

Super Users Group

Information Systems and Computing FY '08

November, 2007

What Keeps Me Awake?

Be alert for uncertainty in IT budget.

Green IT – a new shock wave?

New scholars and senior administrators

Is there such a thing as Security on a budget?

What are the new and different technologies we'll encounter?

How do we find people with the right skills?

How do we leverage the rise in online communities?

How do we structure IT to be an ever more effective business-changing organization?

How do we improve standing of IT across the University?

How do we apply the language of "value" to IT?

Penn set new records with our applications for Class of 2011.

Unreliable sources of technology trends for executives.

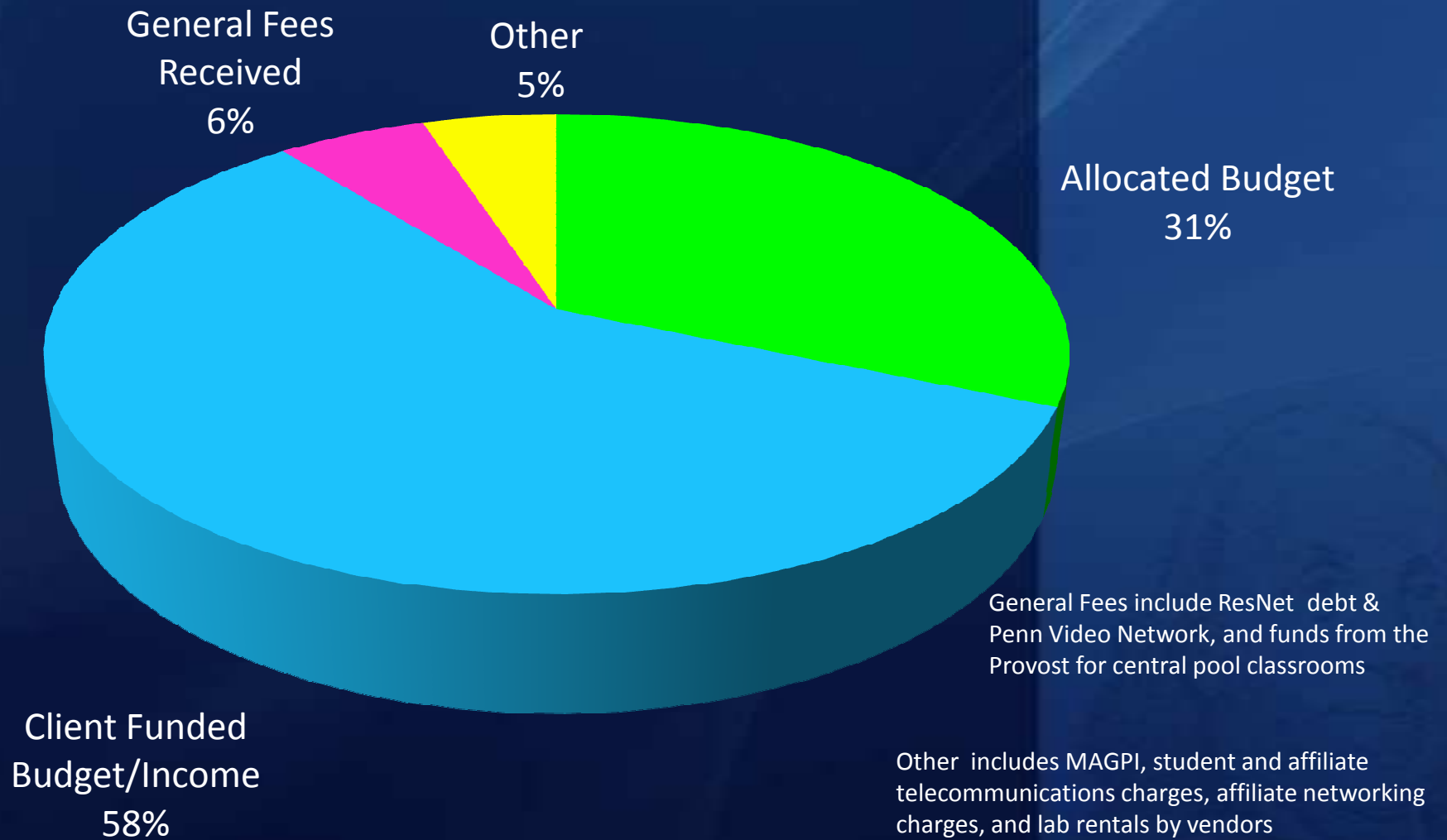
How do we foster and sustain growth, innovation and performance?



