Common Solutions Processes & Status

Cathy DiBonaventura
John Mulhern III
Agenda

❖ Goals
❖ The basics
❖ Team members
❖ Current initiatives
❖ Credits and questions
Common Solutions Goals

- **Advance** Penn's missions 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
- **Leverage** knowledge sharing and support across the IT community
Common Solutions at Penn – Strategic Governance Model

The governance model is designed to advance Penn’s mission through implementation and broad adoption of strategic IT solutions. The inclusive process ensures that efforts are aligned with needs/priorities that are common across Schools and Centers.

Campus Wide Collaboration
- Campus Evaluation Teams,
  - Desktop Management
  - Hardware Firewall
- Needs Assessments, Cost/Benefit
  - Email Futures
  - CRM
- Pilot / Partner
  - Virtual Desktop
- Leverage School/Center Leadership
  - Qualtrics
  - WebDAM
- Information Sharing
  Identify solutions already meeting business needs through events, outreach, and surveys.

Strategic Direction and Governance
- Executive Leadership
  Provost, EVP, Deans, VPs
- IT Roundtable
  Common Solutions Steering Group
  - Identify strategic needs and opportunities
  - Assess near- and long-term priorities
  - Recommend strategies to pursue solutions in areas of greatest need/impact/benefit
  Co-Leads
  Cathy DiBonaventura
  John Mulhern III
  Common Solutions Portfolio Management
  Common Solutions Portfolio Pipeline
  Penn Hype Cycle

Institutional Stewardship
- Licensing, Purchasing, Contract Negotiation, Security and Privacy Compliance, Cloud Terms, Support
- Common Solutions Working Group
  BSD – Office of Software Licensing
  BSD - Purchasing Services
  ISC - Project Office (Cloud)
  ISC - Information Security
  ISC - Technology Support Services
  In concert with:
  Office of Audit, Compliance, and Privacy
  Office of General Counsel

Resources to Vet Solutions/Vendors
- Cloud Computing: Opportunities Used Safely
- Data Sensitivity & Review Framework
- SPIA for Vendors tool
- Sample contracts and preferred language
- Box Data Sensitivity and Usage
- Gartner Market Research
- Evaluation Toolkit

Organizations in Search of IT Solutions to Address Specific Business Needs
The Basics

- First steering group meeting was December 2013
- Steering group meetings are once a month
Common Solutions Steering Group Members

Dan Alig, Wharton
Helen Anderson, SEAS
Mark Aseltine, ISC
Christine Brisson, SAS
Chris Bradie, Business Services
Rich Cardona, Annenberg
Jeanne Curtis, ISC
Cathy DiBonaventura, Design
Christine Droesser, Law
Brent Friedman, Purchasing
Maria Kelly, GSE
Susan Kennedy, Business Services

Zachary Leach, Nursing
Kay McDonnell, School
Maria Mejia, Dental
Lou Metzger, Admissions
John Mulhern III, ISC
Chris Niemeyer, SEAS
Amy Phillips, ISC
Smith Ragsdale, Vet
Joe Shannon, Finance
Doug Smullens, Libraries
Mary Spada, VPUL
Margaret Troncelliti, Wharton

Super User Group: June 2014
Common Solutions Working Group Members

Josh Beeman, ISC
Brent Friedman, Purchasing
Anita Gelburd, ISC
Mary Griffin, Business Services
Maura Johnston, OACP
Jeff Rusling, Business Services
Michel van der List, ISC
A Few Current Initiatives
Adobe Licensing

- A response to *substantial* changes in Adobe pricing, terms, and conditions
- Complex investigation being led by Business Services, in concert with the Common Solutions Steering Group and IT Roundtable
- Not necessarily cost savings - more like cost avoidance
- *Some* decisions expected in late June/early July
Product/Technology Evaluation Process

❖ Three evaluation teams for Summer 2014:
  ❖ Web-based mobile printing
  ❖ Password managers
  ❖ Data archiving
❖ Teams being formed right now - email me today if you’d like to join one
Hyland OnBase

- Discussions initiated by VPUL, though there is increasing interest in revisiting document management/imaging across campus
- Various meetings around the topic and the technologies involved
- Excellent example of the value of communication
Blue Jeans

- Cloud based video conferencing
- Initiated and led by Wharton, who will deploy July 1 for all constituents
- Testing and some actual use across the University
- Multiple other Schools and Centers are deploying beginning July 1, though not the majority of the University
Web Sites & Documents

Common Solutions site:
http://www.upenn.edu/computing/group/common-solutions/

PMAP documents site:
http://www.upenn.edu/computing/isc/pmap/pmapdev/introduction.html

Lots more documents coming from Purchasing, ISC, and the Common Solutions Steering Group
Credits & Questions

Mark Aseltine, ISC
Ian Kelley, ISC
Tom Murphy, ISC
Vern Yoneyama, ISC

Super User Group: June 2014
Common Solutions
Processes & Status

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