CFC PRESENTATION

July 13, 2023

UC RIVERSIDE
Information Technology
Solutions

# How has ITS spent the $8 million allocated in FY 21-22?

Leveraging the principles of continuous service improvement, we will adapt and adjust our people, processes, and technology to keep pace with the rapid growth and needs of the University.

$2.4 million

Identify the highest compliance risks to UCR and make them the priority for controls, policies, and procedures related to cyber security and data privacy.

Create platforms that ensure faculty, staff, and students have access to all the data they need in a secure manner.

Deploy infrastructure in a way that enables ITS staff to quickly meet the strategic needs of the campus.
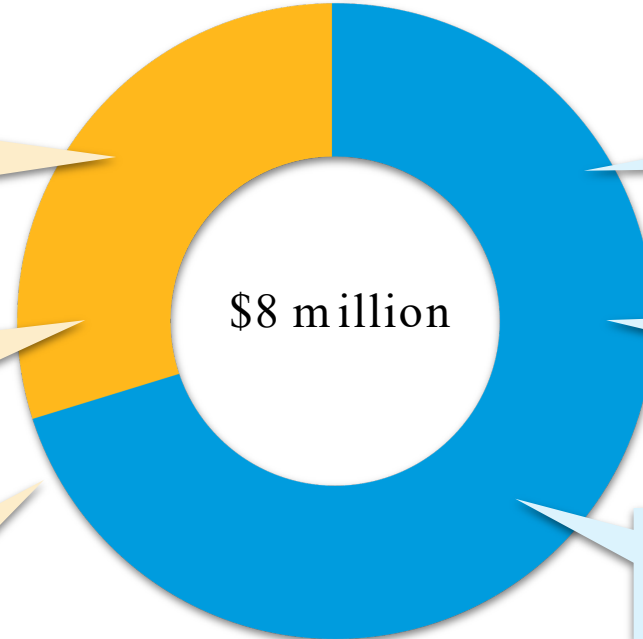
$5.6 million

Focus computers on things computers do well and humans on things humans do well.