Some ISC Perspectives

- **40% of IT staff in central organization; 60% in schools and centers**
- **41,500 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**
- **1,600 users of Data Warehouse**
- **Portfolio examples:**
 - Mainframe, Unix, Linux, NT environments, ADABAS and Oracle, tiered, web-based architectures
 - Web-based, self service, including student and employee portals
 - Mix of in-house and package software
- **Broad-based, structural approach to planning and delivery (PMAP) heavy emphasis on user/client participation and communications, IT principles and architectures, cost/benefit based investments, TCO, SLAs and more...**

FY 2008 Budget – Funding by Source



Penn Compact Sets Framework for Priorities

- Increasing Access
 - Make a Penn education available to all outstanding students
- Integrating Knowledge
 - Better integrate knowledge from different disciplines and professional perspectives
- Engaging Locally and Globally
 - Collaborative engagement with communities world wide

President, Provost, EVP Priorities Today

- Faculty Recruitment and Retention
- Maintain and enhance the quality of our students
- Sustain momentum on increasing access
- Launch Capital Campaign
- Maintain research strength and enhance research compliance and commercialization efforts
- Create incremental resources through effective collaboration and innovation
- Recruit, retain, develop and manage a highly talented, diverse workforce
- Enhance the Quality of Experience for Faculty, Staff, Students and Community
- Maintain strong financial performance
- Maintain services and programs that support and enhance communities and contribute to improvement of City and region
- Promote Cross School collaboration

Some Highlights & Current Initiatives

- Graduate and Undergraduate Admissions
- Classroom Technology
- CTT
- DMCA Response
- Emergency Notification System
- Faculty Information System (FIS)
 - On Line Faculty Recruitment
 - Academic Base Project
- Fixed Assets
- Identity Management Assessment
- PennERA/Research
 - Proposal Development
 - Profiler
 - COI
- Security / Privacy
 - Convert or secure SSN's
 - Next generation PennKey (Beyond Passwords)
 - Central Authorization
- Development System Upgrade
- Integrated Email (Exchange Service)
- Next Generation Student Systems
- Refresh Penn In Touch
- Penn Community Upgrade

Current State and Future Direction

- Concerns about federal regulations
- Social responsibility will grow
- Data Center growth in necessary power and cooling – space pressures
- Need for new types of information (analytics)
- Need for business skills in IT organizations
- Partnering in leading change initiatives (including more than IT)
 - SAS 112
- Security, Compliance, Privacy, Risk Management
 - Engage clients in meaningful participation in assessing risk
 - Balance security concerns and cost

Current State and Future Direction: *cont.*

- Unified communications
- Social Networks
- Next Generation of Student Systems
- Globalization
- Being a “fast follower” to new technology adoption
- Innovation
- Sustainability
- Research Support

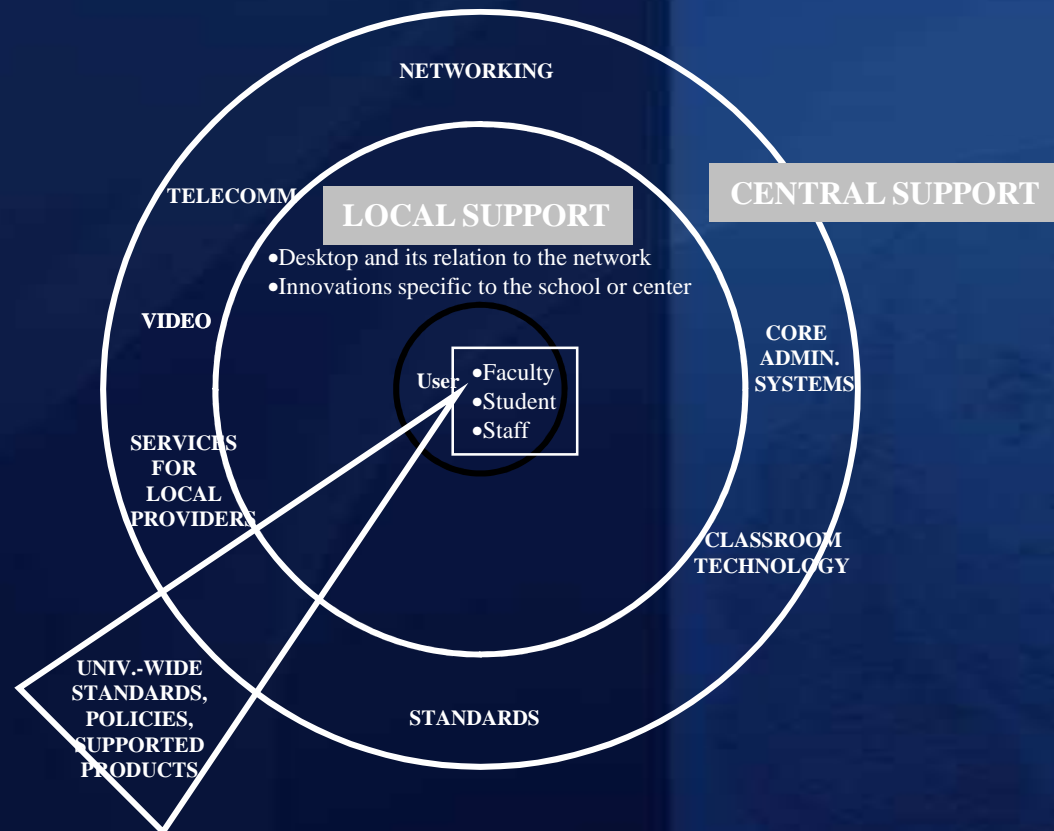
What's Keeping You Awake?

