



Opportunity and Challenge Profile

University of California, Santa Cruz

Search for the Vice Chancellor for Information Technology

The University of California, Santa Cruz, a thriving public research university and one of the premiere campuses of the University of California System, invites applications and nominations for the position of Vice Chancellor for Information Technology (VCIT). Reporting to the Chancellor and Campus Provost and Executive Vice Chancellor (CP/EVC), the VCIT will serve as the Chief Information Officer (CIO) on campus, overseeing all aspects of information technology strategy, integration and support. The new VCIT will join a dynamic leadership team and talented staff working to achieve new heights in educational and research excellence, helping to enhance campus wide systems and services, while instilling a greater sense of institutional community and connectedness.

The University of California, Santa Cruz (UCSC) is a public university like no other in California, combining the intimacy of a small liberal arts college with the depth and rigor of a major research university. Under the leadership of Chancellor George R. Blumenthal, UCSC has earned national and international distinction as a university with high-impact research and an uncommon commitment to teaching and public service. The campus and community recently celebrated UCSC's 50th anniversary, a celebration that marked the impact UCSC has had on the world's understanding in a wide range of disciplines, including astrophysics, ocean sciences, human rights, literary and performing arts, genomics and cancer research. In 2012, the campus achieved Hispanic-Serving Institution (HSI) status after undergraduate student enrollment surpassed 25% of the total population, and in 2015 received \$3.6 million in grants aimed at maximizing achievement through preparedness and advising, and motivating and retaining high-need students to complete a degree at a research university. In its 2015-16 report, the *Times Higher Education* review ranked UCSC second in the world for research impact. In 2016 *U.S. News & World Report* ranked UCSC among the top 50 universities in the world and 30th overall among national public universities. Nestled in the redwoods overlooking the California coast, UCSC is home to some of California's most innovative and sustainability-focused students including approximately 16,000 undergraduates and 1,600 graduate students.

The Information Technology Services (ITS) division at UCSC is looking for an innovative and technology savvy leader who, in collaboration with faculty, staff, senior leadership and students, will help to enhance the ITS division of the future. The VCIT will work to advance UCSC's reputation as a top-ranked research university and leading institution in the education of students, and will do so by addressing a set of key opportunities and challenges, detailed in this document:

- Provide visionary leadership for the ITS division
- Work to further communicate the value of, and unify the ITS division for maximum impact
- Build investment in the ITS division and grow IT resources and funding
- Serve as an ITS advocate and system-wide leader in a rapidly shifting era of technological change

A more complete list of the desired qualifications and characteristics of the VCIT can be found at the conclusion of this document, which was prepared with the assistance of Isaacson Miller, a national executive search firm, to provide background information and detail the key opportunities and challenges related to the position. All confidential applications, inquiries, and nominations should be directed to the individuals listed at the conclusion of this document.

About the University of California, Santa Cruz

While UCSC has grown continually since its founding in 1965, it remains the second smallest of the ten universities in the University of California System. It is known as a particularly collegial intimate campus that emphasizes a balance between high-quality instruction and research. In addition to its world-class facilities and spectacular campus setting, UCSC provides unparalleled opportunities for hands-on learning. Commitments to environmental stewardship and community engagement are also central to UCSC's core values.

The UCSC main campus consists of approximately 2,000 acres of land overlooking Monterey Bay. The university also has a presence in nine different locations in Santa Cruz and one location in Silicon Valley. The campus has research facilities located on Monterey Bay (the Marine Science Campus about two miles from the main campus and the Monterey Bay Education Science and Technology Center near Monterey, California); at Lick Observatory in San Jose, California; and the Silicon Valley Campus in Santa Clara. UCSC oversees more than 5,000 acres of natural reserves and provides access to several professional master's degree programs as well as professional development via UC Santa Cruz Extension.

