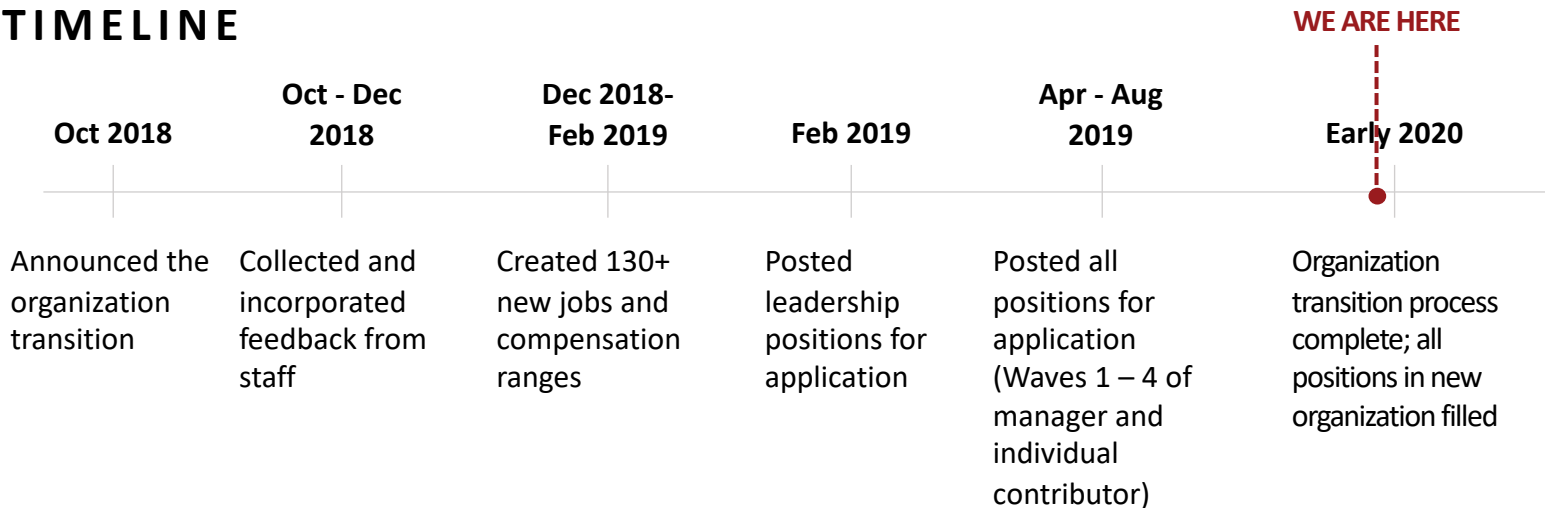


# ORGANIZATION TRANSITION OVERVIEW

FEBRUARY 17, 2020

## TIMELINE



## Planned Key Initiatives

- Infrastructure Services is reviewing proposals for a Network Operations Center managed services provider, with final vendor selection to be announced soon.

## Work in Progress

- **Hiring** – Hiring for Waves 1 – 4 is in progress. Screening and selections are expected to extend through early 2020.
- **New Hire Orientation** – Two-day onboarding program takes place every other week, including both internal and external hires.
- **ITS Performance Management** – The strategy and high-level approach are complete. Workday capabilities are being assessed and training materials are being developed for pilot launch.
- **Knowledge Transfer** – A robust knowledge transfer process is taking place with current ITS employees to those in the new organization.
- **Campus Outreach Efforts** – Beginning this month, we are launching a campaign to engage our campus stakeholders and give clearer insight into the Digital Transformation process and the resources available (e.g., CIO website, executive newsletter, service requests) – visit <https://www.cio.usc.edu> to learn more.

## Work Completed

- ✓ Organization structure
- ✓ Job descriptions
- ✓ Compensation ranges
- Hiring statistics
  - 252 positions posted
  - 94% of roles filled - 241/257

# ORGANIZATION TRANSITION OVERVIEW

FEBRUARY 17, 2020

## Key Messaging

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- The Organization Transition effort aims to recruit, hire, and onboard top talent – building the finest IT organization in all of academia, focused on developing innovative, digital capabilities and optimizing processes to provide exceptional customer and employee experiences.
- The goal of the Organization Transition is not to reduce costs. Both headcount and budget have increased as part of this effort, as we aim to modernize and provide cutting-edge service to our customers and the university.
- Internal and external candidates are being considered for each position to ensure that the most qualified individuals are selected for the new organization following a rigorous, comprehensive screening and interview process.
- Ensuring that the process is comprehensive, and done right, takes time. The Organization Transition was divided into a series of five job wave postings – taking place between February and August 2019 – to ensure the right candidates are evaluated and selected to enable the ITS of the future.

## Frequently Asked Questions

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### **Why is ITS undergoing an Organization Transition?**

The ITS Organization Transition is part of a larger Digital Transformation initiative to make ITS the desired workplace of the future and a trusted strategic partner in achieving USC's mission and aspirations.

We are building an organization in which managers and individual contributors can develop key, cutting edge skills, take pride in the services they provide, and be rewarded for their efforts. After assessing the current USC IT landscape and developing a vision for the future, ITS leadership determined that an Organization Transition is necessary to reach the future state.

### **When will the Organization Transition be completed?**

The process will be complete in early 2020, when all positions in the new organization have been filled.

### **Will day-to-day ITS operations be affected during the Organization Transition?**

ITS leadership has carefully planned for this transition to minimize disruption to normal business operations. Exceptional customer experience has been and continues to be a top priority.

### **Who can I reach out to for customer service requests during the Organization Transition?**

ITS has worked diligently to ensure a smooth, streamlined experience for customers throughout this period. All ITS-related services requests and inquiries may be directed to the ITS portal ([itsusc.service-now.com/its\\_sp](https://itsusc.service-now.com/its_sp)), Service Desk Email ([consult@usc.edu](mailto:consult@usc.edu)), or Service Desk Phone (213-740-5555).