

DIGITAL TRANSFORMATION — INVESTING IN OUR FUTURE

Digital Transformation is the investment of USC in the people, processes and technology of ITS operations and services to innovate and elevate student and employee experience.

BENEFITS

Experience



Provide Exceptional Experience

- Secure and reliable core services
- Advancement in IT workforce capability
- Operational excellence in IT governance, procurement, portfolio and change management
- Secure | Connected program optimization

Service



Modernize IT Services

- Comprehensive, current data solutions
- Industry-leading enterprise business applications
- Automation and diversification of IT infrastructure
- Investment in communication and collaboration platforms

Innovation



Innovate & Automate

- Elevate student experience
- Accelerate delivery of digital capabilities
- Further Artificial Intelligence (AI) solutions
- Thought leadership in technology for USC

JOURNEY

WAVE 1

FOUNDATIONAL

Core technologies built

WAVE 2

MODERNIZATION

First steps to modernize business applications and IT infrastructure

WAVE 3

TRANSFORMATION

Enable success via innovation in IT operations, services and customer experience

WAVE 4

ACCELERATION

Continuously improve IT platforms to support changing demands; focus on providing solutions at scale

TRANSITION

The **Organization Transition** is reimagining IT work, workforce, and workplace to meet Digital Transformation objectives:

WORK

Solidify core competencies and develop innovative digital capabilities

WORKFORCE

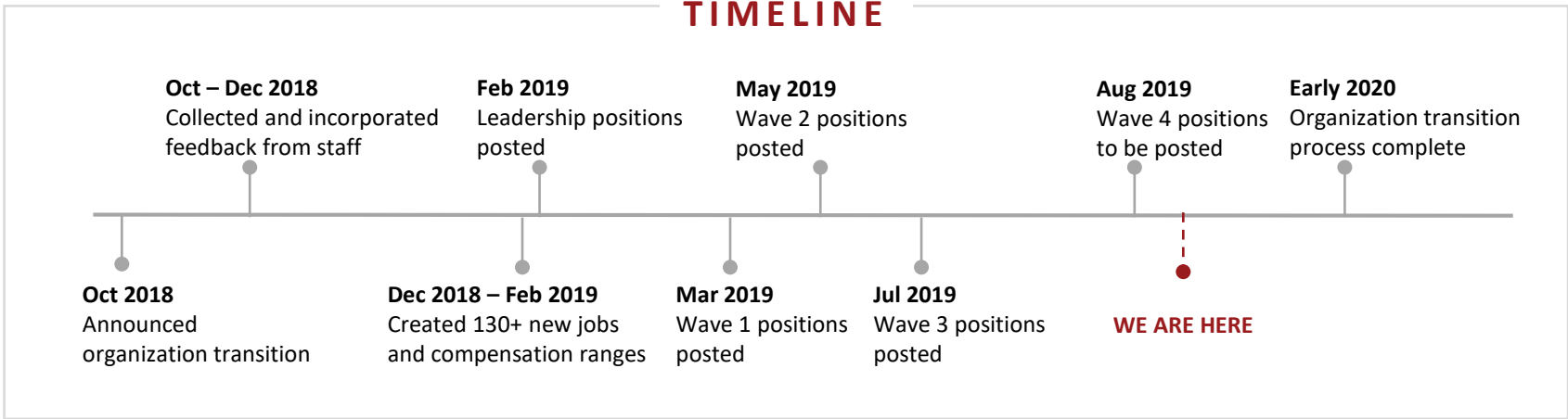
Reorganize and reskill our organization to provide stable, modern, and innovative core services

WORKPLACE

Optimize our processes to provide exceptional customer & employee experience

ORGANIZATION TRANSITION — REINVENTING IT

Our **Organization Transition** efforts are focused on the recruitment, hiring and onboarding of top talent – supported by comprehensive resources and engagement opportunities to support employees and the university throughout the process.



STRATEGY

Reimagine IT to solidify core competencies and develop innovative digital capabilities, reorganize, and reskill our organization to provide stable and modern core services, and optimize our processes to provide exceptional customer and employee experiences.

WAVES

Positions released in a series of four waves between February and August 2019.

RECRUITING

All positions are shared internally prior to posting for external application. Recruiters work closely with hiring managers to understand position needs.

SCREENING

Internal candidates that meet the job requirements, as well as qualified external applicants, receive an initial screening.

INTERVIEW

Three types of interviews are conducted with qualified internal and external candidates: Competency & Behavioral, Organizational Fit, and Executive Alignment.

SELECTION

There is a rigorous process with HR, Talent Acquisition and the hiring managers to select the most qualified individual for the position.

HIRE

An offer is extended to the selected candidate and a start date is determined. Those not selected are notified of decision.

Current Employee Support	New Employee Support	Stakeholder & Customer Support
<p>CAREER & WELLBEING SUPPORT</p> <ul style="list-style-type: none"> • LinkedIn workshops • Talent Acquisition/HR Q&A • Mock interviews and resume workshops through CareerJourneys • Wellbeing Days (i.e., acupuncture) • Wellbeing Sessions (mental health support) • Work & Family Life sessions • Outplacement services • Human Resources office hours 	<p>ONBOARDING</p> <ul style="list-style-type: none"> • Robust two-day orientation program • Clearly written job descriptions • Comprehensive Performance Management program in development <p>KNOWLEDGE TRANSFER</p> <ul style="list-style-type: none"> • Detailed knowledge transfer process conducted with hiring manager as required, tailored to each unique role 	<p>COMMUNICATIONS</p> <ul style="list-style-type: none"> • CIO Executive Newsletter • Information via CIO Website <p>CUSTOMER SUPPORT</p> <ul style="list-style-type: none"> • ITS Customer Service Portal itsusc.service-now.com/its_sp • Service Desk Email consult@usc.edu • Service Deck phone number 213-740-5555

COLLABORATION & FEEDBACK
<ul style="list-style-type: none"> • ITS Engagement Surveys (Monthly) • Pulse Checks (Weekly) • ITS Manager Meetings • The Weekly Download • Executive Office Hours • Leadership Q&A