Appendix

Information Technology Organizations

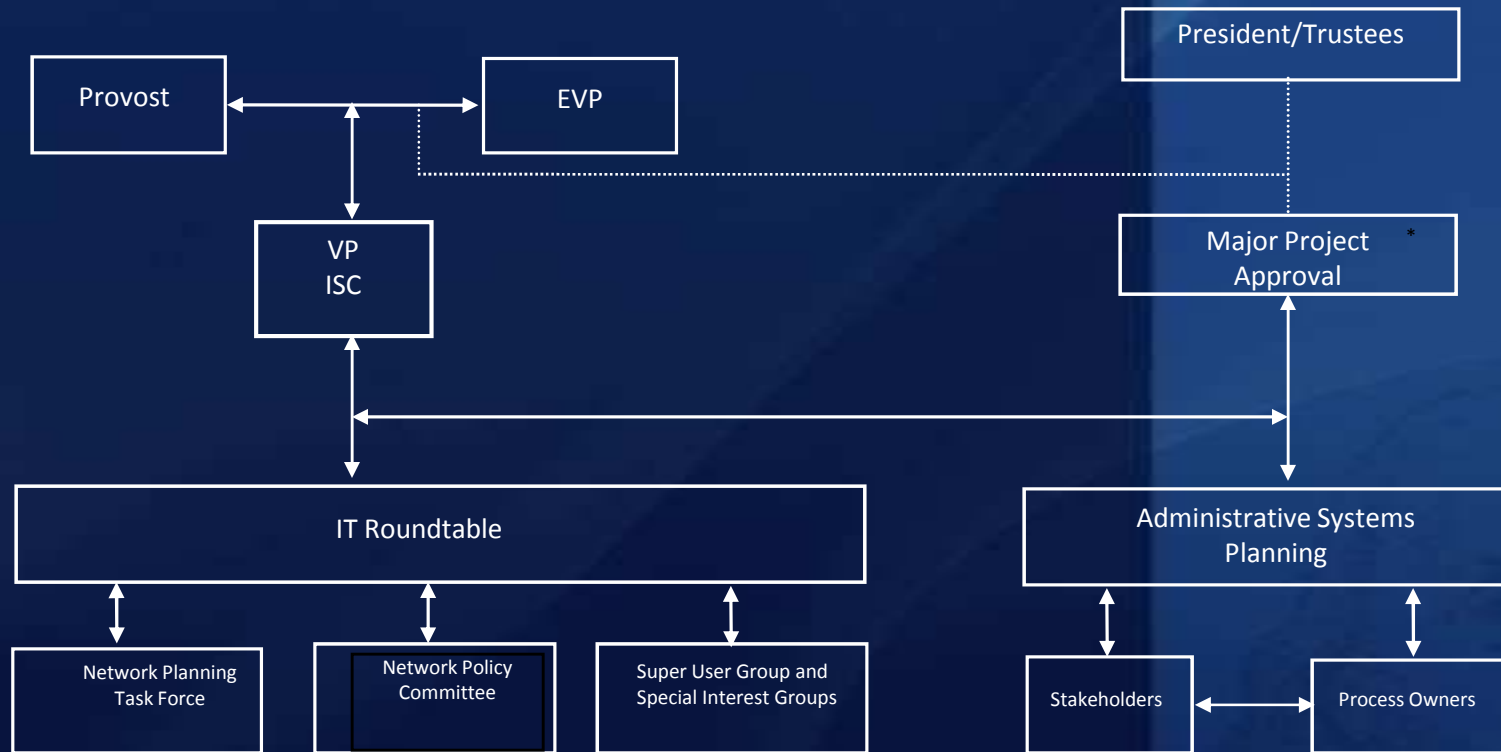
- **Reflects Responsibility Center Management and emphasizes decentralized opportunity and rapid response**
 - Each school and center has separate IT organizations
 - Balancing central with local
 - Leveraging local, locally
 - Leveraging central infrastructure and products for the common good
 - Collaboratively we work together to deliver service of the highest quality