UCSC has four academic divisions (Arts, Humanities, Physical and Biological Sciences, and Social Sciences) and one professional school (the Jack Baskin School of Engineering). It offers baccalaureate degrees in over 60 majors and master's degrees, doctoral degrees, and graduate certificates in 41 academic fields. The university also encompasses more than two dozen research centers and institutes. The Silicon Valley Campus is enabling a stronger connection and greater interaction between faculty, students, and Silicon Valley industry and is supporting research and educational programs and partnerships. In 2014, UCSC placed 12th in the annual Leiden Ranking, which measures the scientific performance of 750 major universities worldwide.

The campus draws its undergraduates and graduate students from far and wide with nearly half from the surrounding region, Santa Clara Valley, and the San Francisco Bay Area. The student-faculty ratio at the university is 20:1, and more than one third of the 2016 freshman class are students from ethnic backgrounds that have been traditionally underrepresented within the UC system – African-American/Black, American Indian/Alaskan Native, and Hispanic ethnicities. As a Hispanic Serving Institution (HSI), 30 percent of UCSC's undergraduates identify as Hispanic or Latino, well above the required 25 percent to qualify.

In its 50 years of existence, UC Santa Cruz has earned national and international recognition for quality research and world-class teaching. Faculty include two of the University of California's honored University Professors, 24 members of the American Academy of Arts and Sciences, 14 members of the National Academy of Sciences, and 33 members of the American Association

for the Advancement of Science. In addition, faculty members have received honors including a Benjamin Franklin Medal in Electrical Engineering, the Urey Prize in Planetary Science, a Kavli Prize in Astrophysics, the Weldon Memorial Prize, and the Bower Award and Prize for Achievement in Science. The university was also ranked third in the nation for faculty productivity for doctoral programs in both music and environmental health engineering in the *Chronicle of Higher Education*.

The University also continues to have great local impact. As the largest employer in the region, 2014-15 generated \$1.3 billion in economic activity in the Monterey Bay Area. In addition, UCSC faculty, staff, and students contribute approximately one million hours of community service, representing an economic value of more than \$12 million to the local economy. Approximately 280 nonprofit organizations in Santa Cruz County rely on the Student Volunteer Center for student help, and 42 percent of all UCSC students participated in community service or volunteer activities in 2013-2014 academic year.

Leadership and Today

UCSC is led by Chancellor George R. Blumenthal, a distinguished scholar and academic leader in the field of astronomy and astrophysics. He joined the campus in 1972, and served in numerous leadership roles before becoming chancellor in 2006. In June 2017, Campus Provost and Executive Vice Chancellor (CP/EVC) Marlene Tromp, professor of literature, joined UCSC to serve as the chief academic officer and leader who manages the campus budget, guides campus long-range planning, and advises the Chancellor. Her priorities include engaging faculty in the creation of a vibrant academic and research vision, bringing an entrepreneurial spirit to the creation of new sources of revenue, providing focused leadership to support student academic needs, and growing the commitment to serving first-generation college students and a diverse student population.

UCSC is expected to continue to grow in the coming years, and is projected to serve 19,500 students by 2020 through an expansion of graduate and professional programs and summer enrollments. To prepare for this growth, UCSC has been engaged in a campus-wide initiative aimed at consolidating operations and enhancing the quality of both academic and non-academic programs. The goal of this initiative is to balance “high-tech” and “high-touch” approaches to education while enhancing the stature of the campus as a leading public research institution. This undertaking has been accompanied by the development of several new major campus facilities, including a new addition to and renovation of the University Library facilities.

The total operating budget for UCSC for 2015-2016 was \$722 million, with \$177.5 million coming from the State of California and \$230.8 million coming from tuition and fees. More than half of total funding goes toward instruction, research, and library operations. UCSC researchers received \$137.6 million in external contracts and grants in 2014-15. The University is also engaged in a comprehensive campaign that has a campaign goal of \$300 million in private support by 2018.

