Reminder of Outcomes

- **Conversations with Campus:** Executive level discussions with EVC, BAG, Principal Officers
- **Charge to Teams and Committees:** Chart a course for development along these lines
- **ITS Budget Process:** Unit budget requests and BAC approvals use priority guidelines
- **Project Approvals:** Project proposals show alignment with divisional priorities
Setting Priorities for the “Investment Portfolio”

- Investment Portfolio: 83%
- Operating Expenses: 17%
Portfolio Categories

- **Core Business:** Stabilizes and supports core business functions: “Keeping the trains running”
- **Competitive Advantage:** Adds capacity and visibility to attract the best researchers, instructors, and students and staff
- **Operational Efficiency:** Improves “how we do business” by streamlining management and operational processes
- **Leverage Partnerships:** Invests in partnerships with our clients through combined-funding projects
Current Investment Portfolio

FY06-07 Investment Ratios

Hard Costs

Soft Costs

Core Business

Competitive Advantage

Operational Efficiency

Leverage Partnerships

0% 10% 20% 30% 40%

Lower Risk

Higher Risk
Current Investment Portfolio

ITC Survey Responses

- Core Business: 46%
- Competitive Advantage: 17%
- Operational Efficiency: 14%
- Leverage Partnerships: 24%
Current Investment Portfolio
Side by Side

Current Portfolio
- Core Business: 37%
- Operational Efficiency: 28%
- Competitive Advantage: 19%
- Leverage Partnerships: 16%

ITC Survey
- Core Business: 46%
- Operational Efficiency: 14%
- Competitive Advantage: 17%
- Leverage Partnerships: 24%
Current Investment Portfolio
FY06 ITC Priorities View

Current Portfolio

- Critical Needs & Strategic Opportunities: 21%
- Reduce Risk & Increase Security: 17%
- Stabilize Core IT Services: 62%
Ranking ITC Themes: Web Survey

- Direct Client Support: 15%
- Campus Productivity Tools: 23%
- Core IT Infrastructure: 18%
- Enterprise Applications: 9%
- Learning Technology: 10%
- Portal & Web Services: 9%
- IT Security & BC/DR: 10%
- Wireless Services: 6%
Ranking ITC Themes:
Last Meeting

1. Direct Client Support
2. Campus Productivity Tools
3. Core IT Infrastructure
4. Enterprise Applications
5. Learning Technology
6. Portal & Web Services
7. IT Security & BC/DR
8. Wireless Services
Massive Disclaimer

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Commitment Levels: To do Everything

Multi-Year View
(Excludes outliers like “More Open Source”)
Review of Themes: Direct Client Support

Your Comments

• **Breadth of Campus Impact:**
  Impact at all levels. All areas of campus mission. Core Business and Operational Efficiency

• **Alignment with Groups:**
  CCSC, DLC, SMT, ADM, SAB, GSA, SUA. High to medium alignment

• **Campus Impacts:**
  Critical business function, ITS credibility, reduce lingering sense of loss

• **Resource Commitment:**
  High Resources, High Time Frame
Review of Themes: Direct Client Support

Top Investments

Enhance Desktop Support
Enhance Help Desk Services
Develop Asset Management
Simplify Account Services
Phase 2: Tool Replacement

Hard
Soft
Review of Themes: Productivity Tools
Your Comments

• **Breadth of Campus Impact:**
  Impact at all levels. All areas of campus mission. Core Business, Operational Efficiency and Leverage Partnerships

• **Alignment with Groups:**
  CCSC, CSAC, ITAIC, DLC, SMT, CCT, SAB, GSA, SUA Kresge. High alignment

• **Campus Impacts:**
  We need good mail. This is one tool in a toolbox. Possible increase in productivity. Ability to communicate

• **Resource Commitment:**
  High Resources, High Time Frame
Review of Themes: Productivity Tools

Top Investments

Expand ITS-Purchased Software
Stabilize Campus Email Systems
Enhance Email Functionality
Collaboration Tools Pilot
End-User Testing/Release

Hard
Soft
Review of Themes: Core IT Infrastructure

Your Comments

- **Breadth of Campus Impact:**
  Impact at all levels. All areas of campus mission. All portfolio categories

- **Alignment with Groups:**
  ITAIC, DLC, CCT, SMT. High to medium alignment

- **Campus Impacts:**
  Nervous system for the campus. Impacts cost efficiency and capacity

- **Resource Commitment:**
  Medium Resources, Medium Time Frame
Review of Themes: Core IT Infrastructure

Top Investments

- Upgrade Wired Networking
- Mass Storage / Backup Services
- Dark Fiber
- Data Center Capacity
- Computer Cluster Hosting
- Server Hosting Services

