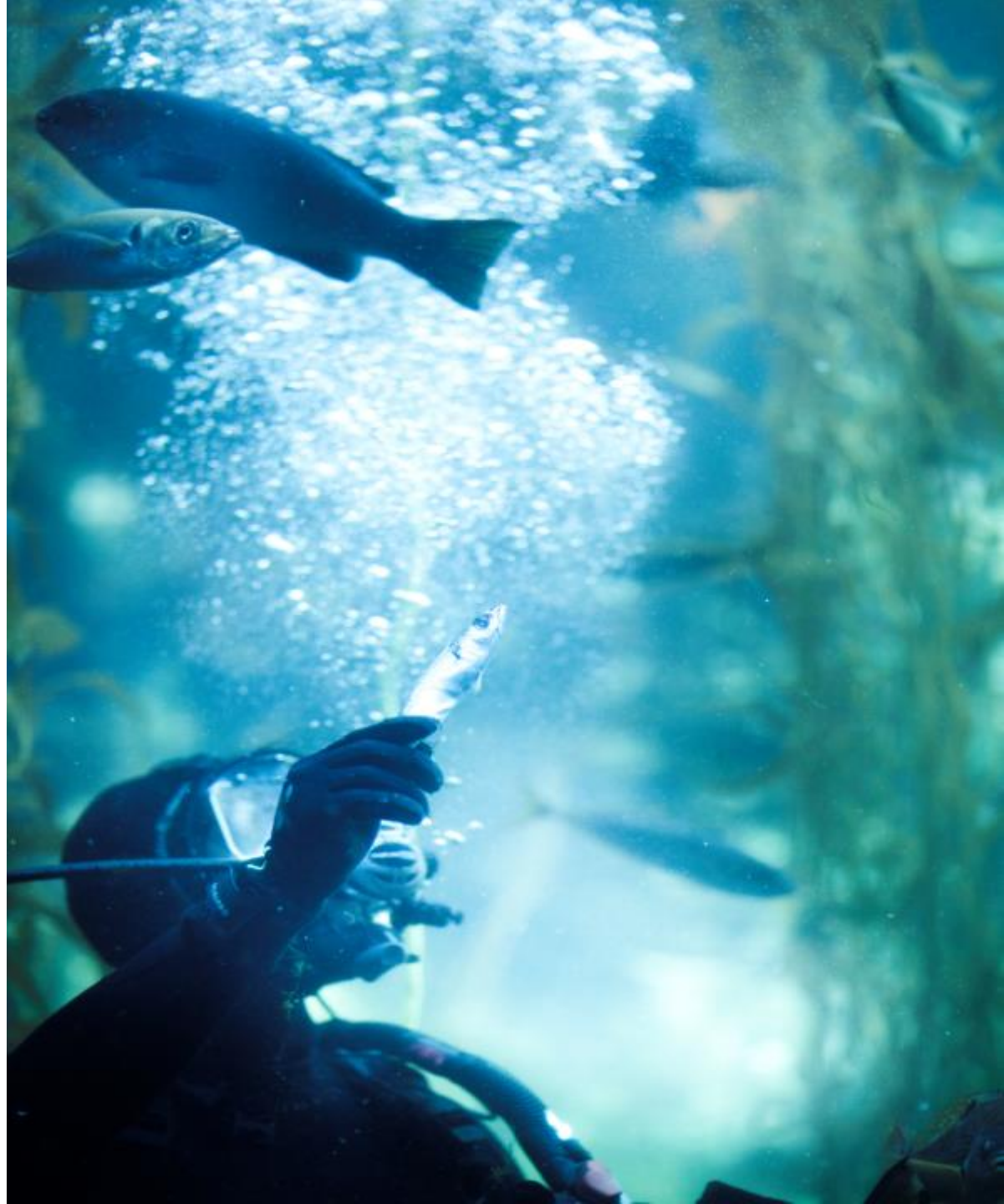


ITS Town Hall

October 27, 2014

UNIVERSITY
OF
CALIFORNIA



Today's Agenda

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

- 10:00** Welcome and Agenda Review – *Tom Andriola*
- 10:10** Cloud Computing Update – *Shirley Bittlingmeier*
- 10:20** UC Retirement System Modernization – *Donna Yamasaki*
- 10:30** Panel: EDUCAUSE Conference – *Tom Andriola, Shirley Bittlingmeier, Mark Cruz, Candace Jones, John Waugh*
- 10:45** Your Questions
- 11:00** Office of Research and Graduate Studies: Supporting UC's Research and Innovation Enterprise – *Bill Tucker, Interim Vice President*
- 11:20** Staff Matters: UCOP Staff Assembly – *Emma Sebastian*
- 11:25** Introductions of New Staff – *Tom Andriola*

