Positioning Penn for the Future of Information Technology
Information technology (IT) is dramatically accelerating collaboration and value creation across the campus, the business community, and the global economy. The convergence of cloud computing, social networking, mobile technology, and the “Internet of Things” is rapidly changing the traditional model for procuring, delivering, and consuming IT. We believe a transformation to “IT as a service” is inevitable, and we must adapt our approach, our products, and our services accordingly. We embrace this opportunity to better align IT with Penn’s mission and Compact 2020: Inclusion, Innovation, and Impact. Through increased collaboration, shared projects, and engaged leadership, we seek to build community while honoring the independence and diverse needs of each School and Center.

Embracing Cloud First
Collaborating & Delivering IT Solutions
Optimizing Business Processes
Keeping IT Secure
Investing in Campus IT

Discover what ISC can do for you [www.isc.upenn.edu](http://www.isc.upenn.edu)
Our vision is to position Penn for the future of IT systems and services by pursuing a “Cloud First” strategy to accelerate the speed of delivery and to drive more value through technology.

Penn has accumulated decades of technology “layers” as we have added functionality and addressed institutional challenges. This accumulation has resulted in excessive support overhead, slow and expensive fixes and enhancements, a challenging service environment, and difficulty moving forward in support of Penn’s mission. Over the past five years, Penn has gradually embraced cloud computing as a more responsive and efficient way to deliver new levels of computing functionality, performance, and capacity. Now we are ready for a unified strategy – “Cloud First” – which places cloud as the first choice for all new technology investments.

What is cloud computing?
Cloud computing enables ubiquitous, convenient, on-demand access to a shared pool of configurable resources (networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service-provider interaction.

LEARN MORE ABOUT CLOUD FIRST
www.isc.upenn.edu/cloud-first
Colombinating and delivering

ISC manages the University’s enterprise systems and partners with Schools and Centers on major projects around campus.

- **PRAGMA**
  Penn Research Administration Gestalt of Management Applications
  www.upenn.edu/research

- **IT Roundtable (ITR) & Common Solutions**
  Collaborating IT across campus
  www.isc.upenn.edu/collaborations

- **TechJobs@Penn**
  Attracting and retaining the best IT talent
  www.isc.upenn.edu/tech-jobs-penn

- **ITR Research@Penn**
  Collaborating on research IT
  www.upenn.edu/research

- **Penn Vet VISION**
  Veterinary Information System & Integrated Organizational Network
  www.vet.upenn.edu

- **PENN WHARTON CHINA CENTER**
  宾大沃顿中国中心
  pwcc.upenn.edu

- **PERRY WORLD HOUSE**
  global.upenn.edu/perryworldhouse
ISC offers numerous collaboration and planning tools to campus.

**Office 365**
PennO365 is the University's new cloud email, calendaring, and collaboration environment
[www.isc.upenn.edu/email](http://www.isc.upenn.edu/email)

**Virtual Desktop Infrastructure**
Enabling flexibility, mobility, and just-in-time service provisioning
[www.isc.upenn.edu/virtual-desktop](http://www.isc.upenn.edu/virtual-desktop)

**Human Capital Management**
The campus-wide HCM project aims to increase Penn’s HR and payroll work efficiency, enhance our ability to be responsive to changes in regulatory and compliance issues, and improve information quality and access

**Project Management Office**
ISC's new PMO features Penn People Planning Progress (P4), a diverse suite of resources for project, program, and process management
[www.isc.upenn.edu/project-program-management](http://www.isc.upenn.edu/project-program-management)

**HireIT**
Local technology support for Schools and Centers
[www.isc.upenn.edu/hireit](http://www.isc.upenn.edu/hireit)
ISC’s Office of Information Security establishes, implements, and maintains security tools and programs to help protect Penn’s digital assets.

- **University Firewall**
  A new line of defense against network-based attacks on PennNet

- **PennSec**
  A common framework for Information Security across all Schools and Centers

- **Two-Step Verification**
  The best layer of protection against someone stealing your PennKey password

- **SafeDNS**
  Offering real-time protection against malicious websites

- **LastPass**
  Eliminates the need to remember multiple unique passwords

LEARN MORE ABOUT OUR SECURITY PROGRAMS www.isc.upenn.edu/security
INVESTING IN CAMPUS IT

In FY16 alone, ISC contributed more than $2M on behalf of Schools and Centers to improve technology across the University.

Penn IT Staff Convention
www.isc.upenn.edu/itsc-spring-2016

Office 365
www.isc.upenn.edu/email

PTW2016
2016.phillytechweek.com

lynda.com
www.isc.upenn.edu/lyndacom

Adobe

service now
INFORMATION TECHNOLOGY

BY THE NUMBERS

800K
Daily PennKey Authentications

15K
Email Accounts Migrated to PennO365

$1.24 BILLION
Billed by Pennant Accounts Annually

82K
WIRELESS DEVICES SUPPORTED SIMULTANEOUSLY (Double 2012's Capacity)

35K
MONTHLY Malicious Website Visits Prevented

1,100 TERA BYTES
MONTHLY Amount of Wireless Data Transmitted

Which Equals
50 MILLION Filing Cabinets of Data

DISCOVER WHAT ISC CAN DO FOR YOU
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