Penn's Structure for Computing Services



IT Governance

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

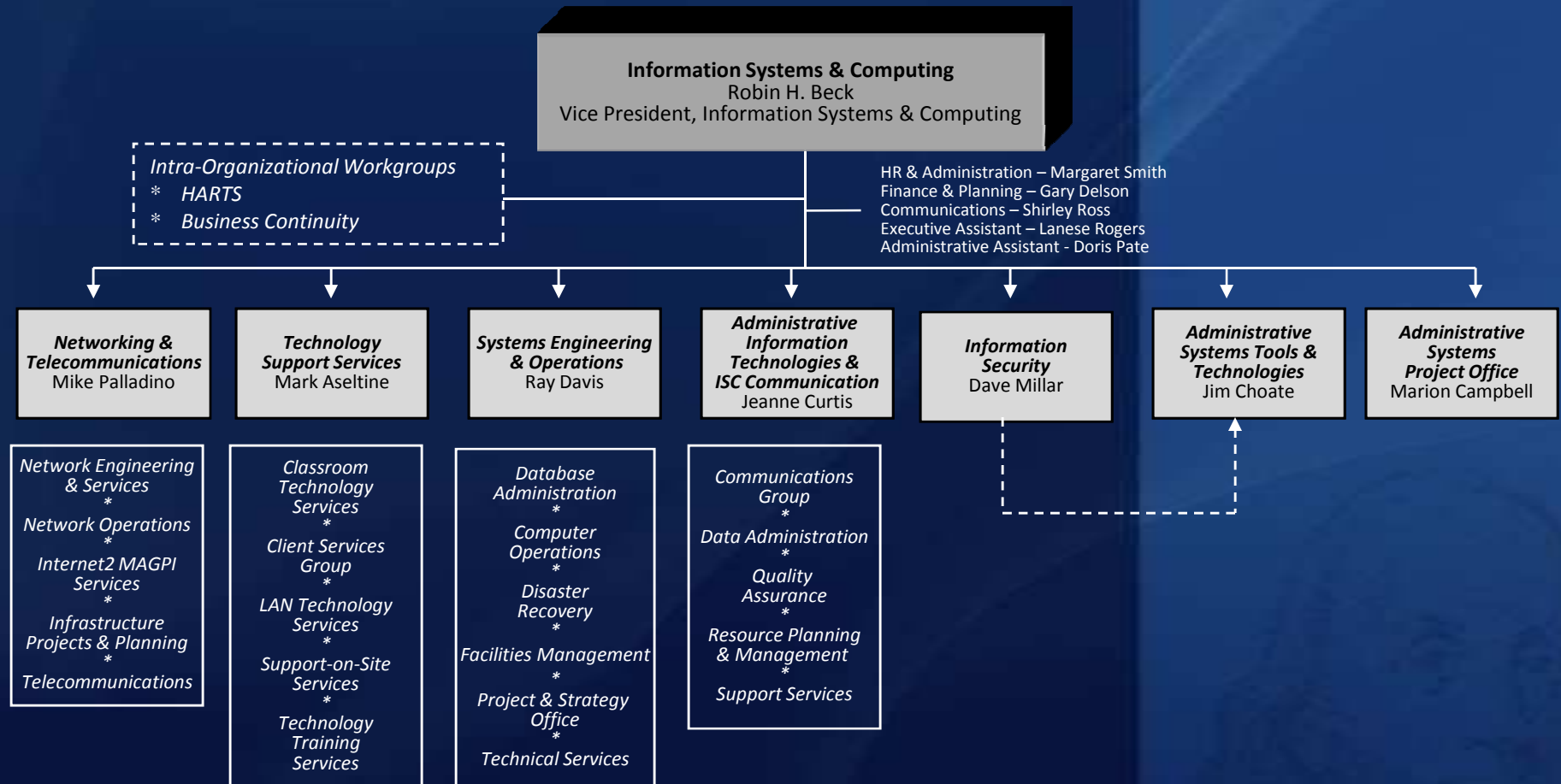


* Depending on funding, planning priorities set by process owners

Who Are We?

- **ISC's *MISSION, VISION AND VALUES* provide a common framework, focus and culture**
 - Our mission sets forth, in general terms, the broad intent of the organization
 - Technology leadership through collaboration for today's solutions and tomorrow's innovation
 - Our vision for ISC is a statement of what the organization wants to become
 - We embrace the challenge to deliver quality on demand
 - Our values are the operating principles that enable ISC to achieve overall goals and objectives
 - Customer service
 - Teamwork
 - Results orientation
 - Innovation/creativity

ISC Organization



* Find out more: Penn Portal (Computing Resources Link) <http://www.upenn.edu/computing/isc/home/about/units.html>