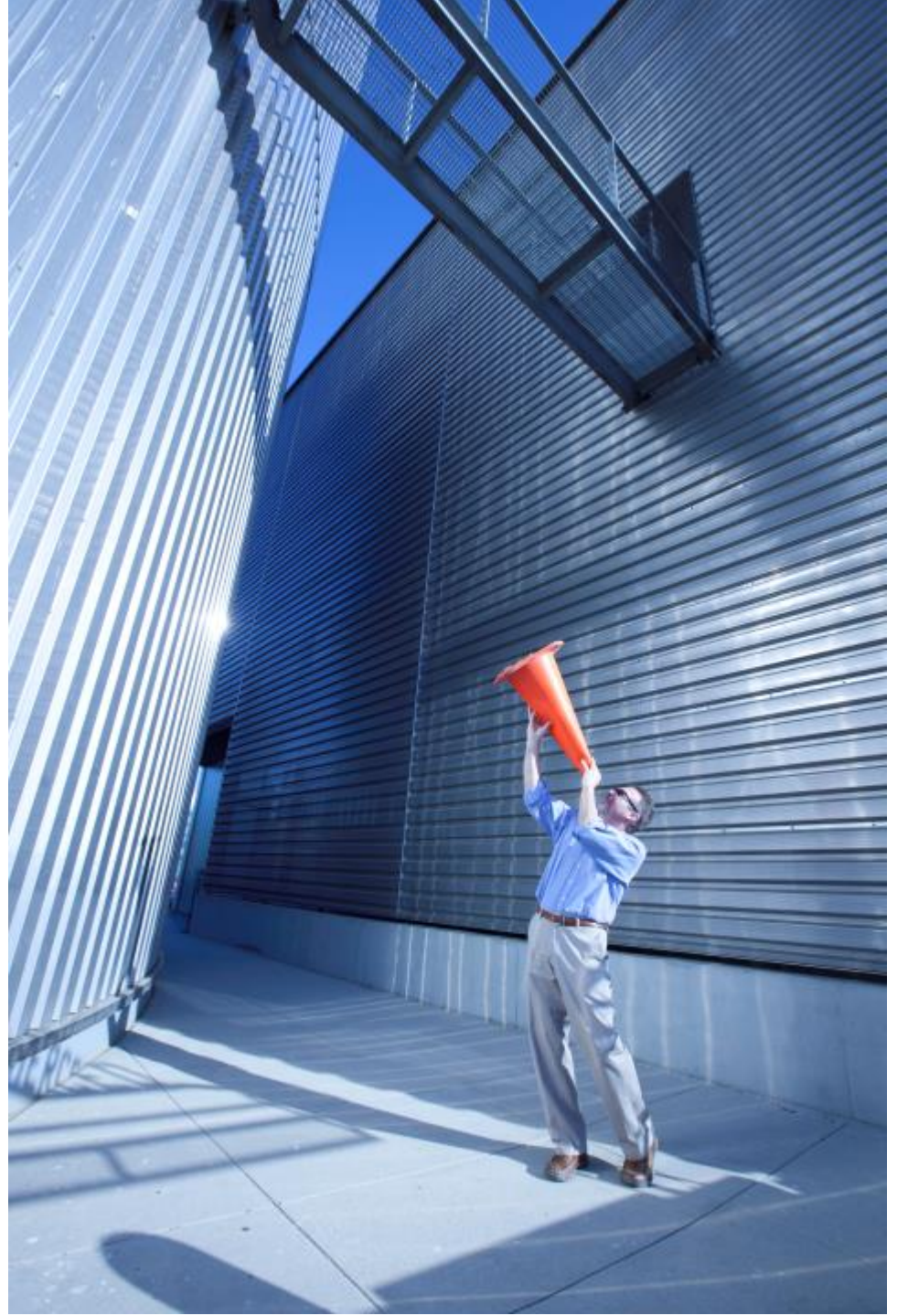


# ITS Town Hall

June 10, 2014

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# Today's Agenda

- **Welcome and Agenda Review – *Tom Andriola***
- **Transfer Action Team Report Summary – *Steve Handel, Associate Vice President, Undergraduate Admissions***
- **The Accountability Report – *Pamela Brown, Vice President Institutional Research and Academic Planning***
- **Introductions of New Staff – *Tom Andriola***
- **ITS Technology Infrastructure Roadmap – *Paul Weiss***
- **UCOP Connect – *Candace Jones***
- **ITS STAR Awards – *Tom Andriola***
- **Q&A**

