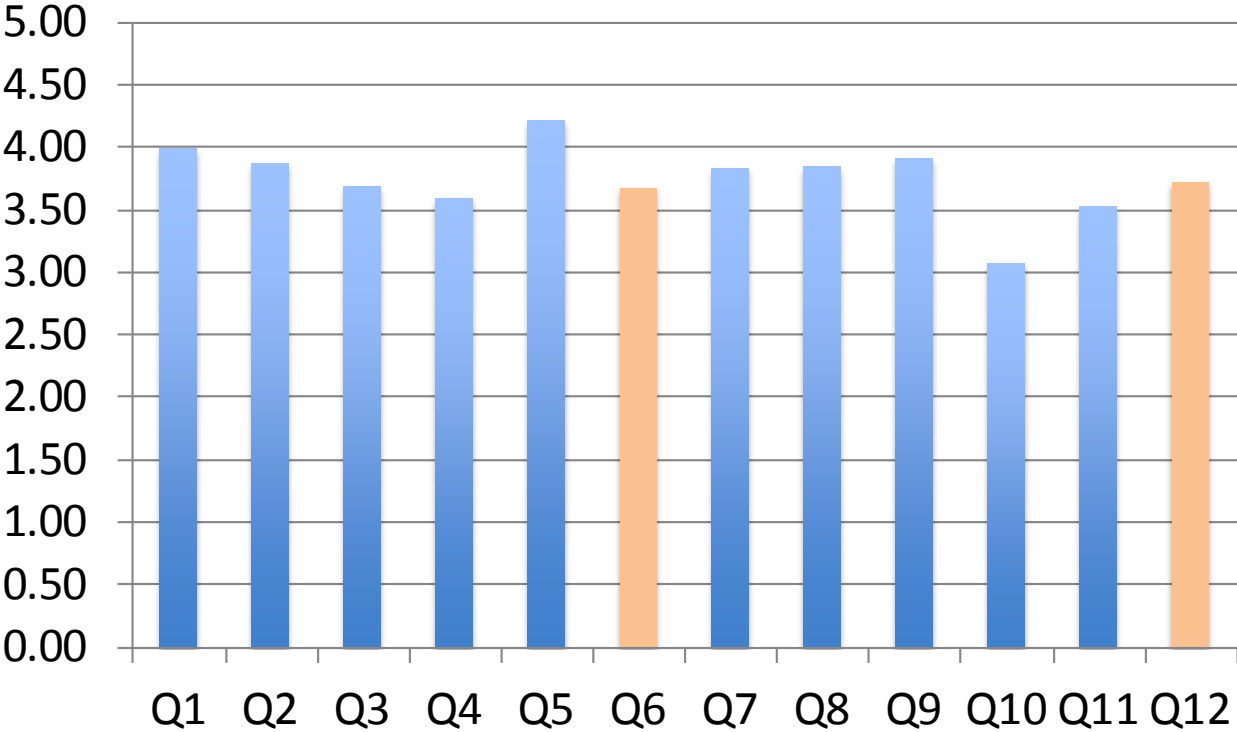SAIT Gallup Engagement Results

Scale: 1 – 5

5 - Strongly Agree/Extremely Satisfied

1 - Strongly Disagree/Extremely Dissatisfied

0 - Does Not Apply/Do Not Know
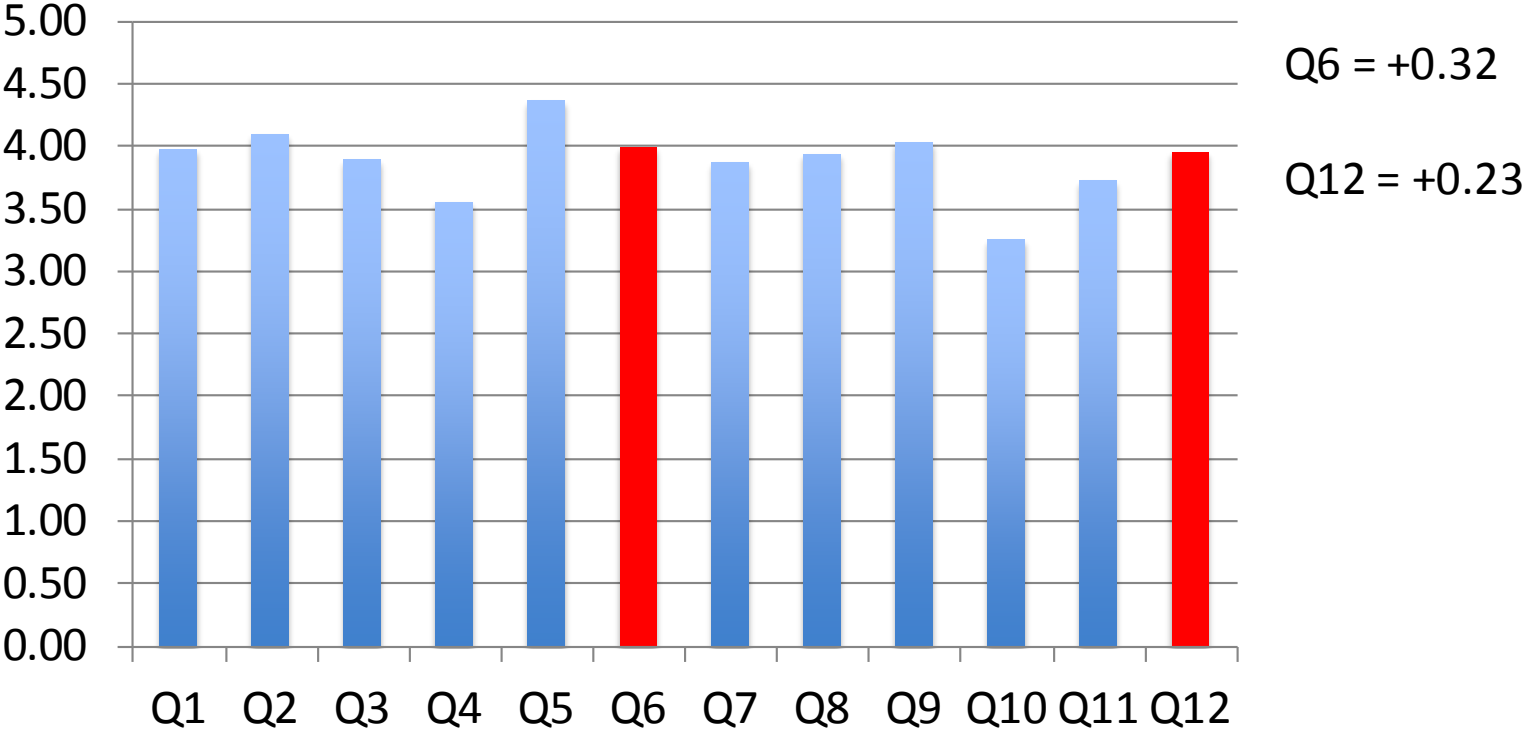
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SAIT Gallup Engagement Results

SAIT Avg. – 3.75

Meaningful Change – 0.2

Stretch Goal – 0.4

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Reevaluation ~Late July

Q6 = +0.32

Q12 = +0.23

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Questions?

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