



**Super Users Group
Information Systems & Computing
FY '05 Overview**

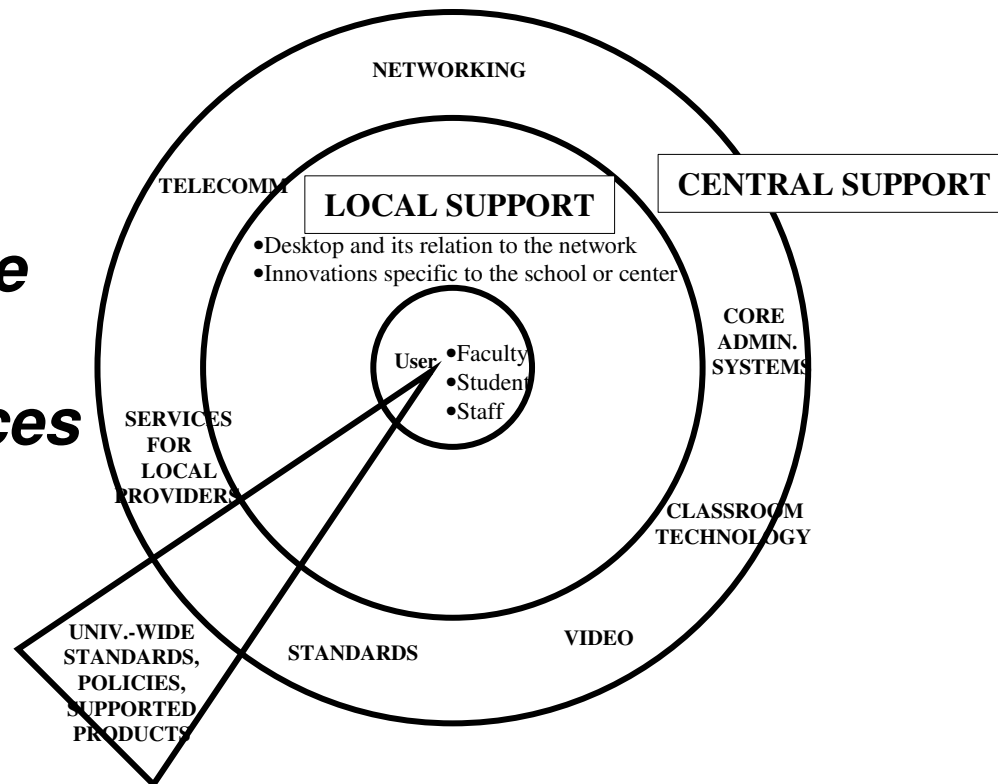
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Robin H. Beck

Introduction:

- **Restructured to emphasize decentralized opportunity and a rapid response; reaffirmed three years ago**
 - Each school and center has separate IT organizations
 - Balancing central with local
 - Leveraging local, locally
 - Leveraging central infrastructure and products for the common good
 - Collaboratively we work together to deliver service of the highest quality

