

ETS-Wide Goals for 2016-2017

KEY:

 = In progress and on track.

 = In progress and there is some concern; or work towards the goal has not yet started.

 = There is a major problem and the goal is not on track.

X = Priorities have changed and the goal is no longer being pursued.

 = GOAL HAS BEEN ACCOMPLISHED!

No.	Goal/Subgoal:	Primary Groups/Teams Involved	Leadership Team Accountability	New this year? Or cont'd from a goal/project that started last year?	Status	Comments
1.	Enable the planning and implementation of the Undergraduate Initiative .					
	Provide guidance and support on blended learning models that may support the initiative (e.g., less classroom time for more art/data work outside the classroom.)	TLS, TLSO	Meggan	New		Digital Pedagogy Pathways program has started.
	Examine each ETS service line to identify opportunities to enable the initiative.	Service Leads in All Groups - KALX, TLS, CXG, PMO, ADMIN, Berkeley	Meggan	New	Not Started	On Hold. Will consider for next fiscal

		AVS, TLSO, SysAdmin, PDG				year.
2.	Foster innovation in teaching and learning through the creative use of space and technology.					
	With the reorganization of the Strategic Academic and Facilities Planning group, establish relationship with the new leadership; contribute to any strategic planning conversations for teaching and learning spaces by providing guidance, design and technical consulting by the end of the academic year 2017.	TLSO	Owen	Cont'd		
	Funded by the Student Technology Fund and in partnership with Library, SAIT and other campus units, implement one makerspace in the Moffitt Undergraduate Library by the end of the academic year 2017 that can serve as an operational model for additional makerspaces on campus.	TLSO	Owen	Cont'd		
	Funded by the Student Technology Fund , ETS will continue our partnership with Library and SAIT to deliver a unified computing support model that incorporates consulting, imaging and communications.	TLSO, PMO	Owen	Cont'd		
	Lead and execute design for newly renovated spaces in the Wheeler Renewal project.	TLSO	Owen	New		
	If funded, contribute to the planning and development of a large (100+ seats) active learning classroom by the end of the academic calendar year 2017.	TLSO	Owen	New	Not Started	
	Program creative activities in the Academic Innovation Studio to increase its exposure, spark innovation in teaching and research, and make it a hub of faculty	CXG, TLS, TLSO	Meggan	Cont'd		

	activity.					
3.	Cultivate ETS staff capabilities and strengthen staff engagement.					
	Connect ETS teams to each other and to campus by:					
	Hosting an all-staff retreat focused on teamwork and fostering communications including “a day in the life” activity for all the ETS teams.	All Groups - KALX, TLS, CXG, PMO, ADMIN, Berkeley AVS, TLSO, SysAdmin, PDG	Steve	New	Not Started	
	Hosting “Blue Bags” on specific ETS services, how they operate, and how they are supporting teaching and learning.	All Groups - KALX, TLS, CXG, PMO, ADMIN, Berkeley AVS, TLSO, SysAdmin, PDG	Steve	Cont’d		
	Provide targeted training opportunities to individuals in the following areas based on their job role and in partnership with their manager (i.e., not all of this training for each staff member): More-specific ITIL/ITSM topics beyond the foundational course for specific functions for ETS staff who practice that specific ITIL function. <ul style="list-style-type: none"> • Project management training in support of the new UCB policy and ETS needs • Strengthening our organizational resiliency (the ability to remain flexible and open in order to adapt and adjust to the changing nature of the workplace). • Design Thinking/UX Design 	All Groups - KALX, TLS, CXG, PMO, ADMIN, Berkeley AVS, TLSO, SysAdmin, PDG	Steve	Cont’d		

	<ul style="list-style-type: none"> Improving communication - using the DISC behavioral assessment to learn about diverse communication styles and how to best communicate. 					
4.	Be a leader in implementing IT Service Management practices across the department.					
	Identify metrics to support service level agreements between IT teams or between ETS and a vendor (in support of OLAs.)	SysAdmin	Meggan	New	Not Started	
	Develop a process for transitioning projects to services (Service Portfolio Management).	CXG with Service Lead Input, PMO	Meggan	Cont'd		
	Participate in the campus-wide initiative to develop a OneIT Service Catalog .	CXG with Service Lead Input	Meggan	Cont'd		
5.	Continue service improvement projects and provide essential support, teamwork and leadership to enterprise projects.					
	Transition key enterprise services (bCourses, CalCentral, OEC, Course Capture) to integrate with and support the new Student Information System (SIS), while delivering timely improvements to bCourses and CalCentral services to meet customer needs.	SysAdmin, PDG, TLS, TLSO, ADMIN	Oliver	Cont'd		
	Ensure smooth transition from SIS project to operations and position CalCentral squarely as the campus portal including outlining new functionality for campus staff and faculty populations.	PDG, ADMIN	Oliver and Steve	Cont'd		
	Conduct an annual technology refresh for selected	TLSO	Owen	Cont'd		

	teaching and learning spaces by the end of the academic year 2017.					
	The Course Capture Service will develop a 3-5 year service roadmap by the end of the academic year 2017.	TLSO	Owen	Cont'd	Not Started	
	Review each service to identify opportunities to increase its accessibility. (For examples, implement online captioning for Berkeley AV and Video.)	Service Leads in All Groups - KALX, TLS, CXG, PMO, ADMIN, Berkeley AVS, TLSO, SysAdmin, PDG	Meggan	New		Project started 9/15.
	Develop a roadmap for the ETS Helpdesk function and implement it by the end of the fiscal year.	TLS, TLSO, CXG	Meggan and Owen	New		Project kick-off is 9/16.
	Use RAE Redo Benchmarking work as an input for making investment and reallocation decisions for our services.	LT	Jenn	Cont'd		
	Create a customer engagement strategy across all ETS services to improve overall adoption and the effectiveness of our services by the end of the fiscal year.	CXG	Meggan	New		
	Identify and develop a new learning analytics service (Learning Record Store) to provide to campus.	PDG, TLS, TLSO, ADMIN	Oliver	New		
6.	Foster deep campus partnerships and collaborations to optimize service delivery and effectively leverage available resources.					
	With Research IT, plan for hosting a thematic “Year of Teaching and Research” for faculty in FY 2018 that will include programming in support of teaching and research technologies and methods.	LT	Jenn	New		

	With the CTL, RIT, Library and other campus partners, develop a webpage/portal to ensure faculty can find information and support on the various campus consulting services available to them.	TLS, CXG	Meggan	New		
	Lead the Accessible Course Materials initiative with campus partners.	TLSO, TLS, ADMIN	Owen	Cont'd		
	Continue the success of the Executive Steering Group (ESG) and User Advisory Group (UAG) and conduct another 2-3 activities (town hall, report on emerging trend, etc.) in support of the committee's work by the end of the academic year 2017.	CXG	Meggan	Cont'd		
	Articulate the value of ETS to key stakeholders and our clients by developing key messages to share at all levels of the University.	LT	Jenn	New	Not Started	