To learn more about UCSC and the University budget, please visit <https://www.ucsc.edu/> and <https://planning.ucsc.edu/budget/Reports/profile2015.pdf>

About the Information Technology Services Division

In attempts to create more efficiency and cost savings, the university created a consolidated IT structure over a four year period from 2003 to 2007. At that time, information technology staff from across campus, including the academic divisions, were consolidated into one campus-wide division now known as the Information Technology Services (ITS) division. The ITS division is funded through a combination of state funds, campus recharges, and information user fees. It is responsible for supporting the academic enterprise of the University and serves as the backbone behind the campus's teaching, research and public service activities. The division provides resources, training and guidance to faculty, staff and students and is ultimately responsible for facilitating innovative research and exceptional delivery of academic programming.

ITS is comprised of nine units which include Academic Divisional Computing, Applications & Project Management, Budget and Resource Management, Client Relationship Management, Client Services and Support, Core Technologies, Information Security, Learning Technologies, and Research and Faculty Partnerships. For more information about each unit, please see Appendix A.

The ITS division offers a wide variety of services in spaces across all UC Santa Cruz locations in: Santa Cruz, Scotts Valley and Silicon Valley. Facilities also include the Faculty Instructional Technology Center, the Data Center, ITS Learning Technologies Computer Labs, and the Digital Scholarship Commons. These spaces provide opportunities for interdisciplinary collaboration and aim to deliver the best possible customer service to the UCSC campus, including support around instructional technologies, computing services, data security and a variety of other resources as outlined below. For more information, please see Appendix B.

ITS is comprised of 230 staff employees, many student employees as well as contractors, and an operating budget of \$26 million. The division's impact has grown significantly over the last decade, utilizing many new approaches, despite systemwide funding restraints. Currently the campus is the midst of completing a multi-year \$50+ million Telecommunications Infrastructure Upgrade (TIU) project upgrading cable plant, electronics and wireless coverage to the state of the art across the entire campus. In addition, ITS is moving enterprise systems to the cloud, continuing its expansion of the virtual server environment, and has recently shifted learning management systems from eCommons to Canvas.

For more information on the ITS division and its strategic plan, please see: <https://its.ucsc.edu/planning/docs/itplan2018.pdf>.

Role of the Vice Chancellor for Information Technology

Reporting to the Chancellor and Executive Vice Provost (CP/EVC), the VCIT will oversee eleven direct reports. S/he will join a lean, yet highly skilled team, and will develop a united and strategic vision for the future of IT on campus and beyond. S/he will ensure robust information technology services, infrastructure and effective security and will work closely with campus constituents to assess and deliver enhanced resources across the computing and communication environment.

In addition, the VCIT will participate in both campus and systemwide policy discussions and will be expected to develop campuswide plans and IT policies. S/he will work closely with various governing bodies including the CP/EVC's Administrative Leadership Team, Chancellor's Cabinet, Academic Deans, the Senate Committee on Information Technology, and other groups as needed. The VCIT will also be responsible for identifying emerging information technology trends and new ways of working to maximize work flow, efficiency, and creative information-sharing wherever possible.

Key Opportunities and Challenges for the Vice Chancellor of Information Technology

Working in collaboration with senior leadership, faculty, staff and students, the VCIT will be a seasoned IT leader and exceptional manager, responsible for enhancing information technology efforts campus- wide. To that end, s/he will:

Provide visionary leadership for the IT Division

The VCIT will be an inclusive, collaborative leader responsible for crafting a comprehensive vision for the division in concert with faculty leadership. S/he will continue to build upon the existing strategic plan and will engage with the campus community to further articulate what ITS does, how it works and can change, and what tools and supports it offers broadly. The VCIT will be expected to have a holistic view of IT in the modern university, a strong sense of both existing and future technological trends and possibilities, paired with an eye to balancing and growing financial and staffing resources to support this work. This vision should support teaching and learning goals plus using technology to automate and streamline business processes, enhance cybersecurity and infrastructure, and support increasing digital scholarship and research computing.

