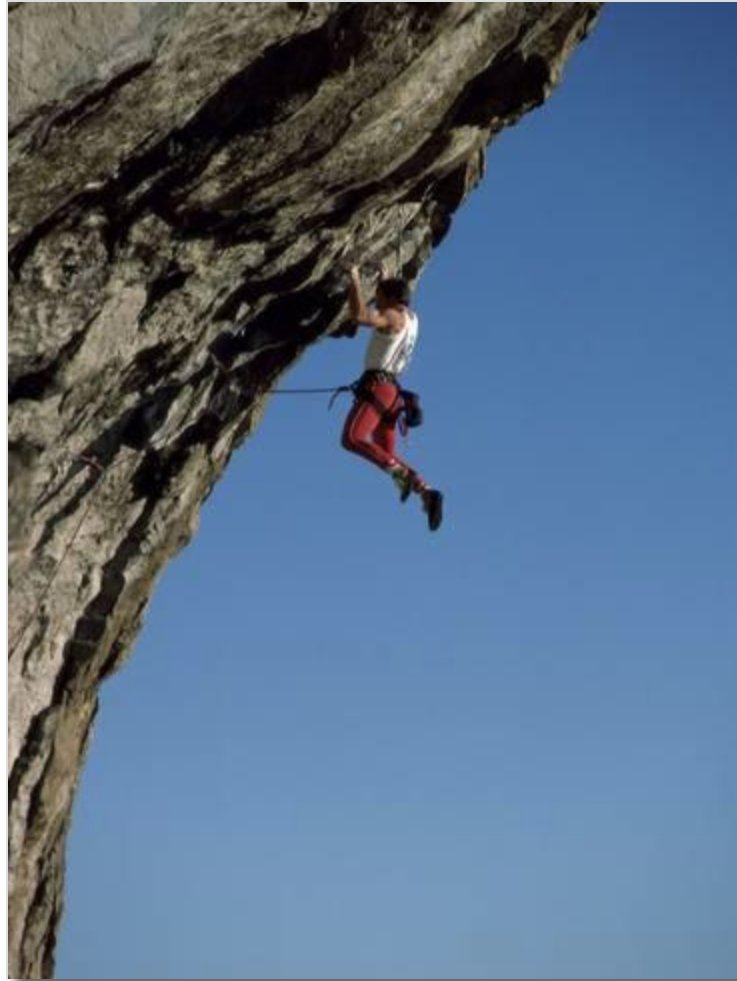


HALF WAY



DIGITAL

Bill Allison
UC Berkeley
CSG 18.09
September 26, 2018

First of all, higher ed missed the memo:

EVERYTHING'S DIGITAL





Higher Education and Digital

“Rule Of Thumb #1 - Technology Is Strategic

It makes no sense to come up with the core strategic plans, and then only later bring the campus IT leaders in to implement that strategy.

Rule of Thumb #2 - Technology Is A Way of Thinking

Higher ed leadership gets themselves in trouble when they think of technology as what it does, rather than what it means. Technology is not only the hardware and software that a school buys and uses - or the people who work in the technology units. Rather, technology is a way of thinking.

Rule of Thumb #3 - Technology Is Not a Magic Bullet

Technological agility is not a substitute for effective leadership. Technology can amplify existing institutional strengths, but technology can not cover up for an inability to make hard choices about where to invest (or divest) within the institution.”

[Technology and the Future of the College Presidency](#)

Joshua Kim, May 15, 2017, *Inside Higher Ed*,

First stages of transformation reflect the past...



Southwest Airlines Home Gate

The Home of Southwest Airlines on the World Wide Web

Updated January 13, 1998:

Case Study #1: The Berkeley Desktop



The screenshot shows the Berkeley Desktop website. The header features the Berkeley logo and the text "Endpoint Engineering and Infrastructure Berkeley Desktop". A navigation bar includes links for HOME, OVERVIEW, SOFTWARE, HARDWARE, SERVICES, and GET STARTED. The main content area has a sub-header: "The Berkeley Desktop is the campus-wide standard environment for desktops and laptops." Below this are three columns: SOFTWARE (with a camera icon), HARDWARE (with a monitor icon), and SERVICES (with gear icons). A paragraph at the bottom states: "The Berkeley Desktop provides a reliable, secure, and integrated administrative computing environment that reduces the amount of time faculty and staff spend maintaining their computers. A standard environment combined with automated maintenance means you see fewer problems and are able to get help faster."

- No Varying hardware standards
- No significant automation
- Manual work; no checklists
- Frontline support team includes senior techs
- Frontline support diverts the Brents to support most important and/or loudest senior executives



Workflow Automation Tools

- New User Setups
- Deprovisioning Users
- Department On-Boarding
- Access Management



Case Study #2: The iHub



API Central

- Home
- APIs
- Forums
- Help ▾

Build awesome apps. Use live data from campus APIs. Publish your own API.

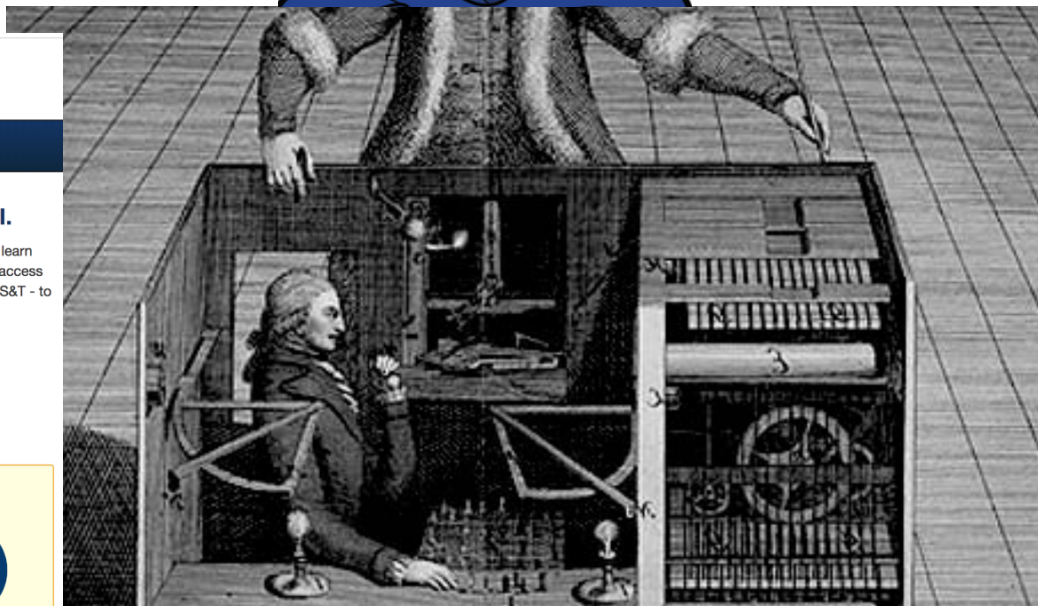
The UC Berkeley API Management Portal is your starting place to obtain portable campus data securely. Search and find APIs, learn how to use them, and get the right level of access. Publish your APIs to campus and external audiences, manage security and access levels, and track analytics. This portal is a service offered by Enterprise Integration Services, a department within UC Berkeley IS&T - to find out more about our API and integration services visit [our main Website](#).

Find APIs

Keywords All Categories All Data Owners Go

Getting Started

- Sign Up**
- Browse APIs**
- Get Access**
- Get Help**



Solutions?

