



2024 YEAR IN REVIEW



DELIVERING TECHNOLOGY AND INNOVATION

WWW.ITSERVICES.USC.EDU

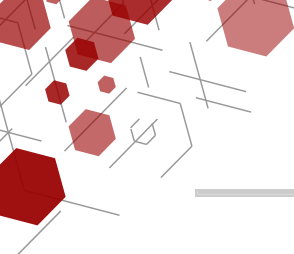


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A MESSAGE FROM ITS



**Delivering innovative, sustainable,
and people-centric technology
solutions.**

Dear USC Community,

We are excited to share the remarkable progress we've made in Information Technology Services (ITS). This Year in Review Report highlights our successes in 2024 and offers a glimpse into the future ahead.

We are proud to work alongside our many campus partners – including you – to make a positive impact on USC's students, faculty, staff, researchers, and the broader community. Our commitment to delivering innovative, sustainable, and people-centric technology solutions has guided our efforts in fostering a collaborative, future-focused environment across the university.

This year, in close collaboration with our campus community, we developed our ITS Strategic Plan, strengthened our cybersecurity posture, rapidly deployed a new learning management system, and piloted AI-driven solutions to optimize our operations – all thanks for ITS team members and our partners across the campus community.

Through continued collaboration, we've made significant strides in building a stronger digital infrastructure, embracing sustainability, and equipping our community with the resources and skills needed to thrive in a rapidly evolving technological landscape.

The accomplishments featured in this report are just a few examples of the amazing achievements made possible by our ITS teams and the broader campus community – who have shown exceptional resilience, adaptability, and commitment to excellence. Their efforts have been crucial in driving USC's technological transformation.

Looking ahead to 2025, we will continue to build on the strong foundation we've laid, tackling challenges with the same determination and vision that has guided us so far. Our focus will remain on our mission and themes: Our People at Heart, Customers Front and Center, Technology for the Future, Lean Into Our Central Role, Focus on Value and Excellence, and Clear Direction.

Thank you for being part of this journey with us.

Fight On!

USC Information Technology Services

ITS LEADERSHIP TEAM



Midhat Asghar
Interim Chief
Information Officer



Sandy Taylor
Interim Chief Information
Security Officer



Camille Huang
Senior Business
Officer II



BD Kim
Associate Chief
Research Officer



Ashley Smith
Associate Chief
Information Officer
Application Services



Michael Murphy
Associate Chief Info Officer
Customer Experience, Project
Management, Communications



Nick Scheib
Associate Chief
Information Officer
Infrastructure Services

OUR SERVICES

Center for Advanced Research Computing

Supports researchers and groups with large-scale research supercomputing.

Application Services

Delivers design and customized products and services to meet customer needs.

Customer Experience

Provides support services, communications, marketing and project management.

Finance

Manages financial and accounting operations, budgeting and reporting.

USC Office of Cybersecurity (Formerly known as the Office of the Chief Information Security Officer)

Protects USC's information security by monitoring, analyzing, and mitigating risks.

Infrastructure Services

Provides secure and high-performance network and systems infrastructure.

USC Information
Technology Services



OUR STRATEGIC PLAN

IT Strategic Plan: Launching Our Future

In shaping the future of ITS services, we embarked on a comprehensive, collaborative process to develop a strategic plan that aligns with the university's moonshots and needs. This initiative was guided by three key phases:



- **Laying the Foundation: Understanding the Needs:** We engaged stakeholders across the university, including faculty, staff, students, and executive leadership, to gain an outside-in perspective on needs and priorities. Internally, over 70% of ITS team members participated in discussions to provide critical insights. An IT capability assessment was conducted to evaluate our strengths and areas for growth.



- **Shaping the Vision: Themes and Direction:** Synthesizing feedback from these engagements, we established a unified direction centered on our mission, key themes, strategic priorities, and enterprise goals. This framework ensures that ITS is positioned to deliver impactful, future-ready solutions.



- **All Systems Go: Alignment and Action:** The strategic plan was translated into action through clearly defined departmental and individual goals, aligning efforts with university-wide initiatives. ITS is poised to drive meaningful progress and innovation.

By following this structured and inclusive approach, we have built a strategic plan that reflects our collective aspirations and prepares us to propel the university's technology landscape forward. Using this approach, we have developed our mission, six key themes, and 12 essential priorities.

ITS MISSION

Information Technology Services is committed to delivering innovative, sustainable, and people-centric technology solutions.

ITS THEMES

Our People at Heart

We foster, recognize and celebrate our talent, enabled by a culture of empowerment, effective leadership and talent practices.

Clear Direction

We maintain and follow a comprehensive and dynamic strategy that aligns our leadership, staff and partners to realize shared goals.

Focus on Value & Excellence

We focus on creating sustainable value for USC while defining and efficiently achieving excellence in the services we provide.

Customers Front & Center

We aim to understand and collaborate with our technology's users, to align their needs with the university's mission.

Technology for the Future

We drive USC's technology lifecycle to create sustainable value for the next generation of IT through our people, processes, and solutions.

Lean Into Our Central Role

We capitalize on our role as a technology hub and build partnerships across USC to create a broad technological advantage.



ITS PRIORITIES



USC Information
Technology Services



Our People at Heart

- Foster an empowering and engaging workplace in ITS.
- Build strong leadership for future-ready ITS strategy.