Work to further communicate the value of, and unify, the IT division for maximum impact

The VCIT will work to build a greater sense of shared purpose and cohesion within an already high performing and very talented, division. S/he will work to break down institutional silos by ensuring frequent and inclusive communication and provide opportunities for division-wide collaboration and interaction whenever possible.

The VCIT will be responsible for assessing the IT landscape, seeking opportunities to enhance workflow and streamlining of processes. S/he will help to instill a culture of change and design thinking, working as a more unified and integrated division to more ably tackle areas of institutional growth and operational improvement. Additionally, as the UCSC faculty and student body have increased over the last decade, the VCIT must build upon existing staff and resources to keep up with the pace of growth. The VCIT will revisit the strategic plan, balance priorities, clarify budget realities, and set measurable goals to ensure that faculty, students, and staff feel supported while also ensuring that the ITS staff have the support and resources they need to be effective in their work.

The VCIT will work to foster a culture of continued service excellence, emphasizing collaboration and staff support at all junctures. This will entail providing ongoing professional development and mentorship to staff while also clarifying career development pathways to enhance staff recruitment and retention. S/he will appreciate shared governance and will embrace the commitment to diversity and inclusion at UCSC. The VCIT should be dedicated to supporting these ideals and promoting them within ITS and across campus. Specifically, the VCIT will be expected to recruit and retain a diverse staff and cultivate an environment of inclusiveness across its various departments and units.

Build investment in the ITS division and grow IT resources and funding

The VCIT will make the case for ongoing investment in IT resources and staffing. As such, s/he will be responsible for building the right economic model to support the division, including opportunities for growing extramural funding, fee for services, and increases in central funding.

In addition, the VCIT will be a savvy financial manager, fluent in the management of self-supporting and non-self-supporting budgets, and resource reallocation strategies. S/he will evaluate existing programs and services to identify those revenue building programs that are prime for expansion and continued growth. S/he will seek to balance campus wide service needs and technical support needs with the resources available to the ITS division, and think creatively on how to best allocate the division's time and assets.

Serve as an ITS advocate and system-wide leader in a rapidly shifting era of technological change

The VCIT will not only serve as an advocate for the ITS division, but will also serve as a systemwide leader and liaison on all issues related to technology. S/he will be a local IT campus champion, while simultaneously having an ear to the ground on new trends, technologies, and strategies in the knowledge management and information technology field broadly.

The VCIT will also work across campus and systemwide to connect with other teams, schools and colleges to create partnerships that will wisely utilize resources and improve efficiency. S/he will work to better leverage access to outside resources, including the San Diego Supercomputer Center, California Digital Library, UC Path and other initiatives in pursuit of UCSC's academic mission.

Qualifications and Characteristics

The VCIT will possess many, if not all, of the following qualifications and characteristics.

Basic qualifications:

- Bachelors degree in an Information Technology related field
- Ten or more years in Information Technology leadership and management
- Familiarity with the Information Technology needs of a higher education institution--an understanding of the mission, goals and objectives of a major research university including how information technology supports and enhances teaching, research and academic support operations
- Experience defining and delivering Information Technology services, preferably according to ITSM principles
- Demonstrated ability to lead effectively in a diverse, mission-driven environment with a variety of different constituencies
- Excellent oral and written communication skills

Preferred qualifications:

- Advanced degree in an Information Technology related field
- Fifteen or more years in Information Technology leadership and management
- Executive level leadership experience, preferably in higher education
- Information Technology leadership and management experience at a research university
- Proven team building experience

Compensation and Location

Salary will be commensurate with qualifications and experience. Located on 2,000 acres, consisting of meadows and redwood forest, UC Santa Cruz overlooks the city of Santa Cruz and the Monterey Bay Marine Sanctuary. It is 75 miles south of San Francisco, 30 miles south of Silicon Valley, and 50 miles north of Monterey and Carmel. With a moderate year-round climate, Santa Cruz County offers a recreational paradise, with mountains, beaches, and redwood forests in close proximity. Santa Cruz has long been home to a diverse community of writers and artists and the region offers myriad cultural opportunities.

