Advisory Committee for Information Technology
Meeting Notes

MEETING DATE: 7/16/14   TIME: 9:30-11:00AM   LOCATION: 212 KERR HALL

ATTENDEES	M. Doyle (co-chair), D. Sonnenberg (co-chair), M. Kerschen, A. Hesse, G. Gaither, M. McCue, J. Phillips, R. Chandler, B. Duisenberg, S. Hauskins, P. McMillan, D. Symonik, T. Lawson, L. Swan (staff)
GUESTS	

Questions for future IT needs recently sent to the academic dean; and then how could administrative future needs to solicited? [All]

- New programs that will require technical support
    - Data storage, online repositories, larger data sets, sensitive data, expanded network capabilities, digital shared sites (Humanities cluster), greater computational computing distance education (SOE), new research that requires greater infrastructure/support.
    - Isn't just about course material – it involves everyone (staff needs, teaching needs). Areas of collaboration needed.
    - Huge data sets beyond what have been done prior, proprietary info, image manipulation, 3D visualizations, 3D printing for analytic work.
- What about support for new faculty?
    - Expectations are higher. What is being promised/delivered?
    - Specialized server in labs or data center; more specialized needs, peripherals getting smarter.
    - Senior faculty cluster computing – what is the model that allows us to support, i.e. recharge, research grants, ACG, etc) Part of it is a money issue.
    - Continuum of hardware solutions. What are steps between desktop and super computer?
    - How can we get away from being incident-driven vs. addressing larger problems?
    - Have to have strategic planning piece in place.
    - Organize task force – can we do better w/what we have or how to prioritize?
- Practical ideas for administrative/operational improvements
    - Replace PDF's w/web forms. Digital signatures
    - Eliminate paper trail. Increase efficiencies around accounts
    - Make account creations more efficient
    - Systems that can be integrated should be
    - All systems should use an IdM component

UCPath update [M. Doyle]

See Page 3-7 for details

GERI Update [M. Doyle]

See Page 8 for details

ACTION ITEMS	ASSIGNED TO	DELIVER BY
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Next meeting: Wednesday, Sept. 10 | 1:30-3PM 212 Kerr Hall

| **Date** June 27, 2014 | **Program Directors** Mark Cianca, Sabu Varghese | **Executive Sponsor** Nathan Brostrom |

Program Summary

The UCPath Steering Committee approved two future state process designs (FSPDs) for payroll (PY.18 – Retirement classification and FICA processing) and workforce administration (WFA.07 – Job record end date monitoring). The remaining two FSPDs will be addressed on July 2, pending further review of proposed practices for recording and monitoring leaves. SMEs from all locations participated in a three-week functional solution design summit during which participants reviewed and provided feedback on 78 UCPath functional solution designs. Based on this feedback, design scope for UCOP will be finalized bringing the UCPath design phase to a close.

Detailed work plan reviews are complete for all locations with a baseline scheduled for June 30. Next, the team will work with project managers to normalize milestones for ongoing tracking, publishing and monitoring of program-level and project-level critical paths. This will enable project teams to use the integrated work plan to manage project activities and progress.

In parallel to the work plan effort, the team is revising UCPath financials to reflect the timeline. A new program budget is scheduled for presentation and approval by the Regents in January.

Key Decisions

✓ **Job End Date Monitoring:** When the job record end date is reached, the UCPath Center will terminate the jobs with the relevant check box selected. The check box will be selected/deselected by default based on employee class.

✓ **Salesforce Implementation:** Bluewolf has been selected as the Salesforce case management implementation vendor by the UCPath Steering Committee. Salesforce will be implemented in two releases, one with delivered core functionality for UCOP and a second release with additional functionality for all other locations. This additional functionality will be identified in a collaborative process with locations.

