

Office of the President

TO MEMBERS OF THE COMMITTEE ON COMPLIANCE AND AUDIT:

DISCUSSION ITEM

For Meeting of September 13, 2011

UNIVERSITY OF CALIFORNIA STRATEGIC INFORMATION TECHNOLOGY INITIATIVES

EXECUTIVE SUMMARY

This item provides an update on the efforts underway to prepare for the implementation of the Regents Resolution of July 14, 2010 regarding administrative efficiencies. That resolution directed the President to ensure the design and implementation of common best-practice administrative systems and their underlying technology support systems going forward. It further directed the President to approve all new or substantially revised campus administrative systems to ensure commonality and best practices across all locations.

In order to implement this resolution, significant organizational change to both Office of the President and campus technology organizations is required. In addition, continued growth of regional data centers and strengthening of infrastructure capabilities and information security measures is underway. This is proceeding in parallel with the selection and implementation start up for the new, common Human Resources and Payroll system for the University.

BACKGROUND

At their July 14, 2010 meeting the Regents passed a resolution which reads in part:

“RESOLVED that the Regents direct the President, with appropriate consultation with campuses and other constituencies including the UC Information Technology Leadership Council, to design and implement common best-practice administrative systems, including but not limited to student information systems, financial systems, human resources systems, payroll systems, and their underlying technology support systems, and

RESOLVED that the Regents direct the President to approve all new or substantially revised campus administrative systems to ensure commonality and best practices across all locations, and ...”

The IT Leadership Council (campus and medical center Chief Information Officers) has identified what is called the “target administrative environment” which describes in a clear and

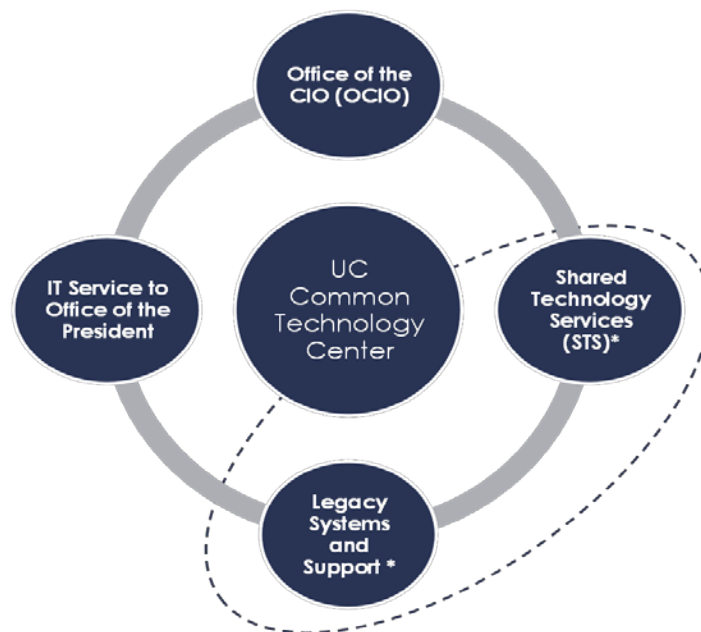
simple way how the University will conduct its administrative affairs to achieve the Regents Resolution.

Target Administrative Environment

- The University of California is committed to managing its administrative affairs by
- Using a common set of administrative best practices;
- Supported by common, shared, and integrated software; and
- By running software in the environment best suited for the solution (e.g., outsourced, local, shared, etc.)

In order to achieve the target environment, the current environment must change in ways more fundamental than simply installing new software. The “mind set” and culture must evolve to make collaborative solutions a top priority. Business processes will be redesigned to enable the use of common solutions. Collaborative decision-making processes must be adopted for both IT and non-IT issues. And, finally, the multiple UC technology approaches must be transformed into a shared service capable of implementing the new, common administrative systems in a standardized way that can be replicated regardless of which system is being installed.

UC Common Technology Center



(*Note: Shared Technology Services and Legacy Systems and Support are both part of the same organizational unit.)

The implementation of common systems will rely upon a common set of technology support structures and practices. This common technology infrastructure includes data standards, technology architecture, implementation standards and practices, identity management, network standards and regional data centers to name a few components. The Information Technology Leadership Committee has developed a plan to develop, adopt, and promulgate these components via the establishment of a new “common technology center.” This Center is being implemented at the Office of the President and will initially support the new HR/Payroll project and subsequent common systems projects.

The UC Common Technology Center will serve four roles:

- Partners to campus technology leaders in providing the technical backbone for shared service development;
- Providers to campus functional clients for shared administrative solutions;
- Strategic advisors to Office of the President executives on the effective use of information technology; and
- Technology support providers to Office of the President executives and staff.

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Regional Data Centers

Work is proceeding to utilize computing facilities at the San Diego Supercomputing Center at UCSD and the LBNL/Berkeley facility at Berkeley. The objective is to consolidate over time new general campus computing needs and research computing needs of faculty principal investigators who would otherwise house their computer hardware in sub-optimal space scattered around the campus. Taking advantage of the robust, high speed and high capacity CENIC network that links all of California education facilities allows campus computing to be conducted at regional centers with greater economies of scale, lower power costs and increased support services and not be limited to local campus options. The UC regional computing centers as well as vendor “cloud” computing options will likely play a major role in providing the computing environment for common administrative systems in the future.

Information Security and Privacy

Two major steps forward in the information security and privacy arena will bolster the UC technology environment in the years ahead. First is the successful recruitment for the newly formed position of Chief Information Security and Privacy Officer. This position will provide leadership and guidance for the increasingly complex information security and privacy challenges that face our campuses and that will emerge as we implement new systems. The person being hired into this position will be starting in October.

Secondly, the Security and Privacy Awareness and Education program will be available for use across the UC system in late fall this year. This will be a self-paced, web-based program to

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education employees on best practices to protect and secure information to reduce and eliminate security incidents and protect personal privacy. The largest single category of incidents related to security and privacy are those related to human ignorance or error and this education and awareness program is designed to address these.