



VISION FOR DIGITAL CAMPUS

JANUARY 2020



OUR VISION

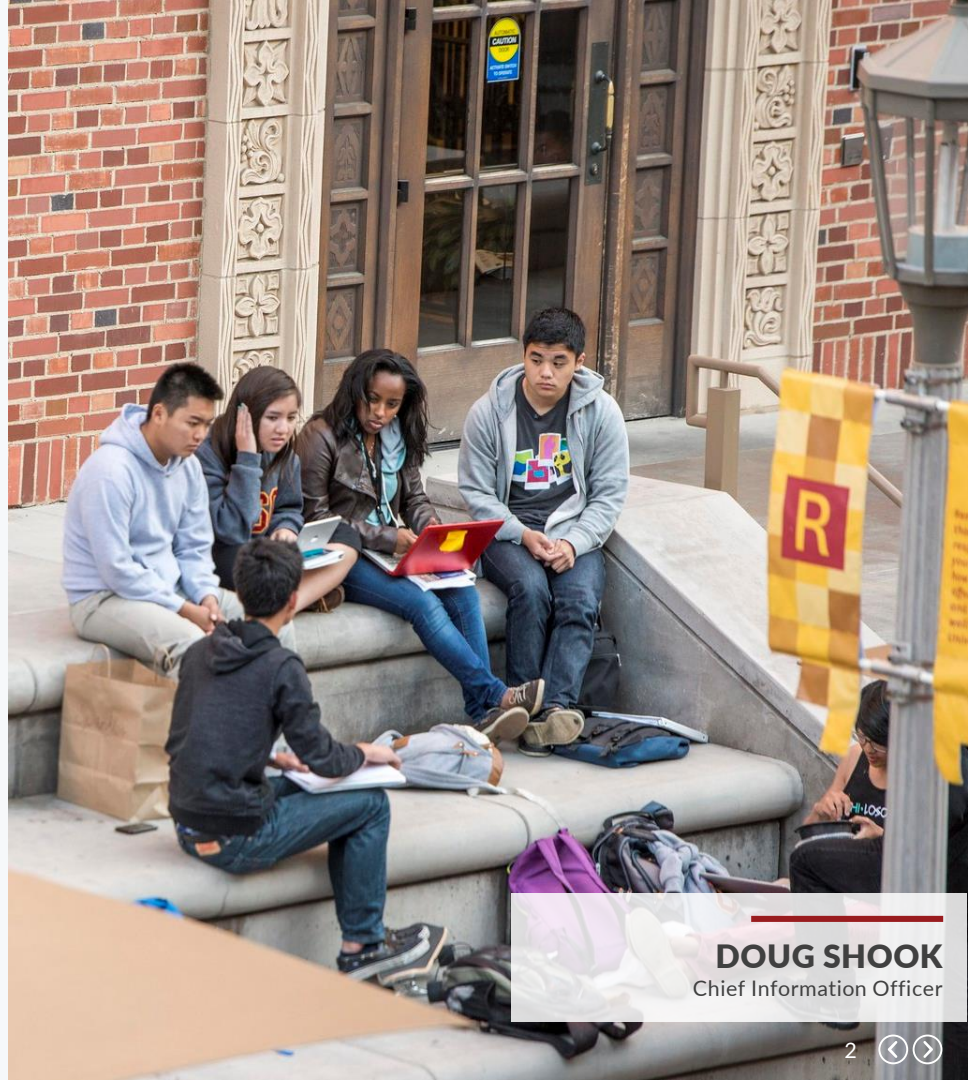
Digital Transformation (DT) is the investment of USC in the people, processes and technology of Information Technology Services (ITS) operations and services to innovate and elevate customer experience.