✓ **Pilot Deployment Dates:** The Executive Leadership Team agreed upon deployment dates for all pilot locations:
   – Pilot 1: UCOP – December 2014
   – Pilot 2: UCSC – October 2015
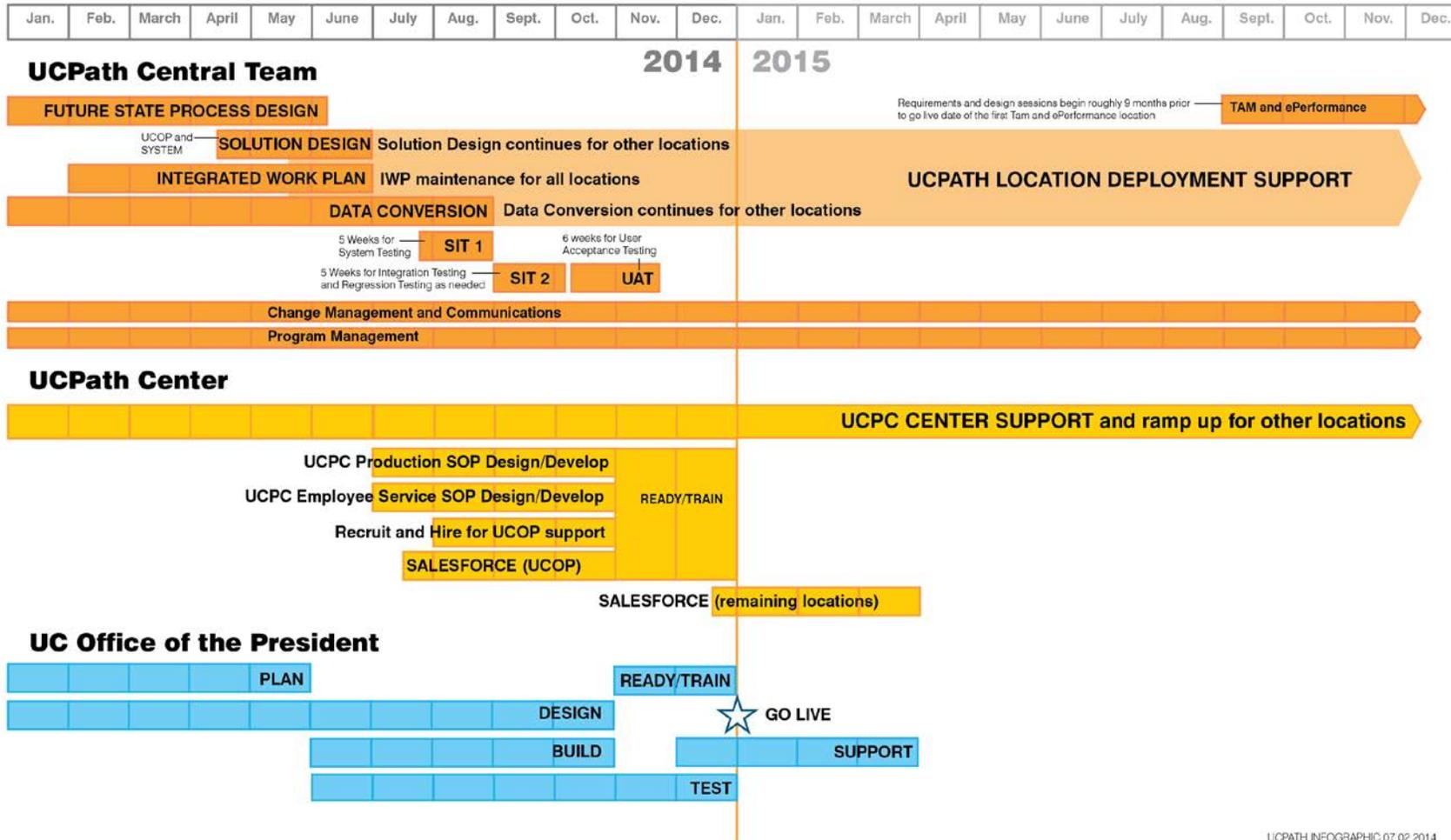   – Pilot 3: UCLA/UCM/ASUCLA – February 2016

Outstanding Key Decisions

- When will the remaining locations go live?

