

FAS Managers' Town Hall

Thursday, December 1, 2022



TODAY'S AGENDA

- **Fireside chat with Senior Vice Chancellor Erin Gore and Vice Chancellor of Research Hal Collard, plus Q+A**

- **SVC Update**

- **IT Operating Model (ITOM) update**

Joe Bengfort, Senior Vice President, Associate Vice Chancellor
UCSF CIO and surprise guest

Cindy Yoxsimer, Executive Director, Business & Technology Solutions

Pat Phelan, Executive Director, Data Security, UCSF IT

- **Mentorship stories**

Jessica Price, Senior Facilities Manager, Facilities Services

A Fireside Chat with SVC Erin S. Gore and Vice Chancellor of Research Hal Collard





Welcome FAS staff new to this meeting

Azeb Sertsu

Contracts & Grants Accounting (CGA)
Compliance Manager
UCSF Finance

Hanh Quach

Business Intelligence Manager
UCSF HR

Jane Huynh

Business Systems Analyst
Business + Technology Solutions
UCSF IT

Kimberly Romero

Associate Director, Data Compliance
UCSF IT

Michael Baldelli

Executive Director
Budget + Resource Planning
UCSF Finance

Pierre Brickey

HR Administrator
UCSF Real Estate

Welcome new staff



Emina Seremet
Manager,
Central Administration
Campus Life Services



Erik Zandhuis
Director of Transit
Transportation
Campus Life Services



Rebecca Niznak
Executive Assistant
Campus Life Services



Vicki Sundstrum
Assistant Director,
Customer Experience
Transportation
Campus Life Services

Welcome new staff



Justin Sullivan

Associate Vice Chancellor and
Chief Procurement Officer for
Supply Chain Management



Mandy Terrill

Associate Chief Information
Officer for Research,
UCSF IT

Puppy break!



IT Operating Model (ITOM)

Joe Bengfort

Senior Vice President

Associate Vice Chancellor

UCSF CIO

...AND special secret guest



Joe Bengfort

IT Operating Model (ITOM)

Cindy Yoxsimer

Executive Director
Business & Technology Solutions

Pat Phelan

Executive Director, Data Security, UCSF IT

Agenda

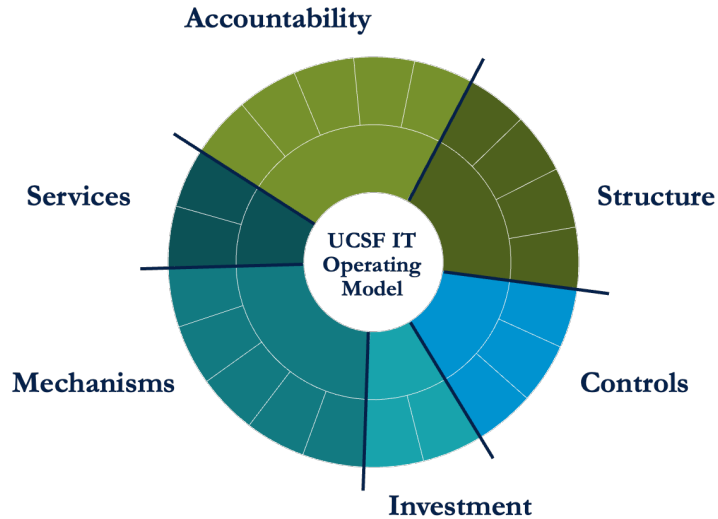
- What is ITOM
- Benefits of CLS and FSC's joining Enterprise IT

ITOM – IT Operating Model

Security Programs



IT Operating Model Objectives/Themes



- Balance central and departmental **accountability** for IT operating practices, applications, and infrastructure environments based on risk profile
- Create **structures** to improve IT support for research, education, and administration
- Strengthen technical **controls** and policies to guide behaviors and manage the IT ecosystem
- Strategically **invest** in information technology because every aspect of our mission depends on it
- Establish **mechanisms** to govern and sustain a secure IT ecosystem
- Enhance **services** to be more responsive and cost effective to community needs and reduce the incentive to build departmental solutions

IT Operating Model: At a Glance

Objectives



Top Benefits: Current vs. Future

- Centralize certain IT services to reduce cyber security risk
- New IT roles focused on Mission Areas (Research and Education)
- Specialized solutions, tools, processes for unique technologies in Mission Areas