Knowledge of how to leverage and use digital tools effectively in an evolving environment is critical to the success of technology deployment.
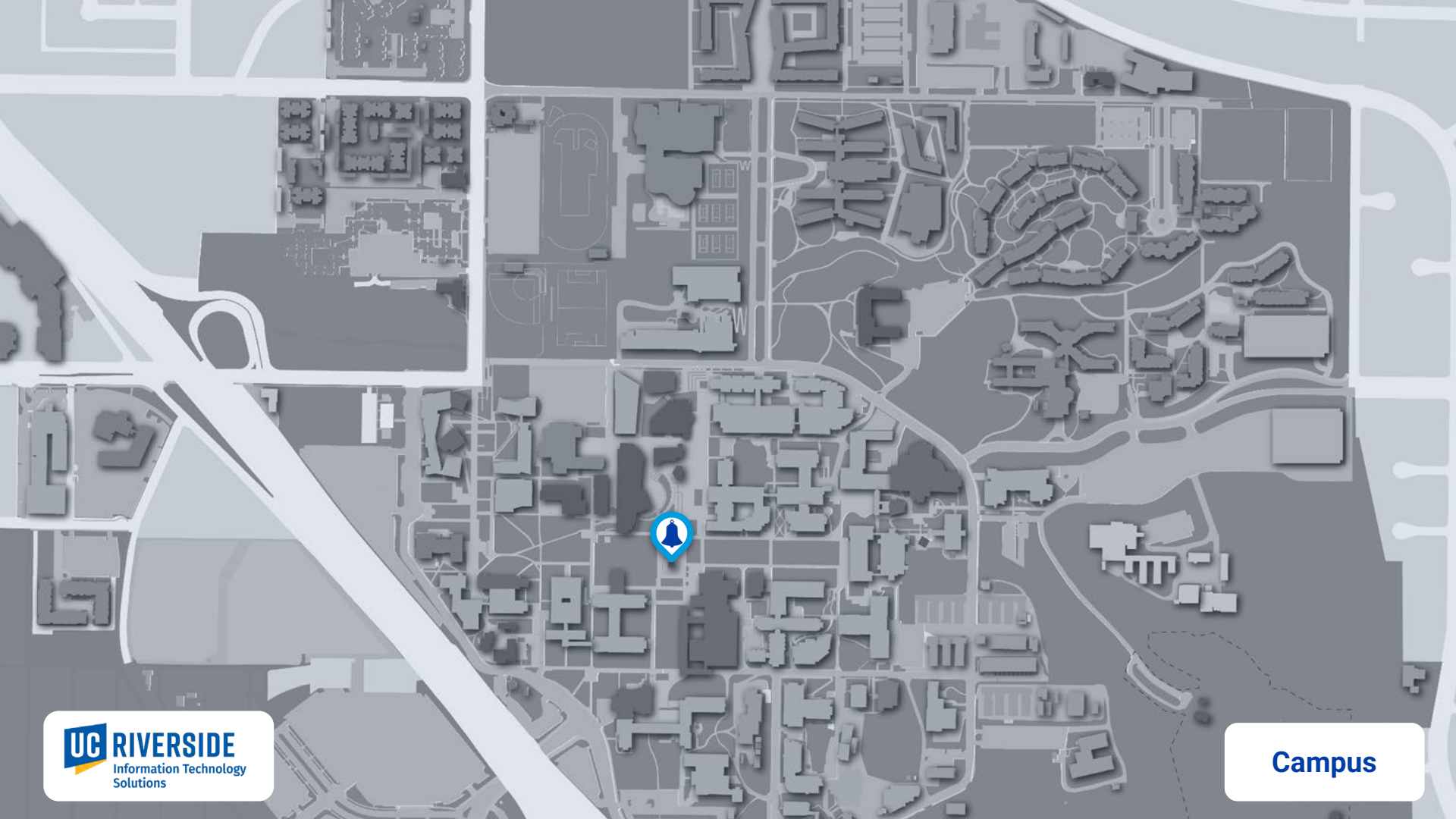
Build, deploy, and support research computing in cloud and hybrid constructs that supports the research endeavors of UCR.

$8 million

UCR ITS

Investment in Networking and Infrastructure
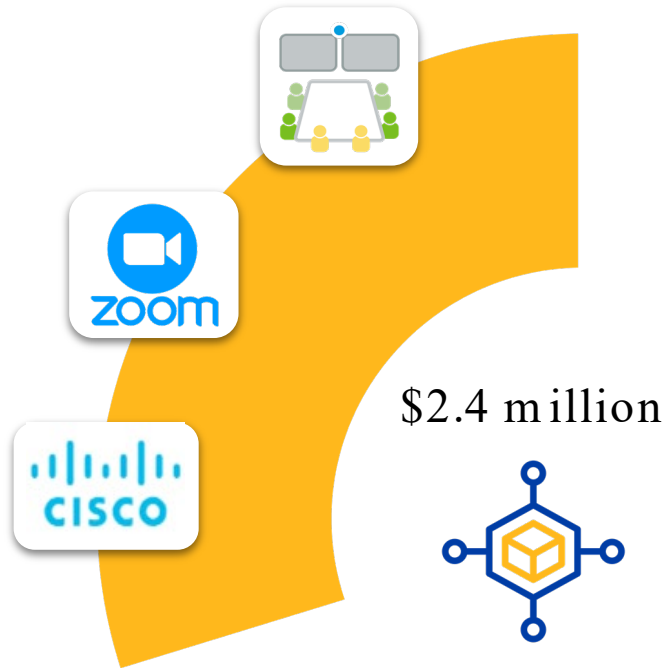
$2.4 million