Applications, Inquiries, and Nominations

Screening of complete applications will begin immediately. Applications will be received until the position is filled. Inquiries, nominations, referrals, and CVs with cover letters and a list of six references should be sent via the Isaacson, Miller website for the search: www.imsearch.com/5958. Electronic submission of materials is required.



*Recruiting exceptional leaders
for mission-driven organizations*

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Diversity statement

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, or protected veteran status. UC Santa Cruz is committed to excellence through diversity and strives to establish a climate that welcomes, celebrates, and promotes respect for the contributions of all students and employees. Inquiries regarding the University's equal employment opportunity policies may be directed to: Office for Diversity, Equity, and Inclusion at the University of California, Santa Cruz, CA 95064; (831) 459-3676.

Rev. 08/2017 ~~12/2016~~

Appendix A: The Units of the Information Technology Services Division

Academic Divisional Computing

Academic Divisional Computing (ADC) is the group of localized ITS staff embedded in the campus's five academic divisions.

This ITS unit provides personalized, discipline-specific, IT support for faculty, staff and students in accomplishing the academic mission. Under the direction and oversight of the Divisional Liaisons Council, commonalities through cross-divisional technical communities are leveraged to develop and deliver right-sized common services as appropriate.

For more information on the Academic Divisional Computing unit, please visit <https://its.ucsc.edu/about/its-units/adc.html>.

Applications and Project Management

Applications and Project Management (APM) manages the design and development of IT applications for the campus. Responsibilities include IT application development, web services, enterprise applications, application and data architecture, and HR/financial systems. In addition, Applications and Project Management provides web services support for departments and the ongoing development of small to enterprise level applications. APM also supports the ITS Division's Project Management Methodology, and leads many of ITS's most visible projects.

Areas within Applications and Project Management

- Academic Applications
- Business Applications
- Web, Mobile and Project Management
- Infrastructure and Operations (Internally Facing)
- Architecture and Application Security

For more information on the Applications and Project Management unit, please visit <https://its.ucsc.edu/about/its-units/apm/index.html>.

Budget & Resource Management

The ITS Budget and Resource Management (BRM) group provides strategic financial planning and analysis for the Vice Chancellor and directors of Information Technology Services. Other services include business management, administrative operations, space planning, and facilities coordination.

Areas within Budget and Resource Management

- Budgetary planning and development, and financial analysis and management
- Space planning and facilities management
- Business, administrative, and financial operations

For more information on the Budget & Resource Management unit, please visit <https://its.ucsc.edu/about/its-units/brm.html>.

Client Relationship Management

Client Relationship Management (CRM) is responsible for managing all aspects of ITS working relationships with clients to render high quality service delivery and to maximize client satisfaction. CRM manages the bidirectional communication between ITS and the administrative divisions.

CRM overall is comprised of four parts:

1. Understanding what the client is asking for and needs.
2. Executing or delivering what the client is requesting.
3. Predicting what the client will need in the future.
4. Delivering targeted communications to respond to client needs.

As part of a client-centric focus, the CRM unit assesses both individual needs, aggregated into client segments, and organizational or unit needs.

For more information on the Client Relationship Management unit, please visit <https://its.ucsc.edu/about/its-units/crm.html>.

The Client Services and Support

The Client Services and Support (CSS) unit provides and promotes a client-facing, service-oriented environment for the campus community. The unit has a focus on support and services for the campus.

Support

The ITS Support Center provides assistance, information, and referral for all ITS services. The Support Center connects clients and ITS technicians to provide services, answer questions, and resolve computing problems as quickly as possible. The Support Center also delivers desktop support services, account services and facilitates access to software with UC educational/volume discounts.

Services

The ITS Service Managers in CSS manage the lifecycle of IT Services to enable and promote a service-oriented view. They strive to provide clear service offerings to clients/customers, and align teams to offer services predictably and consistently.

