This page provides a quick reference of ITS priorities in fiscal year 2007-08. These items directly connect to all ITS staff, whether it is through participation on one of the specific projects listed in the New Investments section, through the organizational development efforts listed in the Internal Commitments, or through the Broad Priorities intended to help each of us organize our day-to-day projects and tasks.

As an ITS staff member, a unit manager, or a service provider, these priorities and investments should speak directly to your goals and objectives for the coming year. As you read through the three sections below, consider what role you may play in each of these areas.

Will you be assigned to any of these projects? What is your role in Change Management, or designing OLAs? Can you reduce risk in services you provide? Can you contribute to the division through cross-training or as a mentor?

### Broad Priorities:

To provide guidance in prioritizing the significant amount of daily tasks that each of us faces, consider the following broad priorities when setting goals and objectives and organizing your work load:

- **Security**: Security remains our top priority as the most visible and direct benefit of a consolidated IT organization. All staff are encouraged to improve security and reduce campus risk while maintaining an open, creative environment
- **Partnership**: Advance the business needs of the campus through IT partnerships. ITS is committed to responding as quickly and effectively as possible to our customers' needs
- **Stabilization**: Evolve the processes, service definitions, and resource management best practices that ensure stable and effective service management and delivery. ITS is committed to stabilizing all services in production
- **Service Development**: Leverage the IT Transformation to invest in improving core services and/or developing new service offerings. Evolve the ITS Service Catalog and harness the talents of staff to broaden IT contributions at UCSC
- **Performance**: Support, develop and retain outstanding and diverse IT staff through professional development and a culture based on our guiding principles. ITS is committed to supporting staff through training, deepening performance management processes, and encouraging mentorship and contributions to campus and divisional service

### Internal Commitments:

In addition to new investments, ITS is committed to strengthening our organization through internal investments of time and resources. The following list of projects will continue to receive top priority, as critical components of our work as a client-facing, service-oriented, process-driven IT organization:

- Defining and Delivering Service Level Agreements (SLAs)
- Integrated Strategic Planning Process
- Instructional Technology Review
- Development of the Service Management Lifecycle and Production Excellence
- Client Request to Solution Provided Process (CRSP)
- Change Management Process Implementation
- Integrated Funding Model and Budget Allocation Process

### New Investments:

With assistance from the Information Technology Committee, ITS selected the following investments as ways to add the most value to the campus. These projects and service changes will receive the highest priority in FY08.

- Stabilize CruzMail
- Web Content Management
- Mass Storage/Storage Service Definition
- Expand Digital Classroom Deployment
- Enable Network Jacks in All Registrar Classrooms
- Asset Management
- Data Center Capacity Planning
- Dark Fiber Network Infrastructure
- Enhance / Harden Application Security
- SCIP Planning Project
- Enhance / Integrate Curriculum & Leave Planning
- Identity Management Phase II
- Enhance Global Desktop Support
- Stabilize / Extend Wireless Coverage
- Business Continuity / Disaster Recovery
- Physical Security Systems
- End User Testing & Software Release

More information about these investments is available at: [http://its.ucsc.edu/governance/itc/itc_recommendations_to_its.pdf](http://its.ucsc.edu/governance/itc/itc_recommendations_to_its.pdf)