Since November 2021, ITS has spent or encumbered $4.82 million on network/telcomm infrastructure.
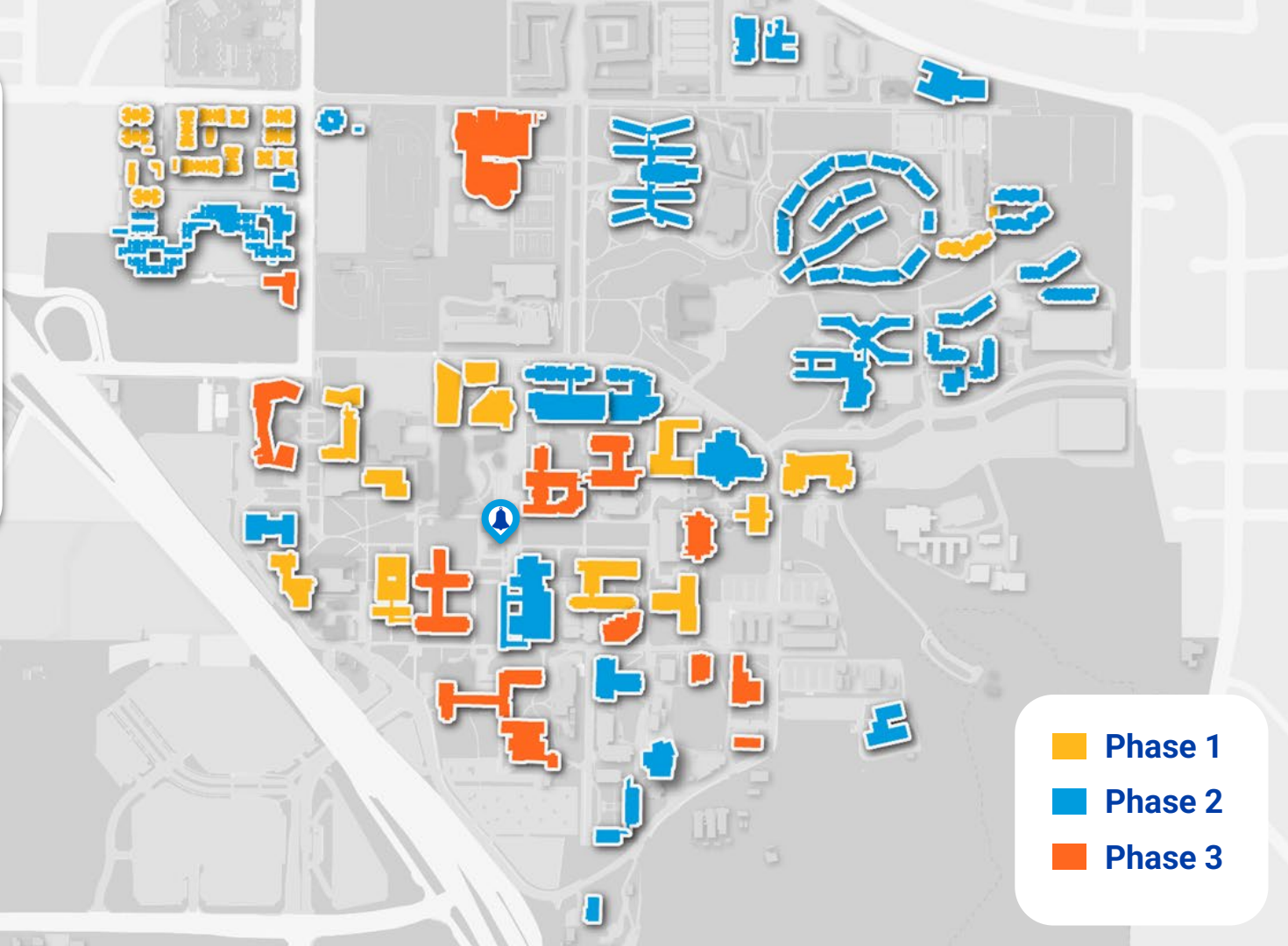
- Zoom Phone/Contact Center

- Bannockburn Bldg. Equipment R&R

- Router Upgrades in A&I, Glen Mor, Pentlan, and Lothian

- BCOE Network Upgrades

- Increasing the Number of Core Network Ports

- James Reserve Bldg. Equipment R&R

- Implementation of Redundant Fiber Path - Telecomm Bldg. to SOM Educ. Bldg.