BENEFITS

Provide Exceptional Customer Experience

Elevate IT Services

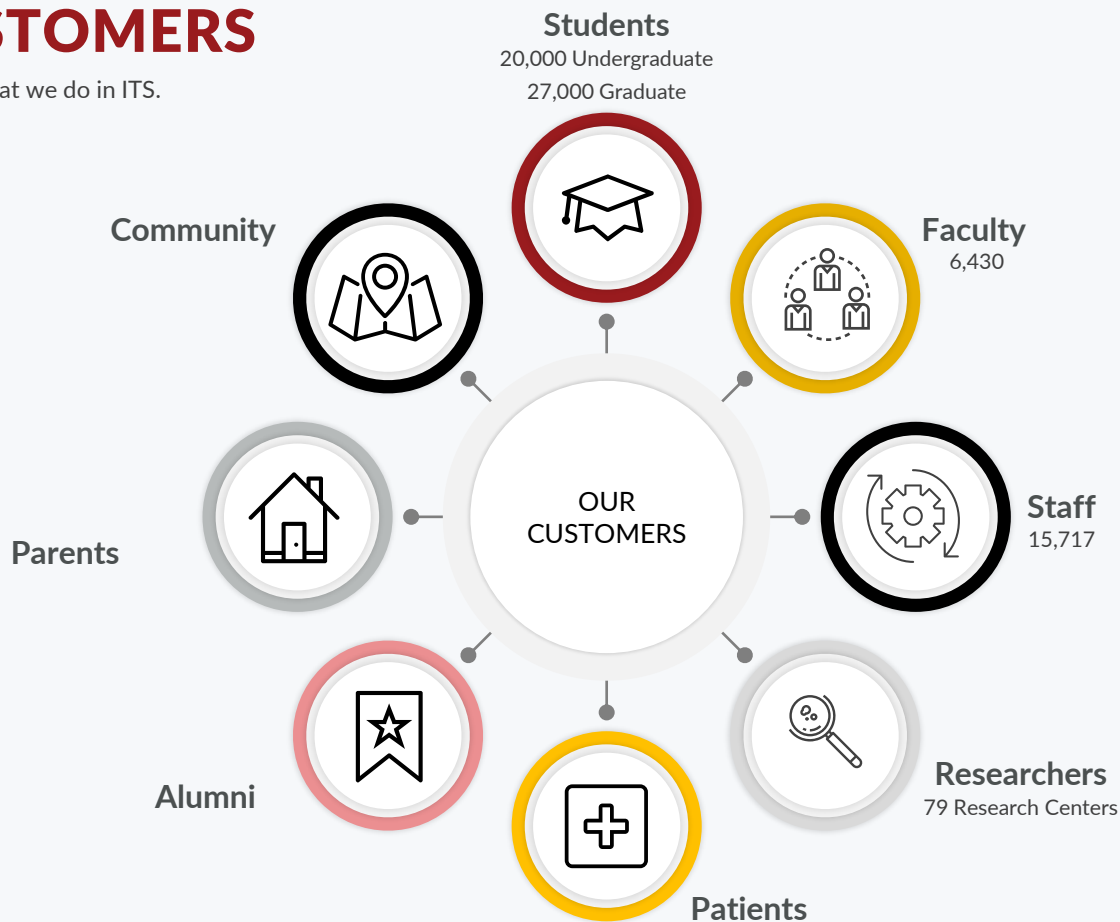
Innovate



DOUG SHOOK
Chief Information Officer

OUR CUSTOMERS

The focus of the work that we do in ITS.



FACULTY & STUDENTS

Position faculty and students for success by addressing **access and affordability of teaching and learning resources**.

Support **innovative instructional technology that engages students** in rich and meaningful online and classroom experiences.

Investigate opportunities to provide **unique flexible learning spaces** for faculty to experiment with new technology.

Implement **new technologies including mobile** to support teaching, learning, knowledge creation and consumption.

STRATEGIC FOCUS



Communication &
Collaboration



Network &
Connectivity



Teaching &
Learning



Research
Computing





SUSAN TINCHER

Associate Chief Information Officer

COMMUNICATION & COLLABORATION

Partner with departments and schools to evolve our integrated collaboration/ communication solution to include voice, video, web and instant messaging.

KEY FOCUS

- Launch collaboration tools such as **Slack and Zoom**.
- Provide up-to-date **digital signage** across campus and classroom technology.
- Modernize our **web platform** and **redesign website portfolio** – including myUSC and unified campus profile solution.

SLACK FEATURES & DESIGN

Slack offers students and faculty a simpler path to engaging, learning, advising and career resources as well as a more productive way for staff to work in the 'business of education.'

FEEDS

- Post messages, follow threads, ask questions. Contribute to the conversation.

DIRECT MESSAGING

- Hold private conversations with one colleague or many. Loop others in later on.

SEARCH

- Find archived knowledge, questions, and answers by searching your network.

GROUPS

- Create and join public and private groups. Collaborate within your network.

COMMUNITIES

- Collaborate across the network. Align internal communications.

QUESTIONS

- Ask questions, get answers, tag topics and revisit for ongoing learning.

POLLS

- Quickly poll colleagues for opinions and feedback.



STUDENTS



FACULTY



STAFF

USC Communities, Emergency Communications, Executive Communications, Campus Life, Clubs, etc.