   Status: UCPath governance will finalize timelines for all remaining locations this summer.

![UNIVERSITY OF CALIFORNIA UCPath]

UCPath Timeline

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Program Status

UCOP Pilot Location Implementation

- **Local business processes:** All local processes have been approved by the UCOP Steering Committee.
- **UCOP Data conversion:** Functional validation scheduled for completion July 9.
- **Training:** The UCOP team has identified its training needs for go live and for SMEs in preparation for upcoming testing activities.

UCPath Center

- **Process design:** Internal FSPD review is 91% complete.
- **UCPath Advisory Board:** The UCPath Center Advisory Board submitted its proposed bylaws to the Steering Committee for approval.
- **Staffing:** The HR team is exploring a new approach for interviewing prospective employees more efficiently. In addition, 85% of the UCPath Center employees participated in interview training in preparation for the upcoming staff ramp up.
- **Technology:** Bluewolf, the UCPath Center's Salesforce implementation vendor has been engaged; the firm will start on July 14, about one month later than expected due to contracting delays.
- **Business Continuity:** The UCPath Center business continuity plan is being developed by shared services consulting firm Chazey Partners. The team is currently inventorying all business processes and assigning them a level of criticality.

### Business Process and Solution Design

- **Future state process design (FSPD):** To date, the FSPD team has closed more than 150 contingencies, 260 blockers and over 7000 recorded issues. The UCPath Steering Committee has approved 97 of 99 FSPDs and requested follow up on the final two remaining processes:
  - AM.03: Leave Administration – Leave with pay
  - AM.04: Leave Administration – Leave without pay
- **User Experience:** The team has begun configuring the UCPath portal prototype using a variety of methods that will be presented to stakeholders for feedback in July. Configuration of single sign on between UCPath Portal and HCM is complete.
- **Application Design:** During the three-week functional solution design (FSD) summit that concluded on June 26, UCPath program leaders and SMEs reviewed 78 functional designs. The design team is now following up on newly-identified issues and questions. In addition, the teams are holding conference calls and office hours to address specific topics and update designs, such as approval workflows.
- **Testing:** The testing team has documented the system integration testing (SIT) process to facilitate testing discussions with campus teams. To date, 819 test conditions for SIT have been identified. UCOP SIT begins in late July.

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System Integration

- **Application development:** The team has accelerated development efforts and completed development and unit testing of 38 customizations. Prioritization of development has been completed to align with the testing strategy to support timely performance of system and integration testing.
- **Data conversion:** The team completed several incremental conversion runs for UCOP data with an overall success rate of 95%. 43 identified issues impact 5% of the converted data.

UCOP data conversion 6/27 run success rate: **95%**

Success rates, per area
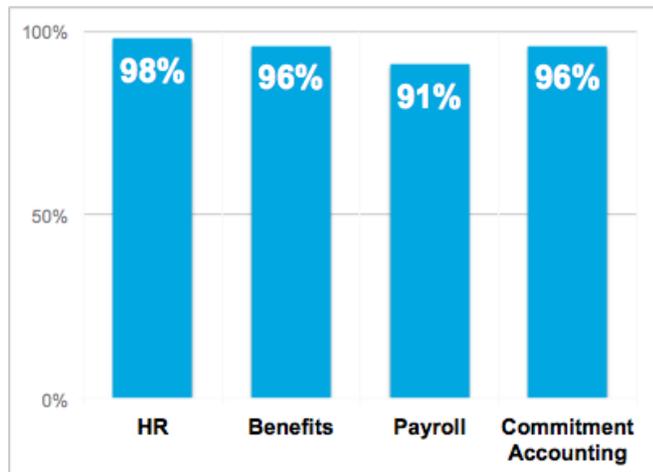
- **Integrated Monitoring and Alerting:** Oracle Cloud Services has reviewed and approved the managed file transfer and batch processing components to be installed in its data center. Review of the monitor agents is in process and is expected to be complete by the end of July.

