Today’s Purpose
- Provide you with an update of ISC’s FY16 and an opportunity to identify anything that is missing
- Identify and prioritize drivers/themes that will impact your business in the next 3-5 years

Welcome & Updates

FY16 Highlights

Beyond FY16

Next Steps & Close
**Our Purpose:**
To collaborate with the Penn Community on IT services that enhance and support the mission of the University of Pennsylvania.

**Our Values**
- Innovation
- Integrity
- Reliability
- Respect
- Teamwork
FY16 Highlights

- Goals
- Highlights
Harmonize, Optimize and Simplify ISC's infrastructure, services, staff, and processes.

- Better demonstrate the value of IT and how ISC can help the University achieve its goals. (Transparency)
- Assess relevance of services for clients, and build a foundation against which to measure Future Progress.

Development of a University-wide IT architecture and Strategic Plan that reflects and can respond to changing conditions and new opportunities.

- Improve student outcomes through an institutional approach that strategically leverages technology.
- Partner with Schools and Centers to implement significant multiyear Enterprise Systems.
## FY16 HIGHLIGHTS

### Collaboration/New Services
- PennO365
- Web Services
- Human Capital Mgmt. Process Program
- PennKey Evolution/Penn Community
- Technology Roadmapping & Architecture
- Sourcing
- ITR Jobs@Penn, ITR Research

### Governance/Transparency
- New IT Financial Mgmt. System & Billing
- ITR Governance Team & Process
- IT Funding Alternatives
- IAM Advisory Board Established
- Benchmarking Initiative

### Organization
- Onboard CTO
- Purpose & Values
- Establish Continuous Improvement Program
- AIS bi-modal development
- Organizational Training Program
- Space Evaluation

### Optimize, Harmonize & Simplify
- Application, Infrastructure & Portfolio Rationalization
- Program/Project Management
- Tools Assessment
- Process Harmonization & Simplification
- Client Care Release 2
- ISC Website Release 2
  - Service Catalog
  - Group Pages
### FY16 HIGHLIGHTS

**Client Deliverables**

- **NGSS/Pennant**
  - Pennant Accounts – A/R, Graduate Funding
  - Begin Phase II (Pennant Registration & Records, Financial Aid)

- **PRAGMA Research Portal**
  - “Penn Research Administration Gestalt of Management Applications”

- **Nursing Web Project**

- **Human Capital Management Process Program**

- **Next Generation Wireless**

- **Time Tracking Tool**

- **SPIA 2.0 Application**

- **Gross-to-Net Compliance Project**

- **Penn Vet**
  - EMR Project
  - Rollout LIMS

- **Regulatory Compliance Initiatives**
  - HR, Benefits, Research, PCI

- **Support Pennovation Works**

- **Support University Global Initiatives**

- **VPUL IT Assessment**

**Continue to improve operational infrastructure & services**
Beyond FY16
- Internal/External Drivers
- Opportunities & Challenges
- Identified Focus
Collaborate with School/Center IT leaders to update, realign and broaden ISC's Strategic Plan so that it reflects a University-wide perspective, including architectural roadmaps and technology roadmaps.
5 or more different schools/centers should be represented at each table to get a diverse mix of perspectives across the university.
Individually

- Silently brainstorm factors that might impact how Penn does business in 2020.
- List your ideas on a piece of paper.
In table groups

- Identify a spokesperson (who will stay to end of meeting.)

- State your ideas.
  - Move quickly!
  - More ideas are better.
  - Listen. Offer new ideas rather than repeating what’s been said.

- Identify the factors most likely to occur by 2020.

Note: An ISC Senior Staff member will facilitate
At your tables

- With help from Spokespeople, review full list of items generated by another table.
- If needed, add items from your perspective.
- Identify the factors that would be most disruptive if they occur by 2020.
Spokespeople report:

- 1 or 2 most **likely** possible occurrences
- 1 or 2 most **disruptive** possible occurrences

Listen carefully. Offer new ideas rather than repeating what’s already been said.
How else can we continue to collaborate with Schools/Centers in Strategic Planning for IT?
Questions and Close
Thank you

Contact us with more feedback about ISC Town Hall

At

iscvp-staff@lists.upenn.edu