CSS role is highly collaborative. They work with all other ITS units to connect with clients, incorporate campus priorities, and frame all-inclusive services. Their work is increasingly rooted in an overall Service Management framework based on ITIL best practices.

CSS manages IT Request, a service management tool for clients to request help or services.

For more information on the Client Services and Support unit, please visit <https://its.ucsc.edu/about/its-units/css.html>.

Core Technologies

Core Technologies is responsible for managing consolidated IT systems resources and for providing a secure and stable computing environment for the campus. Responsibilities include:

- Server administration and hosting
- Network, and telecommunications management
- IT security and disaster recovery
- Data Center operations

For more information on the Core Technologies unit, please visit <https://its.ucsc.edu/about/its-units/coretech.html>.

Information Security

Information Security promotes the security and integrity of the university's computer systems, networks and data. The InfoSec team takes a lead role in campus security architecture, policies, standards and practices, including security of system configuration and management, network access, authentication and authorization, directory services, and data access, transmission and storage.

For more information on the Information Security unit, please visit <https://its.ucsc.edu/about/its-units/infosec.html>.

Learning Technologies

Learning Technologies assists the campus instructional technology environment and services that directly enable and enhance teaching and learning at UCSC. Consisting of two major areas of service, Learning Technologies brings all globally provided instructional technology services and media services into one unit providing services integration, rapid response, and a strong commitment to local instructional technology.

Areas within Learning Technologies

- Learning Spaces
- Media Systems Engineering
- Computer Systems Integration
- Instructional Support and Media Development
- Library IT Support

For more information on the Learning Technologies unit, please visit <https://its.ucsc.edu/about/its-units/learntech/index.html>.

Research and Faculty Partnerships

Technology to support scholarship and research can generally be seen as developing from two sources: Divisional Liaisons and the Local IT Specialists they supervise, and the staff in Research and Faculty Partnerships. Locally, utilizing the DL Council at a locus of information exchange, academic divisions leverage one another's expertise and developed services to meet common needs. Research and Faculty partnerships works strategically at the campus level to leverage local, regional and national partnerships to extend and improve research infrastructure.

Two efforts are undertaken to develop technology in support of scholarship and research. First, through the development and creative application of state-of-the-art information technology ITS, in collaboration with faculty, enables new avenues of research and approaches to instruction that leverage the power of IT in support of the information intensive activities of research and education. Second, by monitoring funding opportunities for the integration of information technology into academic activities and for the implementation of new IT infrastructure, ITS can help fund improvements in the campus infrastructure, alleviating some of the pressure on state and research overhead funds.

For more information on the Research and Faculty Partnerships unit, please visit <https://its.ucsc.edu/about/its-units/research.html>.

Appendix B: ITS Facilities

The Information Technology Services Division offers a wide-variety of services and shared-spaces across campus. These spaces provide opportunities for interdisciplinary collaboration and aim to deliver the best possible customer service to the UCSC campus, including support around instructional technologies, computing services, data security and a variety of other resources as outlined below.

- The Faculty Instructional Technology Center (FITC) is located in the McHenry Library. FITC offers instructors, graduate students and support staff a collection of related services and flexible spaces supporting instructional technologies, innovations in teaching and collaboration while supporting instructor's ability to imagine and develop innovative, accessible course materials.
- The Data Center provides server-hosting and related services in a Tier 2 facility that includes cabinets, cables, power distribution, seismic protection, UPS, firewall, N+1 redundant HVAC, physical security, fire suppression and a natural gas generator. The Data Center also offers cloud computing services and can help with hosting at the San Diego Supercomputer Center.
- The division boasts twelve ITS Learning Technologies computer labs across campus. These lab spaces are used for scheduled UCSC classes, general drop-in/open-use for UCSC students, and summer conferences.
- The Digital Scholarship Commons, located within FITC, supports faculty, instructors and students in transforming research, scholarly communication, and instruction using new media and digital technologies. The Commons offers Collaborative study spaces and new workstations with advanced hardware and software. The integration of technology into all aspects of scholarly work opens up new possibilities for teaching, collecting research materials, analyzing data, publishing and communicating with both scholarly and public audiences.