- Hinderaker Hall Bldg. Equipment R&R

- Student Services Bldg. 3rd Floor Equipment Upgrades

- ~300 End of Life Cisco switches

UC RIVERSIDE
Information Technology Solutions

Campus
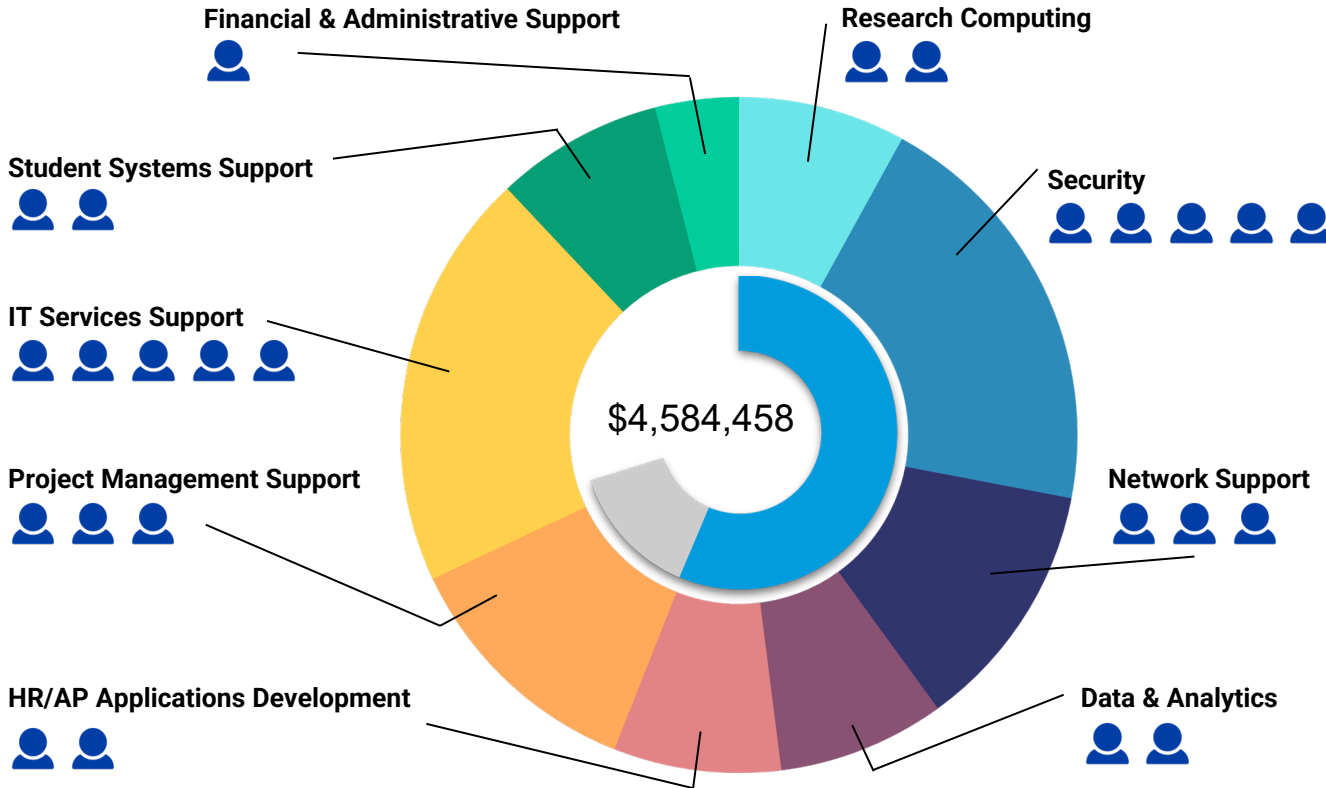
UC RIVERSIDE
Information Technology Solutions

Phase 1

Off Campus Locations

- Central Utility Plant
- CE - CERT
- Heckman
- Intellicenter

- Citrus
- University Village (A | B | E)

