IT Orientation

September 28, 2017

Josh Beeman
Known as RCM, it is the managerial framework for our internal budgeting and financial reporting activities.

RCM seeks to promote the broadest possible stewardship of financial resources.

The University is divided into Responsibility Centers. There are two basic types of Centers:

- Revenue-generating: Schools and Resource Centers
- Non-revenue-generating: Administrative Service Centers

Schools retain the majority of revenue they generate:

- Fund the direct cost of their own operations
- Cover their share of services provided by the Administrative Service Centers (via Allocated Costs)
Information Technology Organizations

- Emphasizes decentralized model with complimentary responsibilities focused on faculty, students and staff; reflects RCM
- Each school and center has a separate IT organization under separate leadership
  - Responsible for own IT organization, IT spending and direct support of their faculty, students and staff
- ISC responsible for its own organization, as well as coordination across schools and centers
  - Leveraging central infrastructure and products for the common good
  - Collaboratively work with schools and centers to deliver service of the highest quality
IT @ Penn

ISC

270 FTEs
Core admin IT services
Campus data
Voice
Video networks
Strategic IT solutions

IT @ Schools & Centers

600+ FTEs
Desks
Local software
Mobile devices
Customized solutions

Students
Faculty
Staff
Alumni
Current State – By the Numbers

800+ Applications
16+ Teams Developing Applications
916 Virtual Servers
19+ Client Intake Points
300+ Skills and Tools
118 ISC Services
4000 Wireless Access Points
20+ Email Services
44,000 Desktops
255 Tools

90+ Customer Organizations
42,000 Mobile Devices

Penn’s Trusted IT Partner
Client Services
Donna Milici

- Communications
  Jaron Rhodes

- Human Resources
  Denise Lay

- Information Security
  Josh Beeman

- Technology Services
  Jim Choate

- Application Services
  Jeanne Curtis

- Strategy, Portfolio & Planning
  Marion Campbell

Client Services

- Client Care/Intake
- Campus Services
- Client Relationship Management

Shared Services
Kirk Trasborg

- Audit & Compliance
- Metrics Reporting
- IT Governance
- Prioritization
- Supply/Demand Reporting

- Tools Management
- Change Management

- Asset Management
- Contract Management
- Licensing
- Procurement
- Vendor Management
- Finance
- Billing/Receivables
Information Systems & Computing
Collaboration with Schools & Centers

- IT Roundtable
  - Tech Jobs @ Penn
  - IT Research @ Penn
  - ITR Governance

- Common Solutions Working Group

- IT Super Users Group (SUG)

- IT Special Interest Groups (SIGs)

- IT Staff Convention

- IT Planning Task Force
Penn IT Transformation – 2+ Decades

Mainframe

Distributed Systems (Decentralized Web-based self service on premises)

1995
Payroll/HR
Students

2000
Ben Financials
Penn InTouch
Data Warehouse

2005
Penn ERA
ATLAS
U@Penn
Ben MarketPlace

2010
Oasis
PennWorks
Mobile PIT

2015
Pennant
MS O365
Concur
Canvas
Slate
CollegeNet
HCM
Adobe

Payroll/HR
Students

Distributed Systems

Payroll/HR
Students

Ben Financials
Penn InTouch
Data Warehouse

Penn ERA
ATLAS
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Ben MarketPlace

Oasis
PennWorks
Mobile PIT

Pennant
MS O365
Concur
Canvas
Slate
CollegeNet
HCM
Adobe

Netscape

Google

Y2K
The end is near...

YouTube

Cloud Computing
Position Penn for the future of IT systems and services by pursuing a “Cloud First” strategy to accelerate speed of delivery and to drive more value through technology to the Penn Community.
Aligning Activities

- Application Rationalization
- Time Management
- Process Harmonization
- Infrastructure/Platform Rationalization
- Data Center Future
- Penn IT Governance
- Penn IT Strategy
- Technology Roadmaps
- Technology Coordination Process
- Reskilling/New Skills
Information Systems & Computing
Current Priorities

- Next Generation Student Systems Phase II
  (Pennant Registration & Records, Pennant Aid)
- Human Capital Management (HCM) Program
- BRI (Burden Reduction) Research Initiative
- Build on Penn O365 Email Platform to improve Collaboration
- Identity & Access Management
  (Penn Community & PennKey Evolution, Password Reset)
- Information Security Maturity & Expansion
  (Mandatory 2SV, Email security, Training & Education)
- Cloud First
INCLUSION
Increasing Access

- Sustaining momentum of increasing access
- Faculty Recruitment and Retention
- Maintain and enhance the quality of our students
- Recruit, retain, develop and manage a highly talented, diverse workforce

INNOVATION
Integrating Knowledge

- Promote cross school collaboration
- Create incremental resources and cost savings through effective collaboration, innovation and business process optimization

IMPACT
Engaging Locally, Nationally, & Globally

- Environmental Sustainability
- Enhance the Quality of Experience for those who interact with the Penn Community
- Maintain research strength and enhance research compliance and commercialization efforts
- Globalization
Penn Supports DACA

- The University is committed to support the Dreamers:
  - Planned phase out the Deferred Action for Childhood Arrivals (DACA) violates the core principles of the University community
  - Will urge Congress to act to rectify the Administration’s decision in the months
  - Will ensure current undocumented and DACA recipients continue to receive financial aid, fellowship stipends, and any related support currently provided or needed to complete their studies at Penn
  - Will protect the privacy of students while complying with all proper legal requests and will not release information about any student to Immigration and Customs Enforcement or any other law enforcement agency without proper legal authority.
Thank you

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