Incremental Approach

Strategic Planning Approach

Hard

Soft
Review of Themes: Enterprise Applications

Your Comments

- **Breadth of Campus Impact:**
  Campus level impact. “Other” area of campus mission. Core Business and Leverage Partnerships

- **Alignment with Groups:**
  CSAC, ITSC, DLC, SMT, CCT, ADM, Kresge. High, medium and low alignment

- **Campus Impacts:**
  Results in happy users. Increases in efficiency

- **Resource Commitment:**
  High Resources, Medium Time Frame
Review of Themes: Enterprise Applications

Top Investments

HR Info Tracking
Local Applications Support
IdM Subsequent Phases
Enhance & Integrate CLP
UCOP Staff Learning Management
DivData New Platform

Hard
Soft
Review of Themes: Learning Technologies

Your Comments

- **Breadth of Campus Impact:**
  Impacts some divisions. Instruction and Research areas of campus mission. Core Business, Competitive Advantage, and Operational Efficiency

- **Alignment with Groups:**
  LTC, CCSC, DLC, SMT, GSA. Mostly high alignment

- **Campus Impacts:**
  Supports recruitment and retention of faculty and students

- **Resource Commitment:**
  High Resources, High Time Frame
Review of Themes: Learning Technologies

Top Investments

- Central File Services - Faculty & Staff
- Digital Classroom Project
- Learning Technology Innovation
- Stabilize Infrastructure
- Web Archiving Service
- Local Initiative Support

Hard
Soft
Review of Themes: Portal and Web Services

Your Comments

- **Breadth of Campus Impact:**
  Impacts some divisions more than others. "Admin" and "Other" areas of campus mission. Core Business, Competitive Advantage and Operational Efficiency

- **Alignment with Groups:**
  CCSC, CSAC, DLC, SMT. High to medium alignment

- **Campus Impacts:**
  Creates improved web presence, improved efficiency (can dial services up or down)

- **Resource Commitment:**
  Medium Resources, Medium Time Frame
Review of Themes: Portal and Web Services

Top Investments

- Campus Enterprise Portal
- Web Content Management
- Staff Portals, Reports

Hard | Soft
Review of Themes: Security & Disaster Recovery

Your Comments

• **Breadth of Campus Impact:**
  Campus level impact. All areas of campus mission. Core Business and Operational Efficiency

• **Alignment with Groups:**
  ITSC, CCSC, CSAC, SMT. High alignment

• **Campus Impacts:**
  Operational and cultural impacts. Have done a lot of work here, can leverage existing investments for incremental progress. Focus on training, not big stuff this year

• **Resource Commitment:**
  Medium Resources, Medium Time Frame
Review of Themes: Security & Disaster Recovery

Top Investments

Security Resources for Individuals
Restricted Data User Awareness
Application Security
Business Continuity Disaster Recovery

Hard
Soft
Review of Themes: Wireless Services

Your Comments

- **Breadth of Campus Impact:**
  Campus level impact. “Instruction” and “Other” areas of campus mission. Core Business

- **Alignment with Groups:**
  ITAIC, DLC, CCT, SAB, GSA, Kresge. Not clear where the deepest alignment is

- **Campus Impacts:**
  Expected service, but still not seen as critical investment (more convenience). Need a 5 year plan to guide investment: stabilize then broaden learning.

- **Resource Commitment:**
  Low Resources, Medium Time Frame
Review of Themes: Wireless Services

Top Investments

Extend Coverage

Expand Access/Features

0 400 800 1,200

Hard

Soft
Ranking ITC Themes: Discussion?

Current Ranking

- Direct Client Support: 9
- Campus Productivity Tools: 7
- Core IT Infrastructure: 6
- Enterprise Applications: 5
- Learning Technology: 4
- Portal & Web Services: 4
- IT Security & BC/DR: 1
- Wireless Services: 0

Relative Total Commitment
Budget View
By Service
FY07 Operational Expenses

- Business Systems: 0%
- Divisional Support: 5.5%
- Network & Wireless: 11.0%
- Data Center & Services: 16.5%
- Telephone: 22.0%
- Instructional Technology: 11.5%
- Administration: 11%
- Desktop Computer Support: 9%
- Accounts: 8%
- Help Desk: 8%
- Media & Event Support: 3%
- Email & Calendar: 2.5%
- Software: 2%
- Web Services: 1.5%
- Security: 1%
- Project Management: 0.5%
- Policies & Guidelines: 0.5%
- Productivity Tools: 0.5%
What Would You Trade Away for Progress?

...and what information do you need to make those recommendations?

• Service Percentage of Budget
• Service Health Ratings?
• Customer Satisfaction?
• How Services Relate to Priorities?
• What Upgrades are Required?
• Other Ideas?