- **Transfer Action Team Report Summary**
- **The Accountability Report**

# Introductions of New Staff



# ITS Technology Infrastructure Roadmap

– *Paul Weiss*





# Roadmap – Key Theme

***Over next 0-24 months, our focus will change***

## **Focus:**

- Leveraging service providers where their economy of scale exceeds ours
- Services that differentiate and best enable our customer capabilities
- Support services from multiple service providers, including composite services
- Be accountable for end-to-end service for our customers
- Increase flexibility and speed to execute

# Roadmap – Defocus

- Asset tags
- Physical hardware purchases
- Physical data center management
- Concern about any single data center physical presence

# Roadmap – Examples

- Move out of data center
- Anytime/Anywhere Access program – cloud computing
- Use of cloud or campus providers
- Reimagine our Disaster Recovery implementation
- Network Operations Center enhanced capability



# UCOP Connect – LinkedIn Group

– *Candace Jones*

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# Efficiency Review Overview

- Identify opportunities to reduce costs, streamline processes, eliminate duplication, increase transparency and improve the quality of services.
- Help foster a strong culture of continuous improvement at UCOP.

# Guiding Principles



A company's communication structure should not mirror its organizational structure.

Everybody should be able to talk to anybody.

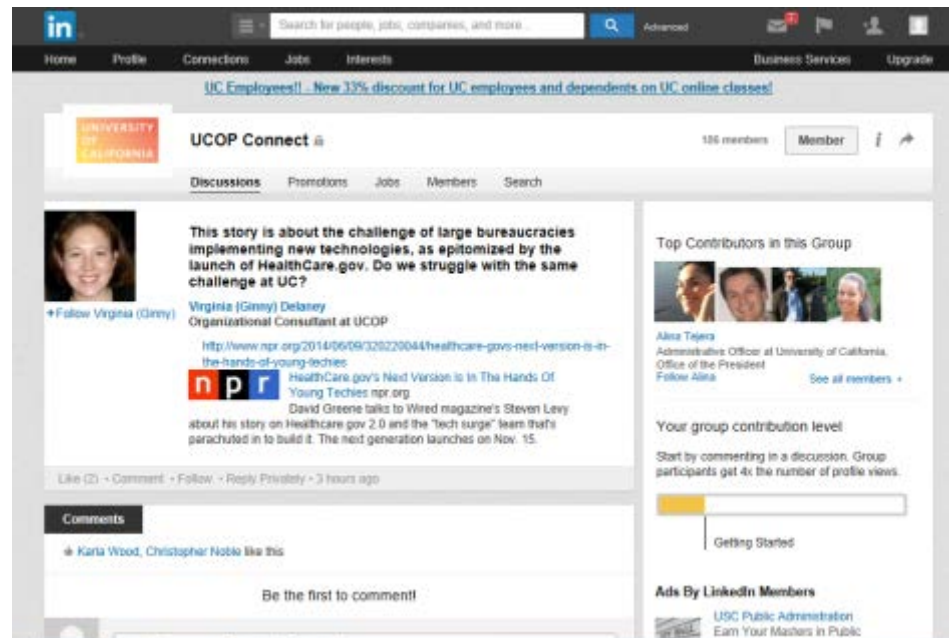
Give a good idea to a mediocre team, and they will screw it up.

But give a mediocre idea to a great team, and they will either fix it or come up with something better.

# Comment, Collaborate, Connect

- Have a great restaurant to recommend?
- Need information on child care?
- Have a position to promote?
- Read an interesting article?
- Want to promote an activity at UCOP?

**We promote unstructured conversation.**



## Learn More

Drop-in sessions to help you create a LinkedIn profile or tips on improving your current profile.

### Location: Franklin 7107 PC Training Room

- June 11, 10:00 – noon
- June 16, 1:00 - 3:00 p.m.
- June 24, 2:00 - 4:00 p.m.