- **Production Control/Batch Processing:** Batch process design templates are being used to document process flow, sequence, dependencies and result actions. When complete, the templates will be used for implementation of batch processing schedules.

UCPath Program Management

- **Risk management:** The UCPath Steering Committee has agreed to review all UCPath risks, including campus-level risks that have potential to impact other locations or the timeline. To facilitate Steering Committee reviews, the UCPath PMO will develop a risk and issues escalation process and provide the Steering Committee with additional data. Since the last report:
    - 91 new issues were opened
    - 97 issues were closed
    - The number of open issues dropped to 145

    In the same period:
    - 272 new business process issues were opened
    - 442 business process issues were closed
    - The number of open business process issues dropped 10% to 1780.

- **Integrated work plan:** Detailed plan reviews with all locations are complete. After the June 30 snapshot, the UCPath PMO will work with all project managers to align milestones for ongoing reporting and begin critical path reporting and analysis, followed by work to optimize plan timelines and improve reporting and monitoring capabilities.

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Organizational Change Management

- **Change Management:** The change team completed documentation and analysis of changes identified during future state process design.
- **Training:** The OCM manager is working to confirm the training strategy and staffing plan for UCOP and the UCPath Center. This is a critical first step to mobilize the workstream, meet aggressive deadlines and mitigate UCOP readiness risks.
- **Communications:** The communications team is working with UCOP external communications to reformat and relaunch the UCPath website which will be used as a tool for building awareness of the program and increase engagement with the UCPath implementation team. In addition, the team continues to develop high-quality infographics to easily communicate future state business processes. An example for non-resident alient payroll processing is below:
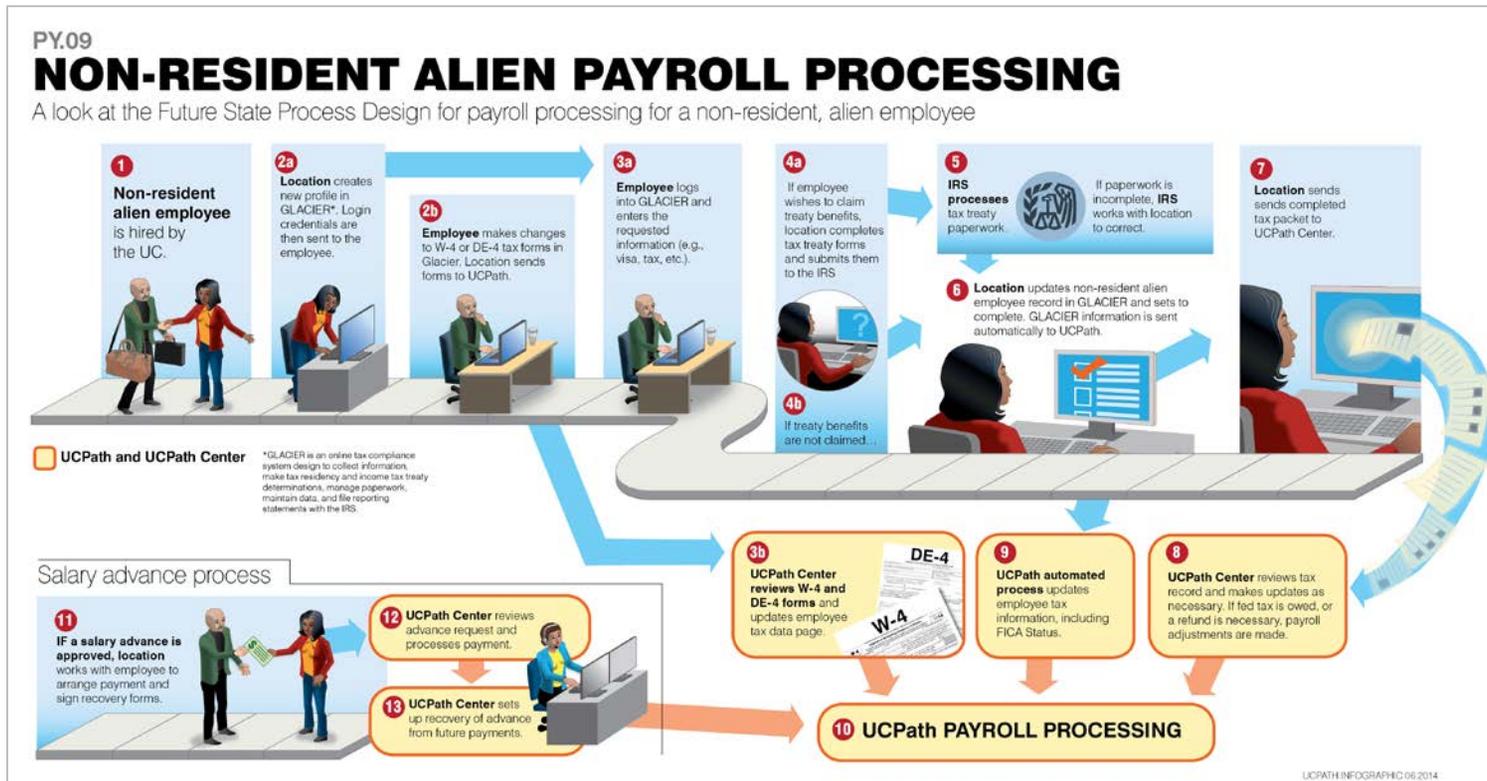
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OFFICE OF THE PROVOST AND
EXECUTIVE VICE PRESIDENT FOR ACADEMIC AFFAIRS

