IT Orientation
University of Pennsylvania

Vice President
Government, Community & Public Affairs

Senior VP & General Counsel of the University & Health System

Secretary of the University

Provost

Trustees

President

Executive Vice President

EVP Health System & Medical Center (Dean, School of Medicine)

Vice President Development & Alumni Relations

Vice Provosts
Vice Presidents

Information Technology & CIO
Libraries
Research
University Life

Associate Provosts

Deans

Annenberg School for Communication
School of Arts & Sciences
School of Dental Medicine
School of Design
Graduate School of Education
School of Engineering & Applied Science
School of Law
School of Medicine
School of Nursing
School of Social Policy & Practice
School of Veterinary Medicine
Wharton School

Vice President Finance
Vice President Human Resources
Vice President Information Technology & CIO
Vice President for Business Services
AVP for Audit, Compliance And Privacy
Vice President for Public Safety
Chief Investment Officer Investment Office
Vice President for Budget & Management Analysis
Vice President Facilities Planning & Contract Management

October 21, 2015
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)
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

Desktops
Local software
Mobile devices
Customized solutions

Students
Faculty
Staff
Alumni
Penn’s Central IT Organization

Provides Infrastructure & Services

- Core administrative IT services
- Campus data
- Voice
- Video networks
- Strategic IT solutions

270+ employees supporting distributed IT organizations
Penn IT Transformation – 2+ Decades

Mainframe

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

Payroll/HR Students
Ben Financials
Penn InTouch
Data Warehouse

Penn ERA
ATLAS
U@Penn
Ben MarketPlace

Oasis
PennWorks
Mobile PIT

Pennant
MS O365
Concur
Canvas
Slate
CollegeNet
HCM
Adobe

Netscape
Google
Cyber Monday
YouTube

Netscape
Google
YouTube

BOOM
Y2K
The end is near...

Cloud Computing
Current State – By the Numbers

- 800+ Applications
- 16+ Teams Developing Applications
- 916 Virtual Servers
- 300+ Skills and Tools
- 4000 Wireless Access Points
- 90+ Customer Organizations
- 19+ Client Intake Points
- 118 ISC Services
- 20+ Email Servers
- 44,000 Desktops
- 42,000 Mobile Devices
- 255 Tools
Historic strengths

- Reliable established services
- Planning & project management
- Information security and rigor in disaster recovery
- Knowledge and dedication of ISC staff

Today’s focus

- Role in cross-campus decision making & coordination
- Billing, funding, & cost recovery
- Enhanced customer service & ISC culture
Information Systems & Computing
Collaboration with Schools & Centers

- IT Roundtable
- Common Solutions
- Tech Jobs @ Penn
- Research Sub Team
- IT Super Users Group (SUG)
- IT Special Interest Groups (SIGs)
Next Generation Student Systems (Pennant)

Penn O365 Email & Calendar Systems

Penn Community & PennKey Evolution

Regulatory Compliance

Information Security & Institutional Risk Management Committee

Human Capital Management Process Improvement

PRAGMA Research Portal
The Work Ahead

- Application Rationalization
- Process Harmonization
- Infrastructure/Platform Rationalization
- Penn IT Governance
- Penn IT Strategy
- Technology Roadmaps
- Architecture Steering Committee
- Reskilling/New Skills

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<tr>
<th>Academic &amp; Student Systems</th>
<th>2015</th>
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Engaging Locally, Nationally, & Globally

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

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

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

Innovation
The University is committed to doing all we can to counteract sexual assault & misconduct:

- Learn more about problems confronting our student community;
- Determine ways to better mobilize our many existing resources to prevent sexual misconduct and address any incidents that do occur;
- Advise on potentially effective activities or policies we should consider adding to our current array of programs.
Thank you

www.isc.upenn.edu