

## Office of Instruction Technology Services Priorities for 2010-2011

<b>1. Enhance IT Infrastructure &amp; Rationalize Services</b>
1. <i>Organizational Restructuring and new IT governance</i>
2. <i>Consolidate email</i>
3. <i>Consolidate helpdesks</i>
4. <i>Restructure IT procurement and harvest initial savings</i>
5. <i>Enhance campus network</i>
6. <i>Consolidate desktop support</i>
7. <i>Consolidate data centers (co-location)</i>
8. <i>Single signon</i>
<b>2. Enhance business applications</b>
9. <i>P2P enhancements</i>
10. <i>Student financials (AR)</i>
11. <i>Implement ServiceNow</i>
12. <i>BlackLine account reconciliation</i>
13. <i>New chart of accounts</i>

14. <i>Time &amp; attendance, leave accrual (TAVLA)</i>
15. <i>RAS 2: pre-award</i>
16. <i>Faculty Advance phase 2</i>
17. <i>FAS financial reports</i>
18. <i>PPS web inquiry</i>
19. <i>PPS web new hire</i>
20. <i>Outsource PPS to UCOP</i>

<b>3.     <i>Network enhancements</i></b>
21. <i>Complete NGMAN backbone</i>
22. <i>Network equipment replacement in buildings</i>
23. <i>Expand wireless network</i>
24. <i>Replace voicemail system</i>
25. <i>Enhance cellular coverage on Parnassus</i>

<b>4.     <i>Enhance service and data for researchers</i></b>
26. <i>Redesign MyResearch</i>

*27. Add SFGH data to the Integrated Data Repository (IDR)*

**5. Additional services**

*28. Self service directory*

*29. Expanded virtual machines service*

*30. Reduce security breaches and improve protection*

*31. Improve security awareness and training*

*32. Rationalize IT recharge (voice, data, email, desktop, etc.)*

*33. UCSF mobile applications*