Timeline

FY22 - FY26

Main Groups Involved

Researchers

Department IT

Central IT Staff

IT Leadership

Department Leadership

Business Case

UCSF data is a precious asset

All technology must comply with policy

Standardization makes compliance easier

Innovation requires variability, which increases risk

Protecting data requires several solutions to manage risk

UCSF wide Participation

Chancellor

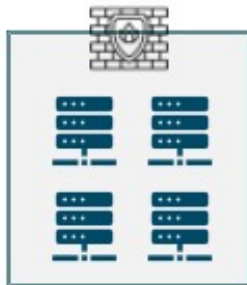
IT Governance Steering Committee

ITOM Oversight Committee

ITOM Community Engagement Working Group

Proactive Adjustments to execute ITOM Vision

Secure Research
Computing
Environment



Improve IT
Onboarding



Monitor New IT
Purchases



Mandate Best
Practices



Offer
Consultative
Services



Standardize secure
outside-partner
collaboration



Improve IAM
Standards and Tools

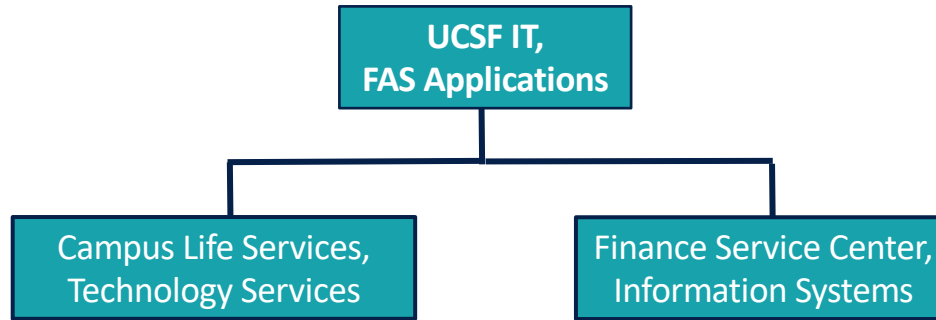


Data Driven
Controls



FAS – ITOM Early Adopters/Centralization

FAS - Early Adopters



- Campus Life Services, Technology Services (CLS Tech) transitions to UCSF IT under FAS Applications
- Finance Service Center, Information Systems (FSC, IS) transitions to UCSF IT under FAS Applications

FAS – Early Adopter UCSF IT Benefits

Reduce	Reduce security risks by having consistent set of processes (e.g change control)
Strengthen	Strengthen technical controls and policies
Maintain	Maintain consistent service level expectations
Leverage	Leverage consistent set of IT tools - monitoring, automation
Create	Create synergy amongst all IT professionals

FAS – Early Adopter UCSF IT Benefits

CLS Tech and FSC IS functions will not change – devoted to the customers

Remain IT service providers to the customers currently served

Part of the business team with the business prioritizing IT initiatives

Business advocate in Enterprise IT

This is a model that we will adjust and use for other departments

SVC Update

Erin Gore

Senior Vice Chancellor
Finance & Administration

SVC Update

- **Thank you** for the incredible work happening in all corners of FAS
- **True North FY23 goals and action plans** for staff engagement and DEIA-AR
- **UCOP, high visibility topics** - Strike, Fossil free fuel update, Global Leadership Council
- **Financial update** - Financial update, ten-year plan status, department budget meetings
- **Connecting with the SVC** - FAS All Staff Town Hall next Thursday, December 8, Coffee with the SVC

FAS Strategic Direction Snapshot



FAS-Wide Priorities

- Diversity, Equity, Inclusion, Accessibility & Anti-Racism DEIA-AR
- Supplier Diversity
- Value Improvement

FAS Steering Metrics

Outcome Measure & Target (where we want to end up)		Process Measure & Target (what we're doing during the year to make progress)	
M 1	Belonging Index improves by +.02	M 1A	90% action plans complete and input into umbrella by 10/1/22 and at least 1 tactic complete by 3/1/23
		M 1B	100% of FAS DEIA-AR action plans complete and submitted to SVC's Office by 10/11/22
M 2	75% of FET areas with addressable spend opportunities have increased their spend percentage with diverse suppliers by 6/30/23	M 2A	100% of FET areas have identified opportunities and created plans by 12/31/22 to increase their % of addressable spend with diverse suppliers
M 3	25% of \$12.8M cumulative net value target for current Value Improvement cohort is met by 6/30/23	M 3A	50% of projects on track to meet value creation goal at time of report-outs (3x/year); those not on track have a plan to get back on track

SVC Update

- UCOP, high visibility work/issues
 - Strike
 - Fossil free fuel update
 - Global Leadership Council

SVC Update

- State of Finances
 - Financial update
 - Ten-year plan – large capital investments dominate
 - Department budget meetings

Coffee with the SVC in 2023

Creating new informal ways for staff to connect with SVC Gore

- January – HR Coffee with the SVC - in person
- March – All Staff Virtual Coffee with the SVC
- Coming to all departments – be on the lookout

FAS All-Staff Town Hall

Thursday,
December 8
12:30-1:45pm



<http://tiny.ucsf.edu/fastownhall2022>

FAS Financial and
Administrative Services

Thursday
December 8, 2022
12:30-1:45pm
Virtual via Zoom

FAS All Staff Town Hall

All FAS staff are invited to
our first all staff Town Hall,
with the theme:

*What are we doing to be an
anti-racist and inclusive organization?*

Welcome, introduction, reflection and thank you
by Senior Vice Chancellor Erin Gore

Behind the scenes panel: DEIA-AR plans in action

Learn more from your peers about two DEIA-AR action plans
on diversity, equity and inclusion in HR recruiting and
inclusive hiring in native languages in Campus Life Services

Ask us anything: Q + A session

Learn how FAS staff can get involved



Special thank you
to the FAS Diversity
Equity, Inclusion,
Accessibility and
Anti-Racism (DEIA-AR)
Steering Committee



Get more
details and
RSVP

<http://tiny.ucsf.edu/fastownhall2022>

Mentorship stories

Jessica Price

Senior Facilities Manager
Facilities Services

We'll see you in 2023!