Phase 1
Phase 2
Phase 3

UC RIVERSIDE
Information Technology
Solutions

Investment in People

Financial & Administrative Support

Research Computing

Student Systems Support

Security

IT Services Support

Project Management Support

Network Support

HR/AP Applications Development
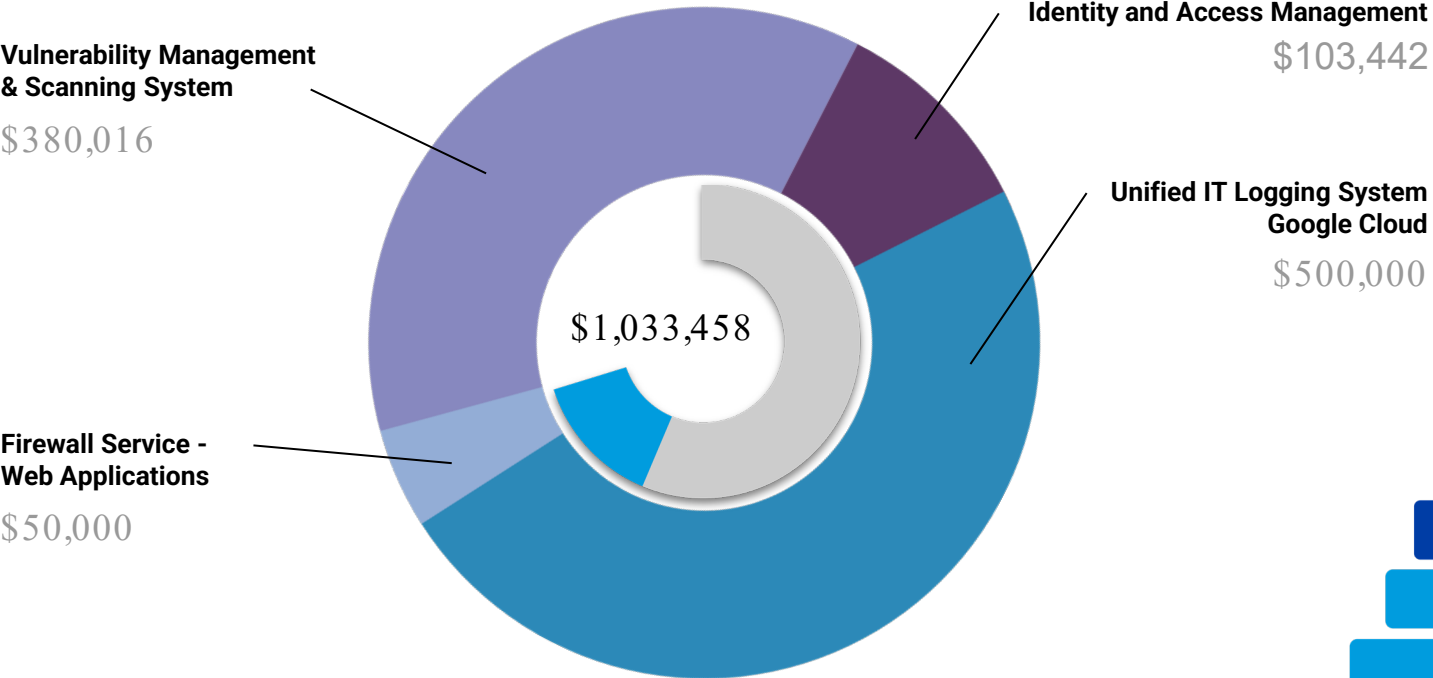
Data & Analytics

$4,584,458

Included funding for 25 permanent positions, all but 4 of the 25 positions have been hired. 2 of the 4 remaining positions have active recruitments running as of June 2023.

