

**UC Tech Awards 2023 Candidate**

**Category:** SUSTAINED IMPACT
**Name:** Bruce Miller, Sr. Enterprise Architect (1)
**Number of people:** (1)
**Location:** UC Santa Barbara

1. **Person submitting the application/nomination**
Suzy Danko, IT Project Manager, Program Management Office, UCSB, staff

	1. **Email address:** suzy@ucsb.edu
	2. **The name of your organization:** UCSB
2. **Award category** (i.e. DEI Leadership\*, Design, Innovation, IT Security, Operational Excellence, Sustained Impact\*, UC-Wide Collaboration) (\*Individuals only)

Sustained Impact
3. **Name of person, name of the team, or name of the project to receive the award**
Bruce Miller, Sr. Enterprise Architect
4. **All project team members - if applicable**
N/A
5. **Which location was affected by the work?** (the name(s) of the organization affected)

UCSB
6. **Summary**

For over four transformational decades, Bruce Miller has participated in and guided some of the most complex, revolutionary, and impactful technical initiatives on the UCSB campus. His expertise, dedication, and passion are evidenced by both his large and broad portfolio of projects and his long history of working to build teams and collaborations.

1. **Narrative**

For over four transformational decades, Bruce Miller has participated in and guided some of the most complex, revolutionary, and impactful technical initiatives on the UCSB campus. His expertise, dedication, and passion are evidenced by both his large and broad portfolio of projects and his long history of working to build teams and collaborations.

In 1980, while studying Computer Science at UCSB, Bruce began working in the campus Computer Center, an organization which already had a rich history, having hosted the third node on the ARPANET, the forerunner of the Internet. Starting as a computer operator working with a behemoth System/370 mainframe, in 1981 he moved into user support, providing help desk services, consulting, programming, and teaching short courses to users. One of his early large projects was leading the migration of applications from the aging IBM MVT operating system to MVS, developing innovative approaches to automate the conversion.

After graduating in 1984, Bruce moved into the burgeoning “office automation” area and helped introduce the then new concept of “electronic mail” to the campus. With the introduction of PCs, he became involved in the first deployments of PCs and Local Area Networks. He managed and enhanced PROFS, the largest email and calendaring system on the campus. During this time, he developed the first online scheduling system for the UCSB Health and Counseling Centers to provide over 1000 peak appointment transactions per day for over 90 practitioners and groups. In 1988, Bruce developed the UCSB PROFS-Internet email gateway allowing campus administrative email users to correspond with Internet email sites for the first time. This resulted in Bruce being granted a 1989 UCSB Citation of Excellence award.

Between 1989-1991, Bruce implemented and managed the UCSB Library's first integrated Bibliographic and Circulation system, NOTIS/Pegasus. This included engineering work for the first campus fiber-optic connection from the Computer Center to the Library. And from 1991-1994, he was the manager of the campus mainframe systems supporting critical administrative, instructional, library, and research activities. In 1994, Bruce also helped construct the first campus “Data Warehouse” platform for reporting.

Moving to UCSB’s Telecommunications department in 1994 as the department’s Systems Manager, Bruce was responsible for technical operations of the campus telephone and networking technologies. He was a key participant in the design and implementation of UCSB’s first campus-wide high-speed backbone network and also developed the design for UCSB’s first student residential network. In addition, Bruce implemented and managed the department’s operations and financial management platform. Further, he provided critical planning and software support during two campus telephone switch cutovers. He believes, though, that his largest contribution during this period was building a high quality and customer-focused technology staff who were instrumental in propelling the campus into the 21st century of Internet technology.

In 2013, Bruce joined UCSB’s Program Management Office as its Associate Director of Technology. In this role he was the technical lead for the move from UCSB’s legacy mainframe financial system to the PeopleSoft Financial System and was responsible for the design and development of a number of the systems’ major integrations and processes. Again, as part of this work, he built a highly effective team with a strong sense of commitment and comradery.

In 2016, Bruce moved into UCSB’s Office of the CIO as the Senior Enterprise Architect and Enterprise Project Technical Lead for PMO projects. During this time the campus was moving from the UC’s legacy PPS Payroll System to UCPath and he designed a number of the critical integrations and processes between the UCSB’s PeopleSoft system and UCPath. Due to his role with financial systems and as part of his commitment to better serving his customers, in 2017 Bruce completed a Certificate in Professional Accounting through the UCSB Extension program. Combining his experience in complex reporting development with his business knowledge, Bruce developed UCSB’s first financial “dashboard” application for executive management. And in 2022, Bruce orchestrated the final act of the last remaining campus mainframe, performing the decommissioning.

As a strong advocate for collaboration, Bruce has participated in numerous campus committees to help guide the adoption of a new generation of technologies for the campus. He was a member of two generations of Backbone Network Engineering groups, Campus Wiring Standards, IT Infrastructure Funding, Campus Calendaring, Identity, and Data Governance. He chaired UCSB’s IT Planning Group, and served as the staff representative to the Campus Planning Committee. Appreciating the value of personal connections between IT staff, Bruce initiated, and for many years organized, a campus-wide IT holiday celebration.

For the last 3 years Bruce has played a foundational role in initiating UCSB’s adoption of the UC’s Common Chart of Accounts (CCOA) and the campus migration onto the Oracle Cloud Financial and Enterprise Planning & Budgeting platforms. This campus-wide initiative includes a significant amount of business transformation and will be one of the most technically challenging projects ever undertaken by UCSB. Leveraging over 40 years of highly technical experience and business understanding, Bruce is continuing to guide complex technology designs and decisions while working very closely with senior campus business leaders and stakeholders to usher in a modernized financial management platform for UCSB.

Bruce has shared that he feels his three core work values are “creating, solving problems, and helping people” and observed that there is always a need for these three things. He believes strongly in the mission of the University, appreciates its sense of purpose, and enjoys working with so many dedicated individuals in such a diverse and vibrant community. He feels incredibly fortunate to have found a career in the intersection of work that he enjoys and that contributes to such a noble institution. Having participated in the campus introduction of so many revolutionary technologies and large projects, he enjoys sharing the knowledge and wisdom he has gained in his many years at UCSB. These are the reasons he gives for what drives him to contribute so much of himself to the University of California and for why he has remained so highly committed to it since 1980.