ABA Meeting
March 11, 2014

ISC Update
Year One Observations
Redefining ISC Data Gathering Results

“Most effective” Themes
• Reliable established services
• Planning and project management
• Information security and rigor in disaster recovery
• Knowledge and dedication of ISC staff

“Least Effective” Themes
• Role in Cross-University Decision-making and Coordination
• Billing, Funding, and Cost Recovery
• Perceived Internal ISC Culture
• Customer Service
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IT Roundtable Refocus

Create an environment that encourages open communication, sharing and collaboration across schools, centers and administration with the purpose of applying technology to advance the mission of the University.

**ITR Core**: Limited audience with Ivy+ rules. Designed to create a more intimate, peer-based environment that increases trust and unity among the University’s IT leadership. Encourages open, honest, candid conversation and debate that moves us forward. Responsible for charging sub-groups.

**ITR Extended**: Open to all current IT Roundtable participants. Designed to provide a forum for information sharing, awareness, project updates, sub-team updates and discussion of current issues of concern to the Penn IT Community.
ITR Collaboration & Community

- New Approach to Collaboration
  - Email Consolidation – Project ButtonUP
- Gartner Executive Briefing - Arlington, VA
- Fall IT Staff Convention
- Gartner Technology Professionals Pilot
- Philly Tech Week – April 2014
- Data Center Evaluation
- Centers of Excellence (ie: HPC @ PSOM & SEAS)
- Common Solutions
- Institutional Risk Management Initiative
- More To Come:
  - 1/2 Day Session with Tina Nunno on Practical Governance
  - Microsoft Executive Briefing
Common Solutions Goals

• Advance Penn’s mission through technology innovation and best-in-class IT solutions.
• Enhance IT services and support through broad adoption of common solutions.
• Reduce costs through aggregated licensing/purchasing and shared services.
• Ensure compliance with policy and best practices for security/privacy.
• Improve integrations across Penn systems/data in support of business functions/workflow.
• Leverage knowledge sharing and support across the IT community.
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Cost & Billing Optimization Program

Redefine ISC’s cost and billing processes to provide a more transparent and efficient system for clients.

Objectives include:

• Refining and clarifying ISC’s portfolio of services
• Simplifying ISC’s cost structures
• Streamlining ISC’s billing mechanisms
• Providing clients with accurate cost and billing data that is clear, transparent and easily interpreted
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ISC Reorganization Guiding Principles

• **Be easy to do business with internally and externally**
  – Flexibility, Agile
  – Intake Process, etc.

• **Start with and keep the client in mind**
  – Customer service, Customer needs, Culture, etc.

• **Present a unified, “one” ISC**
  – Change Management & Implementation plan includes “people” and maintaining Service Levels

• **Drive efficiency**
  – Streamline and optimize our organization to reduce/eliminate redundancy, silo-ed delivery and costly processes, while not increasing “headcount” -→ More with the same

• **Keep it simple**
# Current ISC Intake Chart

<table>
<thead>
<tr>
<th>ISC Service Desk</th>
<th>Who do they support?</th>
<th>What are the intake mechanisms?</th>
<th>What tools are used?</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Faculty</td>
<td>Staff</td>
<td>Student</td>
</tr>
<tr>
<td>AIT</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>ASTT</td>
<td>Y</td>
<td></td>
<td>Y</td>
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<tr>
<td>Billing &amp; Finance</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>CHS (College Hall Support)</td>
<td>Y</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>CTS (Classroom Technology Svcs)</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Data Center</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DWH</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>First Call/CRC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LTS (LAN Technology Services)</td>
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<td>Y</td>
<td>Y</td>
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<tr>
<td>Networking and Telecom</td>
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<tr>
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<td>Security</td>
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<tr>
<td>SEO</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>SOS (Support on Site)</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>TTS (Training Technology Services)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Current Relationship Management Activities & Roles

- Multiple touch points from within ISC units and/or for specific services
- May be multiple touch points within client school/center for different services

Relationship Management
Current State

Client
(May be entire School or Center, specific departments, particular functional area or system owner, or individual(s))

- AIT
- ASTT, ASPO
- InfoSec
- N&T
- SEO
- TSS

ISC - Redefining Our Organization
Current State Platforms & Architecture

Organizational silos and functional duplication

- AIT/ASTT/InfoSec/ASPO:
  - Hardware Vendors
  - OS
  - Virtualization
  - Backups
  - Monitoring
  - Change Management
  - Databases
  - Deployment
  - Configuration Management

- N&T:
  - Hardware Vendors
  - OS
  - Virtualization
  - Storage
  - Backups
  - Monitoring
  - Network Hardware
  - Change Management
  - Databases
  - Deployment
  - Configuration Management

- SEO:
  - Hardware Vendors
  - OS
  - Virtualization
  - Storage
  - Backups
  - Monitoring
  - Network Hardware
  - Change Management
  - Databases
  - Deployment
  - Configuration Management

- TSS:
  - Hardware Vendors
  - OS
  - Virtualization
  - Storage
  - Backups
  - Monitoring
  - Network Hardware
  - Databases
  - Deployment
  - Configuration Management
Questions?

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