

COMMITTEE ON INFORMATION SERVICES (CIS) REPORT TO THE ACADEMIC SENATE: MAY 2014

ITS 2.0 – CIO Peter M. Siegel reported on efforts to move ITS into an integrated services model, which would allow ITS to better support the university’s strategic plan and mission while ensuring users a customer-centered experience of its services. He discussed key organizational changes, such as a combined infrastructure, customer support services, and enterprise and administrative systems team; new service management models, to be developed jointly with schools and administrative units; and hiring initiatives, including a search for a chief information security officer.

Communicating ITS Service Issues – The CIS advised ITS of the need for better ways of communication to the USC community when there are issues impacting the USC network and systems and suggested some mechanisms to consider. ITS initiated a number of changes, including a revised notification process and the ITS Liaison Program.

Information Security Initiatives – The CIO and the ITS security group presented a number of new security initiatives, designed to improve the security of USC’s networks and systems. These initiatives included combining the ITS and Office of Compliance security teams into a single group under a new chief information security officer (CISO); a new requirement for longer USC passwords; the formation of a new university-wide oversight committee (the Information Risk Committee) to examine risk related to information security; and recasting the Strategic Technology Forum as the Council on Technology and Security Strategy, a new IT group whose charter recognizes the responsibility of schools and units for information security. The committee also discussed issues stemming from Microsoft’s end of support for the Windows XP operating system and its effect on faculty and research. The CIS provided feedback on these initiatives and made recommendations regarding communications. Representatives from the committee participated in the search for the CISO. The search was successful, and David Shaw will join USC on May 5, 2014.

New Agile Network Upgrade Process – The CIS reviewed and endorsed a proposal by the ITS networking and telecommunications group to improve the network upgrade process by prioritizing academic buildings and requiring schools to designate appropriate closet space for network equipment prior to the scheduling of the upgrade.

Technology-Enhanced Learning – The technology-enhanced learning (TEL) group presented a number of proposals, including a proposal to remove underused computer equipment from auditoria and a proposal to discontinue support for VHS (videotapes). The committee endorsed the proposals, recommending that TEL create a taskforce to review support options for faculty and departments with extensive VHS collections. TEL also gave presentations on trends in educational technology, improving multimedia literacy, and course continuity during emergencies.

Learning Management System – The Technology-Enhanced Learning (TEL) group completed a year-long assessment of USC’s requirements for a new learning management system and made a recommendation, endorsed by various advisory groups, to move from a locally hosted instance of Blackboard to Blackboard’s cloud-hosted service. TEL shared the assessment progress with the committee throughout the process and the committee endorsed the assessment team’s recommendation of moving to the new cloud-based version of Blackboard with a new three-year contract.

Collaboration Services – The ITS enterprise applications, communications, and customer service groups shared updates about and made presentations on a number of new collaboration services, available through Microsoft Office 365 and Google Apps for Faculty and Staff, including Microsoft OneDrive for Business and Google Drive for Faculty and Staff. The committee discussed how these offerings could be used to further teaching, research, and collaboration with other faculty and researchers. The committee noted that these cloud storage services are not currently approved for storing HIPAA, FERPA, or other sensitive or legally protected information.

Workday – The CIO reported to the committee on the implementation and rollout of the Workday human resource, benefits, and payroll system. Lucy Avetisyan, ITS assistant CIO for business strategy and applications, updated the committee on ongoing stabilization, outreach, and training efforts. The committee provided input from faculty concerning problems with the new system and business processes.

Committee Membership:

Committee Chairs

Raymond Mosteller, Keck School of Medicine

John Silvester, Viterbi School of Engineering

Members

Jonathan Aronson, Annenberg School for Communication

Amy Chatfield, Health Science Libraries, Health Affairs

David Gerber, School of Architecture

Christopher Gould, Dornsife College of Letters, Arts and Sciences

Karen Howell, USC Libraries

Cary Kreutzer, Keck School of Medicine

Geoffrey Middlebrook, Dornsife College of Letters, Arts and Sciences

Jim Moore, Viterbi School of Engineering

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George Tolomiczenko, Keck School of Medicine

Brendesha Tynes, Rossier School of Education

Richard Weinberg, School of Cinematic Arts

Michael Wincor, School of Pharmacy
Jonathan Yormark, Marshall School of Business
David Zarazua, Dornsife College of Letters, Arts and Sciences

Ex Officio

Peter M. Siegel, chief information officer and vice provost for Information Technology Services
Maureen Dougherty, director of HPCC
Leyla Ezdinli, ITS director of organizational and strategic initiatives
Martin Gomez, vice dean of the USC Libraries
Russ Kaurlooto, associate CIO for information technologies and support services
Robert Lau, ITS director of information systems security
Derek Lazzaro, ITS assistant chief information officer for strategy, policy, and planning
Joshua Lee, chief information officer for Health Science campus
Susan Metros, associate vice provost for ITS and associate CIO for technology-enhanced learning
Premkumar Natarajan, executive director, Information Sciences Institute
Richard Nelson, director, information processing center, Information Sciences Institute
Doug Shook, dean of academic records and registrar
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Administrative Support

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