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



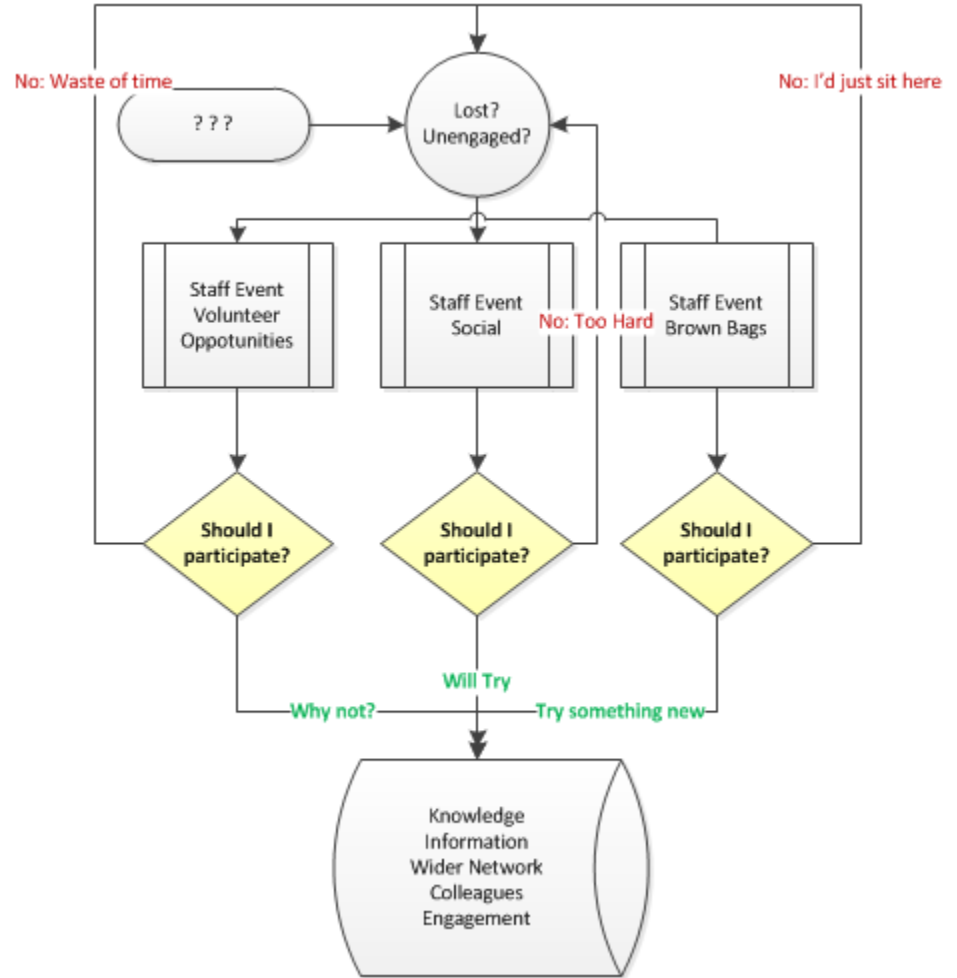
Office of Research and Graduate Studies – *Bill Tucker*



Staff Matters: UCOP Staff Assembly

– *Emma Sebastian*





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

**Oakland
Initiative
Volunteer
Ops**
Q4 2014
onwards

Change

Participate

Listen



Use

Learn

**Bring your Kid(s)
to Work**
April 2015

Share

**Brown
Bags**
ongoing

Introductions of New Staff



Thank You!



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