ITS Academic Divisional Computing staff manage teaching/learning and research facilities in spaces assigned to the academic divisions. Specifically:

- Arts IT supports specialized facilities in several departments/programs, including a digital imaging lab and electronic art space in Art; a rapid prototyping lab, two black-box theater/installation spaces, a laser cutter lab, equipment checkout lab, server room, and numerous other facilities in Digital Arts and New Media; a computer lab, animation lab, editing suites and a media transfer facility in Film & Digital Media; a multi-purpose games development and testing space in Games and Playable Media, and a computer lab in Music (co-managed with LTG). We also support a lab for faculty in History of Art and Visual Culture.
- The Baskin School of Engineering (BSOE) Local IT Support (LITS) staff support nearly 100 faculty in a wide range of engineering disciplines. Our faculty, staff and students

occupy six different buildings (BE, E2, PSB, Biomed, Oakes and Delaware) and number around 1,300 users. We manage ~800TB of live file systems on 7 file servers, as well as 8 VMWare ESXi servers hosted in the ITS Data Center that run approximately 180 virtual machines for instruction, research and infrastructure purposes. We manage, either directly or indirectly, around 2,300 square feet in four server rooms, which host together a total of 637 faculty-owned or research-owned servers. We also manage a ~400TB off-site backup server facility at the 2300 Delaware Ave campus. We support researchers in each of the seven academic departments, many of whom have specialized hardware and software that require a higher-than-average amount of IT Staff support, including devices such as scanning electron microscopes and genomic sequencing hardware. We support Baskin School of Engineering Lab Support (BELS) staff, who manage 21 instructional labs, primarily for the Computer Engineering and Computer Science disciplines, in addition to large-format printers, laser cutters, 3D printers and other fabrication tools used by Engineering students.

- Humanities IT supports five graduate labs, one faculty development lab (7 iMacs with digital media equipment and software), and one instructional lab (25 macbook pros with projection), primarily supporting the Language Program, and second wireless laptop cart that can be checked out instructional use in local, non-Registrar scheduled spaces.
- In Physical and Biological Science, local ITS staff supply support for multiple departmental academic computing labs. An additional lab is being constructed in the Science Library with HHMI funding to create a technology-based active learning environment. The division maintains several small data centers for computational clusters, large storage servers (100-500TB each), web and general computation servers. Local ITS staff also support computational clusters located in the main ITS data center. These clusters include faculty owned and the general use hummingbird cluster. In addition, local ITS staff supply support for numerous types of computer controlled research equipment such as Nuclear Magnetic Resonance facility, the Chemical Screening Facility, and Crustal Imaging Laboratory to name a few. In addition, PB Sci local ITS staff support locations off campus, including Long Marine Lab/Center for Ocean Health. There is also a new facility coming on line called Coastal Biology. This entire facility is now called the Coastal Science Campus. There is also a new development taking place at the UCSC Delaware location that will house faculty and researchers mainly in Material Sciences as a start. These new facilities will require support staff either in both locations or situated at one site and shared.
- Silicon Valley Center (SVC) is located in Santa Clara 38 miles from campus. The UC Santa Cruz Silicon Valley Campus is a multi-disciplinary teaching and research hub that is home to a master's degree program in games and playable media, engineering faculty, the new office of industry alliances and technology commercialization, UCSC Silicon Valley Extension, UC Scout, and soon a great deal more. The Divisional Liaison for SVC provides local support for IT services in the building, wired and wireless networks, phones, CCure access, AV support, and web development.

- Social Sciences Computing supports three graduate labs in Psychology, one in Economics and two lab spaces in Environmental Studies. We provide consulting, planning, and training services to faculty and graduate students in the use of the computers and printers in these instruction and research computing labs within the division. We also provide acquisition, configuration, deployment, and maintenance services for the computers and printers in those labs.