Average Tech Salary

1 TECH FTE UCR	111K
1 TECH FTE CA	125K
1 TECH FTE NATIONAL	112K

Security Investment

Vulnerability Management & Scanning System
$380,016

Firewall Service - Web Applications
$50,000

Identity and Access Management
$103,442

Unified IT Logging System Google Cloud
$500,000

$1,033,458

FISCHER IDENTITY

ITS Commitments

One Time Commitment

- Improving Campus Communication About IT (Slalom)
- Broadcast Technician to assist with streaming Athletics games
- Hinderaker Hall Basement Conf. Room Upgrades
- SOM Bldg. Classroom Technology Upgrades
- Migration of Point & Click (Student Health & CAPS) to Google Cloud Professional Services
- Security Workshop for Senior Campus Leadership in FY 23-24

Multi-year Commitments

- Google Cloud
- New UPS for SOM-E Bldg.
- Google Workspace (Gmail/Google Storage)
- Slack
- LMS (Blackboard) Archive
- SiteImprove Software (Web Page Accessibility)
- Help Desk Chat Bot (Aisera)
- Managed Desktop Software (JAMF, Tanium, SmartDeploy)
- IAM Riverside (Phase II) Software
- Access Governance & Password Management Software
- Google Chronicle Software

UCR ITS
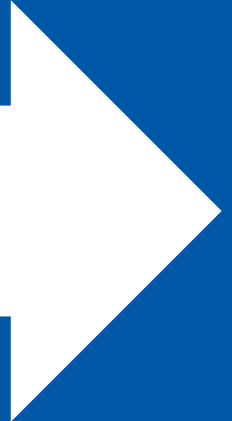
Multi -year Commitments
Single Year Review

Security
18.79%

- Managed Desktop
- JAMF software
- Tanium software
- Smart Deploy software
- IAM Riverside (Phase I & Phase II) Implementation Services
- IAM Riverside (Phase II) Software
- Vulnerability Management Implementation Services
- Access Governance & Password Management Software
- Google Chronicle Software
- Google Chronicle Implementation Services
- Updating CAS/Shibboleth (Unicon)

Communication
14.47%

- Google Workspace (Gmail/Google Storage)
- Slack
- SiteImprove Software (Web Page Accessibility)
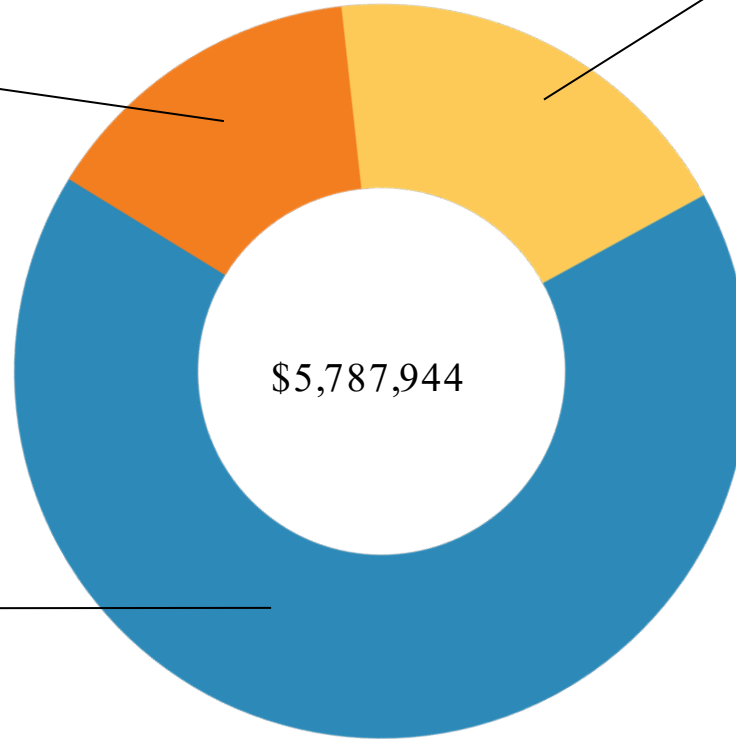- Help Desk Chat Bot (Aisera)