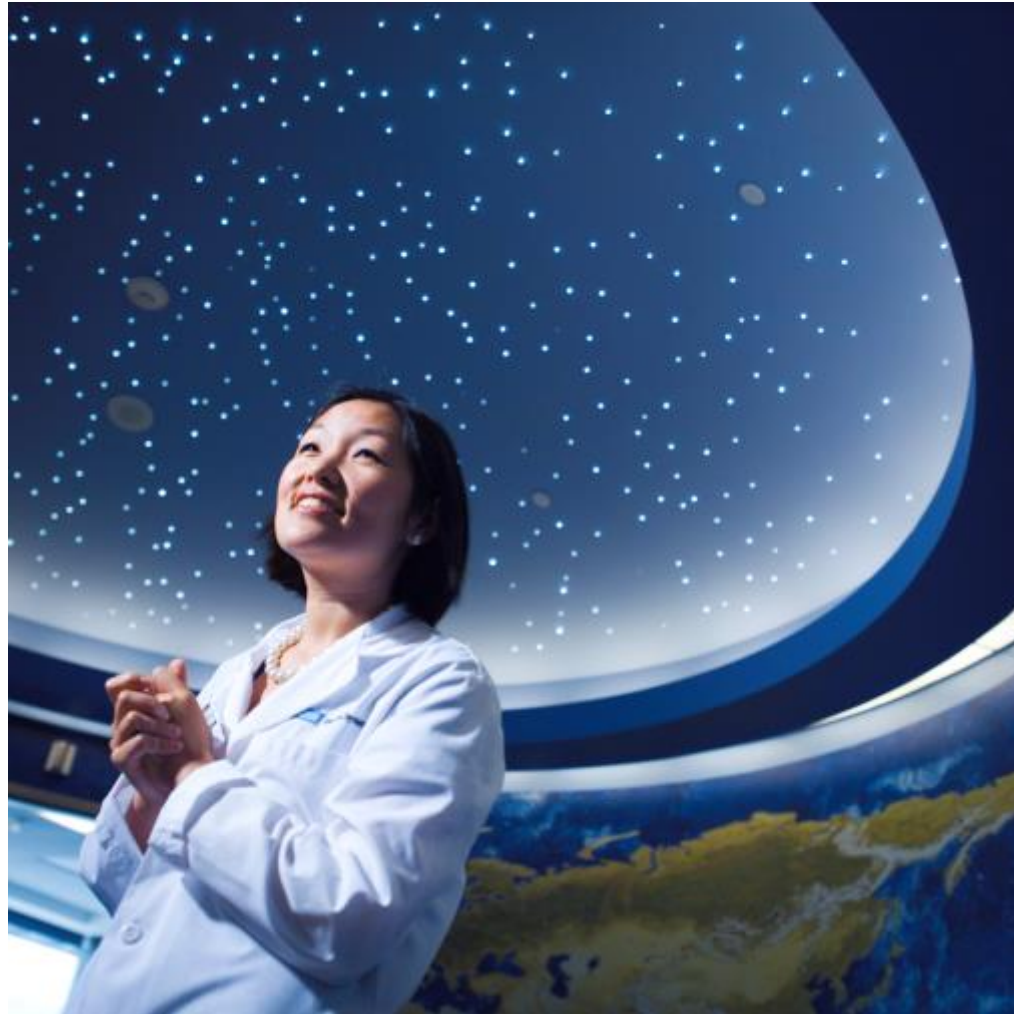
# Special Offer

Have a professional headshot taken for your profile and personal use.

- Join UCOP Connect
- Attend a Drop-in session
- Photos will be emailed to participants
- Sorry, no repeat photo sessions

# ITS STAR Awards

– *Tom Andriola*





# Staff Recognition and Appreciation (STAR) Program

- UC program to recognize individuals who have demonstrated
  - Exceptional performance
  - Creativity
  - Organizational abilities
  - Work success
  - Teamwork

# ITS Star Awards – June 2014

- **Candace Jones**, manager, Web Application Services
- **Jim Kassenbrock**, sr. network engineer
- **Randy Kemish**, telecommunications supervisor
- **Terrell McQuitta**, IT Service Desk supervisor
- **Steve Pease**, asset coordinator
- **Hooman Pejman**, data architect
- **Hema Ramaiah**, applications programmer, Enterprise Application Services
- **Laurie Sletten**, records manager
- **Wayne Templeton**, release manager

# Q&A



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