Penn's Structure for Computing Services

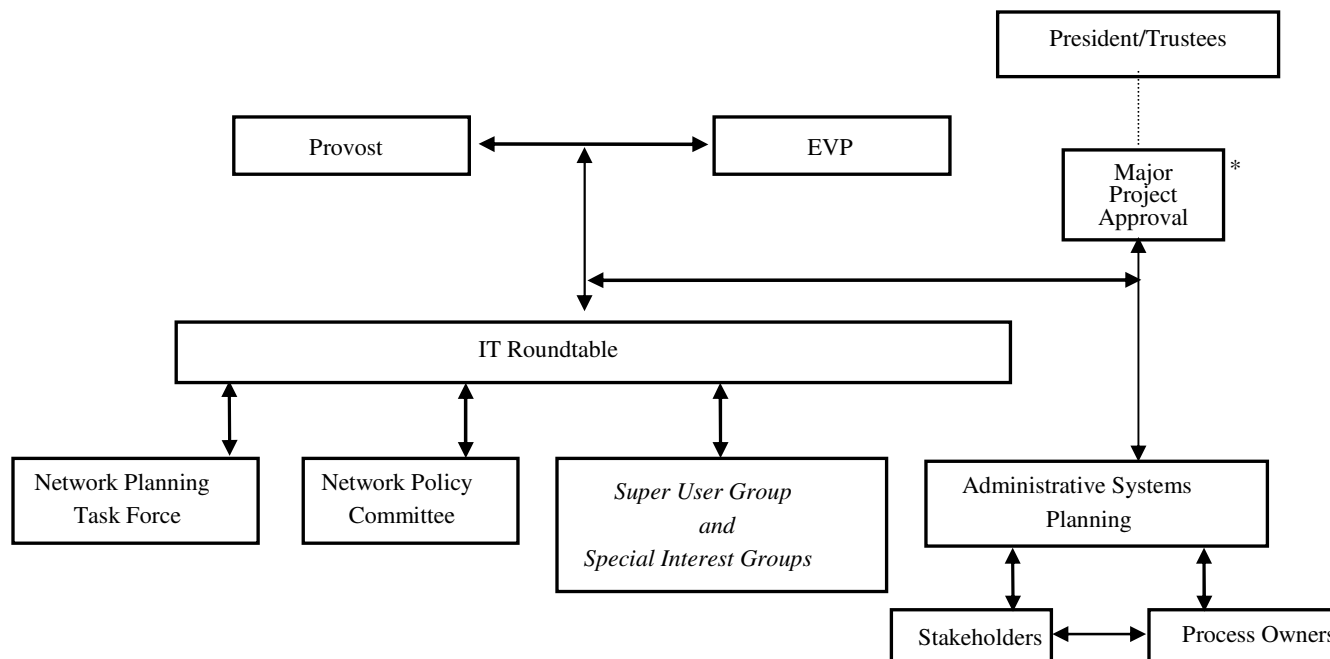


Some Facts:

- **40% of IT staff in central organization; 60% in schools and centers**
- **35,000 billable IP addresses**
- **1,600 users of Penn Marketplace and financial systems**
- **1,000,000 daily transactions (peak) from students using web-based, self-service (Penn In Touch)**
- **1,100 users of Data Warehouse**
- **Portfolio examples:**
 - Mainframe, Unix, Linux, NT environments, ADABAS and Oracle, four-tier web-based architectures
 - Web-based, self service, including student portal
 - Financial suite, including Penn Marketplace (eCommerce) is Oracle 11i; approximately 1,600 users
 - Advancement (in progress) PeopleSoft
 - Research Services (in progress) InfoED
 - HR/Payroll modified mainframe packages; used by approximately 300 users
 - Student Records and Financial Services mix of in-house and package
 - Web-based front ends/portal developed in-house used by faculty (AIT) and students
- **Broad-based, structural approach to planning and delivery (PMAP) heavy emphasis on user/client participation and communications, IT principles and architectures, TCO, SLAs and more...**

IT Governance:

- **Informed and broad University governance and advising make sure our priorities are right**



* Depending on funding, planning priorities set by process owners

IT Priorities To Consider:

- Need to both contain costs **AND** innovate
 - Slight budget increases in FY'06
 - Compact for Penn, Middle States Review, Financial Aid, Student Expectations
- Many new devices are now wireless by default
 - TCO, User Expectations, New Presentation Layers
- Demonstrating value of IT
- Migration towards "real time" infrastructure
 - "self healing" infrastructure, grid computing, service oriented architecture
- Need for evolving IT processes and skills

Planning:

- **Four broad strategies underline ISC's goals:**
 - Look to future and provide infrastructure on which others build the academic achievements of Penn and partner with University offices to make administrative work more effective
 - Accept challenge to stretch existing resources
 - Strengthen operational performance and the security and privacy of Penn's information assets
 - Improve and expand existing products to extend their useful life and create new advantages

FY '05 Highlights:

- **Awareness of our vulnerabilities continues to inform and increase our Business Continuity efforts**
 - Security/viruses/DOS
 - HIPAA security
 - Offsite disaster recovery testing
 - NAP plans

- **Environmental innovation continues as a necessary response to needs of academic community**
 - Wireless and streaming video services
 - IT orientation
 - Online Directory
 - MAGPI/I2
 - VOIP

FY '05 Highlights: *(cont.)*

- **Operational effectiveness in the University-wide delivery of IT**
 - Operating costs a broad concern across campus
 - Leadership/consultation/advisory activities
 - Operate and maintain infrastructure, network, data stores, applications and support services
 - BEN Upgrade

- **Systems designed to improve quality and cost-effectiveness of services to students, faculty and staff University-wide, including:**
 - U@Penn
 - Advancement
 - PennERA
 - Admissions
 - Student Borrowing Management System
 - SRFS (Student Records and Financial Services)

Summary:

- **Penn is a networked campus**

- Self-service applications accessible anytime from anyplace
- Fault tolerant and redundant infrastructure
- Use data as a University asset and make it accessible to those who need it

- **Penn continues to increase its reliance on information technology**

- Technology is not an end in itself, but is increasingly necessary in providing an environment and a set of tools and capabilities with which to carry out the University's tasks more efficiently and effectively

Conclusion:

- **What's keeping me awake lately:**

- Security
- There are only 24 hours in a day
- Technology hype
- Multi-sourced environment
- Open Season for Open Source
- Mobile Work Force

- **What keeps you awake?**