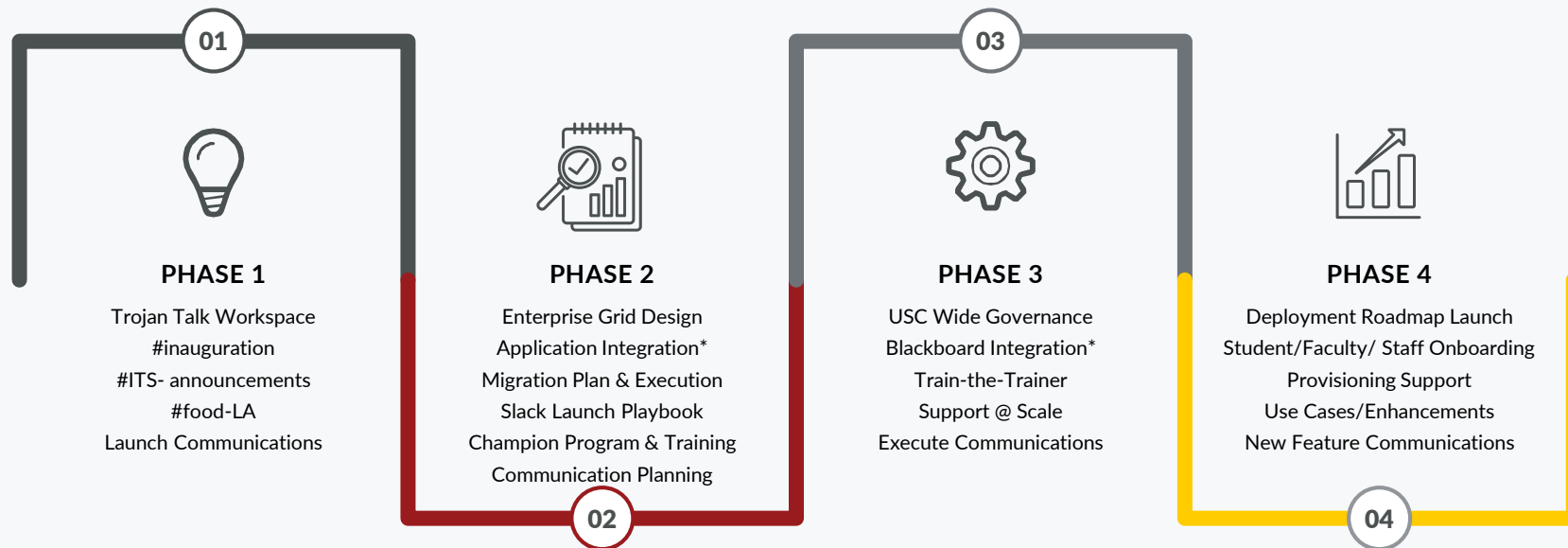
Courses, Advisement, etc.

Courses, Office Hours, etc.

Function, Team, Project, etc.

Direct messages to communicate with anyone inside the USC's Slack Enterprise

SLACK TIMELINE



*Application Integration: OneDrive, Email, Zoom, Office Suite, etc.

ZOOM EXECUTIVE SUMMARY

What is Zoom?

- Zoom offers students and faculty **seamless access to conferencing** and communication capabilities allowing them to stay connected to and collaborate with each other, faculty and the university both online and in the classrooms.

What is the timing?

- **Spring Semester [January- May]**
 - Single Use to faculty, staff & students
- **Summer Semester [May-August]**
 - Integration with Blackboard
- **Fall Semester [August- December]**
 - Zoom Rooms – 250 Shared Classrooms [ITS Supported]

What is included?

- All USC – 20,000 Faculty + Staff, and 40,000 Students
- 500 Webinar Licenses
- Up to 500 Attendees per Zoom Meeting.
- 500 Zoom Rooms
- Additional Capabilities and Features: Single Sign On – SSO; HIPAA Compliance; Encryption for Sensitive Data; Cloud Recording; 24X7 Helpdesk/Tech Support



<https://usc.zoom.us>

NETWORK & CONNECTIVITY

Continue to maintain and enhance the USC network as “best-in-class” for research universities worldwide.

KEY FOCUS

- Ensure **quicker online access**.
- Expand Smart Campus through campus-wide 5G and **secure wireless**.
- Enable better **systems reliability** (e.g., stronger and faster WiFi, fewer service outages, etc.).



SUSAN TINCHER

Associate Chief Information Officer



MICHAEL MURPHY

Senior Director, Customer Experience

TEACHING & LEARNING

Partner with departments and schools to expand services to support learning spaces and technology.

KEY FOCUS

- Work with Committee for Information Services (CIS), University Technology Council (UTC) and Center for Excellence in Teaching (CET) to define **university-wide classroom standards** and **best practices**.
- Modernize learning environments and enable seamless experiences through **new classroom technologies** including cloud-based solutions, control systems, touch panels and monitoring services.
- Develop **training program** and create **on-line learning toolkit** to educate customers on the usage of classroom technology.
- Upgrade **Blackboard** to enable a more inclusive learning environment and **Grading and Roster System (GRS)** to enhance the effectiveness of the application.

RESEARCH COMPUTING

Enhance and expand services to meet the ever-changing research and scholarship support needs of USC.

KEY FOCUS

- Elevate research computing through **new cyberinfrastructure**, advanced computational expertise and comprehensive user services.
- Upgrade high performance computing system (**HPC**).
- Provide **central data storage system** with research data.
- Build **service portfolio** and **education program** on research tools, technology and services.



BD KIM

Director, High Performance Computing



THANK YOU & FIGHT ON!

CONNECT WITH USC ITS

