

CAMPUS COLLABORATIVE  
TOOLS DRAFT STRATEGY

DISCUSSION

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COMMON SOLUTIONS GROUP

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## **BACKGROUND**

**THE UNIVERSITY OF CALIFORNIA, BERKELEY CAMPUS NEEDS TO CREATE AN INFORMATION TECHNOLOGY ENVIRONMENT WHICH MAKES IT EASY AND NATURAL FOR PEOPLE TO COLLABORATE WITH COLLEAGUES AND PARTNERS, WITHIN AND BEYOND ITS BOUNDARIES.**

**THE ULTIMATE GOAL IS TO MAKE ENGAGING IN RICHLY-TEXTURED COLLABORATIVE ACTIVITIES ONLINE NEARLY AS STRAIGHTFORWARD AS MAKING A PHONE CALL OR SENDING EMAIL**

## HOW DO WE...

- ...HELP FACULTY, STUDENTS AND STAFF SPEND MORE TIME COLLABORATING AND LESS TIME FIGURING OUT HOW TO COLLABORATE?
- ...PROVIDE NEW TECHNOLOGIES TO ENHANCE COLLABORATIVE WORK ON CAMPUS?
- ...CONTINUE DELIVERING THE CURRENT LEVEL OF SERVICE TO OUR CUSTOMERS WITH REDUCED FUNDING?
- ...THINK ABOUT AND MAKE THESE TECHNOLOGY DECISIONS IN THE RAPIDLY CHANGING WEB 2.0 AND COLLABORATIVE TECHNOLOGIES REALM?
- ...ARCHITECT OUR BASE TECHNOLOGIES AND SYSTEMS TO ALLOW US TO TAKE ADVANTAGE OF UNFORESEEN DEVELOPMENTS IN COLLABORATIVE TECHNOLOGIES?

## IN SHORT...

- **WE NEED TO WALK THE LINE BETWEEN:**
  - **THE INSTITUTIONAL NEEDS TO MAINTAIN SECURITY, LIMIT LIABILITY, AND REDUCE COSTS, AND**
  - **THE NEEDS OF OUR FACULTY, STAFF, AND STUDENTS TO TAKE ADVANTAGE OF THE MOST APPROPRIATE, BEST-OF-BREED COLLABORATIVE SOLUTIONS.**

## OUR ORIGINAL IDEA

- **PROVIDE A UNIVERSALLY-AVAILABLE, FULLY-SUPPORTED TOOLKIT OF COLLABORATIVE TOOLS TO THE CAMPUS COMMUNITY FOR FREE (OR AT A VERY LOW COST).**

## A NICE IDEA, BUT...

- IN ADDITION TO COST ISSUES:
  - THE HORSE HAS ALREADY LEFT THE BARN
  - THE WORLD IS CHANGING TOO FAST
  - “ONE SIZE FITS ALL” DOESN’T

SO WHAT NOW?

■ **“EMBRACE THE CHAOS”**

## HOW DO WE DO THAT?

- **PROVIDE THE INFRASTRUCTURE TO WORK WELL WITH A WIDE VARIETY OF PEOPLE, WITH A WIDE VARIETY OF TOOLS**
- **PROVIDE GUIDANCE AND BUILD COMMUNITIES TO HELP THE MEMBERS OF OUR CAMPUS COMMUNITY MAKE THE MOST SENSIBLE DECISIONS ABOUT THE COLLABORATIVE TOOLS THEY DO USE**

## MORE SPECIFICALLY...

- **GOAL 1. PROVIDE ENHANCED IDENTITY MANAGEMENT SERVICES.**
- **GOAL 2. MAKE IT EASIER TO USE AND SHARE DATA IN COLLABORATIVE TOOLS.**
- **GOAL 3 (NEW!). TRAIN OUR WORKFORCE TO WORK WITH AND SUPPORT THESE NEW COLLABORATIVE TECHNOLOGIES AND ARCHITECTURES (PRIVACY GUIDELINES).**
- **GOAL 4. ESTABLISH A COMMON FRAMEWORK AND VOCABULARY FOR DEFINING SUPPORT FOR COLLABORATIVE TOOLS.**

## **MORE SPECIFICALLY... (CONT.)**

- **GOAL 5. PROVIDE CRITERIA AND GUIDANCE TO IT STAF TO ASSIST DECISIONS ABOUT WHICH COLLABORATIVE TOOLS TO FORMALLY SUPPORT.**
- **GOAL 6. PROVIDE ENHANCED INFORMATION AND GUIDANCE TO ALL MEMBERS OF THE CAMPUS COMMUNITY ON COLLABORATIVE TOOL SELECTION AND USE.**
- **GOAL 7. PERIODICALLY RE-EVALUATE COLLABORATIVE PRACTICES/NEEDS AND TECHNOLOGIES.**

## NEXT STEPS

- COMPLETED STRATEGY: OCTOBER
- VETTING/APPROVAL BY ITAC: DECEMBER
- ADOPTION BY CIO/CTC: JANUARY 2009

**CURRENT DRAFT**

**[HTTP://DSBLOG.BERKELEY.EDU/  
2008/08/26/CCTSD-2/](http://dsblog.berkeley.edu/2008/08/26/cctsd-2/)**

