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

1. **Enhance IT Infrastructure & Rationalize Services**

   1. Organizational Restructuring and new IT governance
   2. Consolidate email
   3. Consolidate helpdesks
   4. Restructure IT procurement and harvest initial savings
   5. Enhance campus network
   6. Consolidate desktop support
   7. Consolidate data centers (co-location)
   8. Single signon

2. **Enhance business applications**

   9. P2P enhancements
   10. Student financials (AR)
   11. Implement ServiceNow
   12. BlackLine account reconciliation
   13. New chart of accounts
14. *Time & attendance, leave accrual (TAVLA)*

15. *RAS 2: pre-award*

16. *Faculty Advance phase 2*

17. *FAS financial reports*

18. *PPS web inquiry*

19. *PPS web new hire*

20. *Outsource PPS to UCOP*

### 3. Network enhancements

21. *Complete NGMAN backbone*

22. *Network equipment replacement in buildings*

23. *Expand wireless network*

24. *Replace voicemail system*

25. *Enhance cellular coverage on Parnassus*

### 4. Enhance service and data for researchers

26. *Redesign MyResearch*
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<tbody>
<tr>
<td>27.</td>
<td>Add SFGH data to the Integrated Data Repository (IDR)</td>
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<td>5.</td>
<td><strong>Additional services</strong></td>
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<td>28.</td>
<td>Self service directory</td>
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<td>29.</td>
<td>Expanded virtual machines service</td>
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<td>30.</td>
<td>Reduce security breaches and improve protection</td>
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<td>31.</td>
<td>Improve security awareness and training</td>
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<td>32.</td>
<td>Rationalize IT recharge (voice, data, email, desktop, etc.)</td>
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<tr>
<td>33.</td>
<td>UCSF mobile applications</td>
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