OFFICE OF THE PRESIDENT
1111 Franklin Street, 12th Floor
Oakland, California 94607-5200

June 4, 2014

EXECUTIVE VICE CHANCELLORS/PROVOSTS
VICE CHANCELLORS FOR PLANNING AND BUDGET

I am writing to follow up on our May 22, 2014, conversation regarding cybersecurity risks at universities. As I explained at the joint COVC/VCPB meeting that day, a group has been recently formed at UCOP to "encourage tighter collaboration with core functional partners to assess risk and provide common guidance." It involved representatives from the following UCOP areas:

- General Counsel's Office
- Ethics, Compliance and Audit Service
- Risk Management
- Information Technology Services

Dubbed "GERI," it has been judged to be an important part of the functioning of each campus. It would have recurring meetings to discuss activities in these respective domains and to assess risk. It would be an opportunity to dialogue "outside of a breach event" and identify leading risks at a given location and their order of magnitude before they happen. For the top three risks, a documented remediation plan could be developed, shared, and implemented. This work would be an ongoing practice, and the cross-domain nature of GERI would help validate the risks and direct future resources appropriately.

The President wants to ensure that a GERI-like group is established and operating at each campus. She believes that the Executive Vice Chancellor/Provost is the appropriate campus administrator to convene GERI.

I understand that some and perhaps all campuses already have an active committee equivalent to the proposed GERI committee. If a campus does not have an active committee that meets the vision of GERI, the President requests that you create such a committee immediately. I would like to receive specific information (charge, members, meetings, actions to date) about the existing GERI-like group or the newly constituted GERI-like group on your campus by the end of July so that I can compile the information for the President.

I am also working with Senior Vice President Sheryl Vacca to gather information about the risk assessment report that she recently requested from the campuses. To the extent information in the report is relevant to GERI, it will be included in the report provided to the President.

Thank you for your help and cooperation in getting me this information. If you have any questions, please let me know.

Cordially,

Aimée Dorr, Provost
Executive Vice President for Academic Affairs

Cc: President Napolitano
Chancellors
Chief of Staff Grossman