ITS Town Hall

October 27, 2014
**Today’s Agenda**

*Submit questions during the live session:* ITSTownHall@ucop.edu

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<th>Time</th>
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<td>10:00</td>
<td>Welcome and Agenda Review</td>
<td>Tom Andriola</td>
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<td>10:10</td>
<td>Cloud Computing Update</td>
<td>Shirley Bittlingmeier</td>
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<td>10:20</td>
<td>UC Retirement System Modernization</td>
<td>Donna Yamasaki</td>
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<td>10:30</td>
<td>Panel: EDUCAUSE Conference</td>
<td>Tom Andriola, Shirley Bittlingmeier, Mark Cruz,</td>
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<td>Candace Jones, John Waugh</td>
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<td>10:45</td>
<td>Your Questions</td>
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<td>11:00</td>
<td>Office of Research and Graduate Studies: Supporting UC’s Research and</td>
<td>Bill Tucker, Interim Vice President</td>
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<td>Innovation Enterprise</td>
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<td>11:20</td>
<td>Staff Matters: UCOP Staff Assembly</td>
<td>Emma Sebastian</td>
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<td>Introductions of New Staff</td>
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Cloud Computing Update
– Shirley Bittlingmeier
Cloud Computing Update

• **Cloud computing**: desktop, apps, storage

• **10 departments – over 560 staff – migrated**
  – UCPath Center (pilot group)
  – OGC
  – ANR
  – BRC
  – Procurement
  – RPAC
  – ITS Immediate Office, PMO and Telecom
  – IRAP
  – Student Affairs
  – Employee and Labor Relations

• **Expected completion date**: May 2015

• **Budget**: on track
Challenges

• **Win7 Upgrade**
  – Concurrent project, 1100 more to complete

• **People**
  – Operational project following a standard project methodology
  – Slow learning curve for users; large number of calls with high first-call resolution

• **Process**
  – Complex logistics for the deployment team
  – Continuous improvement reviews

• **Technology**
  – Large number of support calls
  – Intermittent connection issues
  – Unable to deploy thin client
Next Steps

- End user survey feedback to improve deployments
- Finalize department migration schedule
- Review incidents to determine the root cause
UC Retirement System Modernization
– Donna Yamasaki
What is UCRS?

- A defined benefit pension plan record keeping system for eligible UC employees
  - Administered at UCOP in the Retirement Administration Service Center (RASC)
  - 120,000 active members
  - Annual pension payroll is $2.2 billion to about 63,000 retirees and survivors

- Record keeping for the retirement savings program (403(b), 457(b), and DCP) is administered by Fidelity Investments
What Is ITS’ Role?

• Partner with HR Benefits Information Systems to provide the technology that supports the line of business

• Provide application and infrastructure support
Why Modernization?

• Corvette Body
  – Not a corvette engine

• Current Challenges
  – Continued fulfillment of legal mandates
  – Complex workarounds

• Synergies
  – Centralized in-house technical and business expertise
  – Competitive public pension vendor community
Request for Proposal

• Several RFPs issued in this sequence:
  – Consulting company specializing in public pension modernization projects
  – Data solution vendor specializing in public pension data conversions
  – Pension Administration System
Current Status and Next Steps

• Data solution vendor is on site

• High-level business process redesign

• Create project plan with high level milestones and timelines

• Q1 2015 expect to be fully engaged with PAS vendor
Your Questions
Office of Research and Graduate Studies – Bill Tucker
Staff Matters: UCOP Staff Assembly
– Emma Sebastian
OP
Staff Assembly
Staff Matters

No: Waste of time
Lost? Unengaged?

???

Staff Event Volunteer Opportunities
Staff Event Social
Staff Event Brown Bags

Should I participate?
Should I participate?
Should I participate?

No: Too Hard

Will Try
Why not?
Try something new

Knowledge
Information
Wider Network
Colleagues
Engagement
OP
Staff Assembly
Staff Matters

Participate
Change
Use
Share

Listen
Learn

Bring your Kid(s) to Work
April 2015

Oakland Initiative Volunteer Ops
Q4 2014 onwards

OPSA Meetings
2nd Wed/Mo
Next: 11/12 @ Franklin 5318

Brown Bags ongoing
Introductions of New Staff
Thank You!