Infrastructure (e.g. Google)
66.74%

- Google Cloud
- Google Cloud Implementation Services
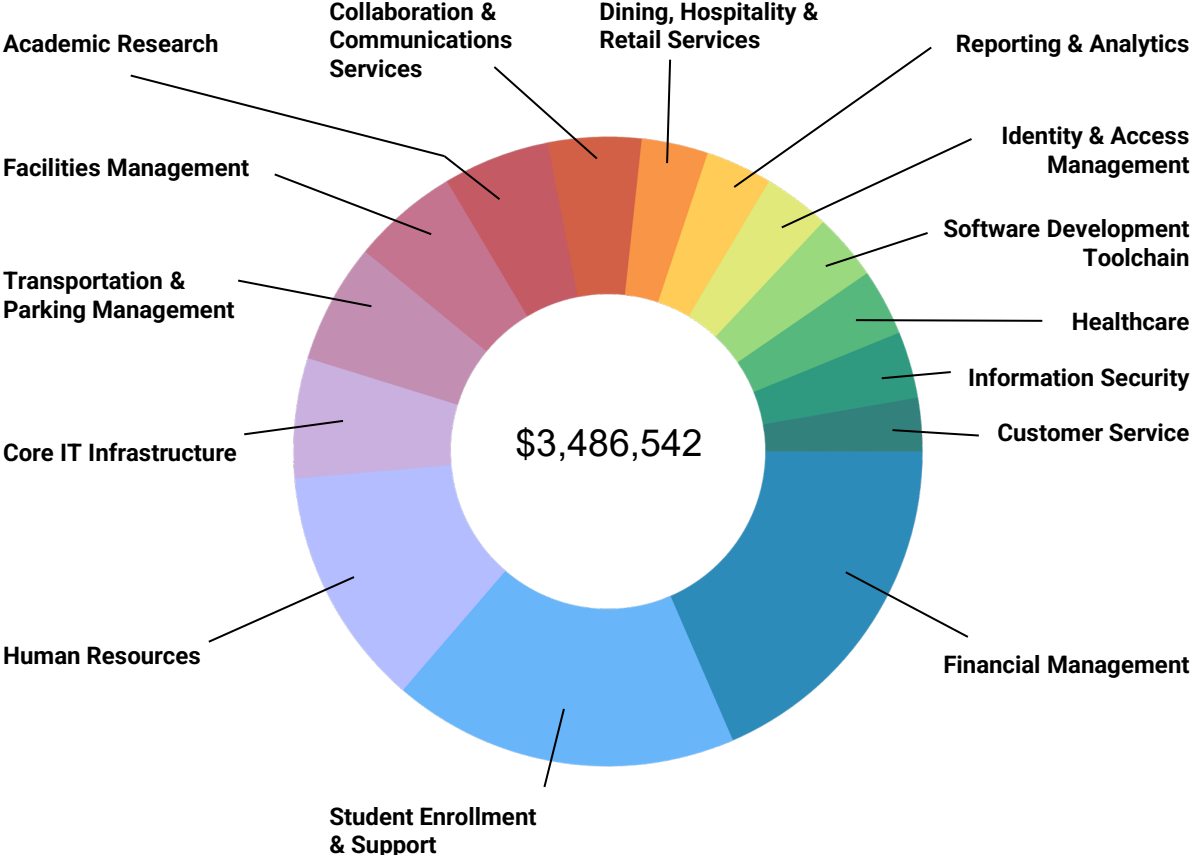- New UPS for SOM-E Bldg
- LMS (Blackboard) Archive

$5,787,944

UCR ITS

Services on GCP

The move to GCP will reduce future capital expenses including compute, storage, and licensing needed to support these applications. (e.g., VMware, RedHat, Microsoft Server, and Microsoft SQL).

Academic Research

Collaboration & Communications Services

Dining, Hospitality & Retail Services

Reporting & Analytics

Identity & Access Management

Facilities Management

Software Development Toolchain

Transportation & Parking Management

Healthcare

Information Security

Customer Service

Core IT Infrastructure

$3,486,542

Human Resources

Financial Management

Student Enrollment & Support

ITS Strategy

Build financial stability, resiliency, and sustainability.

Invest in the success of the people who teach, do research, work, learn, and live at UCR.

Expand the visibility and scope of influence of UCR locally, nationally, and globally.

Agility

Innovation

Integrity

Diversity & Inclusion

Collaboration & Resilience

ITS Values