Customers Front & Center

- Emphasize user involvement in product and service lifecycle.
- Align ITS with USC goals, through strategic customer collaboration.

Technology for the Future

- Foster innovation and emerging technology.
- Enhance technology management through enterprise technology architecture.

Lean Into Our Central Role

- Develop scalable and sustainable technology solutions.
- Align ITS initiatives with USC goals.

Focus on Value & Excellence

- Promote financial diligence for efficient information technology.
- Drive excellence through continuous improvement and empowerment.

Clear Direction

- Execute a dynamic strategy to achieve ITS goals.
- Align operating model and organizational structure.

CUSTOMERS FRONT & CENTER

We aim to understand and collaborate with our technology's users, to align their needs with the university's mission.

Emphasize user involvement in product and service lifecycle.



Align ITS with USC goals, through strategic customer collaboration.

Cybersecurity Enhanced Through Year-Round Initiatives

These initiatives throughout the year empowered every Trojan to actively participate in USC's cybersecurity, reinforcing a culture of shared responsibility for campus safety.

Keeping USC Secure

The USC Office of Cybersecurity (formerly known as the Office of the Chief Information Security Officer) works around the clock to keep USC secure, implementing advanced cybersecurity measures and providing Trojans with tools and resources to protect their digital lives.

Every October, during Cybersecurity Awareness Month, the team holds events like the Zoom Security Webinar and "Understanding the 2024 Election Threat Landscape" to equip the community with essential cybersecurity knowledge.



"Protecting the USC community by monitoring, analyzing, forecasting, communicating, and mitigating risks."

Through the TrojanSecure program, the USC Office of Cybersecurity provides engaging, interactive training on TrojanLearn, focusing on critical topics such as social engineering and email security. In addition, essential tools like the 1Password Password Manager and streamlined phishing reporting empower individuals to strengthen their personal security.

These initiatives throughout the year empowered every Trojan to actively participate in USC's cybersecurity, reinforcing a culture of shared responsibility for campus safety.



ITS Supports 80,000+ Annual Customers, 24 Hours a Day, Seven Days a Week!

ITS' Customer Support Center (CSC) Helpdesk delivers assistance to some 80,000 USC students, faculty, researchers and staff! As the central hub for technology assistance at the university, the CSC juggles a diverse array of requests. From revolving complex technical issues, to providing answers to general inquiries, the CSC team provides fast, friendly, reliable service, no matter the day, the hour or the request!



Some recent accomplishments for this group this year included quickly onboarding and training a new after-hours vendor to make sure that customers received uninterrupted, seamless support. Additionally, the ITS Endpoint Engineering and Support team partnered with the ITS' Office of Chief Information Security Officer to be part of the monthly outreach at USC's Farmer's Market as well as the New Student Orientations.

The team also began imaging and supporting new computer labs at the Irvine Young Academy and the University Relations Gateway Computer Lab, in addition to continuing to support the rest of the Computer Labs throughout campus!

Key Accomplishments:

- **Central Hub for Tech Support:** Provides fast and reliable assistance to 80,000 USC students, faculty, researchers, and staff.
- **Seamless Service Expansion:** Onboarded a new after-hours vendor and engaged in outreach at USC events like the Farmer's Market and New Student Orientations.
- **Enhanced Campus Support:** Started imaging and supporting new computer labs while continuing support for existing ones across campus.

USC Launches Advise USC

In early 2023, USC embarked on a digital transformation to modernize its outdated advising platform by implementing Salesforce's Student Success Hub, establishing a university-wide advising system to provide a 360-degree view of USC students.

Behind the scenes, the Advise USC effort was a tremendous lift to be accomplished in an ambitious timeline, requiring the diligence of several campus partners to ensure its success. In a collaborative effort with Academic Advisement and Provost IT, ITS contributed expertise of Salesforce technology, Student Information System (SIS) nuances, and data integration complexities needed to successfully launch the platform to all USC students. These teams worked tirelessly throughout 2024 to ensure a stable application in its first full year, further showing that when it comes to student success, we all play a critical role.

uAchieve Modernizes Degree Audits and Supports Student Success

November 2024 marked a milestone for the University with the successful launch of uAchieve, a flexible degree audit application designed to help USC students track satisfactory academic progress and quickly identify next steps to graduate on time.

In a multi-year collaboration with the Office of Academic Records and Registrar, ITS project team members provided project management oversight, functional design experience, and technical expertise to ensure successful delivery.



Together, these teams replaced a more than 30-year-old platform with a modernized solution, not only a taking a huge step in replacing legacy technology across USC, but representing our joint commitment to student-focused technology.

USC Enhances Security and Achieves Cost Savings With Duo Universal Prompt

The Identity and Access Management (IAM) team implemented the Duo Universal Prompt and Verified Push to strengthen USC's security posture by mitigating common MFA attacks.

This update encouraged users to adopt modern authentication methods, enhancing overall security. Additionally, the shift resulted in a 32.6% monthly reduction in phone credit usage, delivering significant cost savings for the university.

The IAM team also focuses on keeping customer needs front and center, collaborating with users to align their technology experience with the university's mission. This user-centered approach has strengthened security and improved the overall system.



Laguna: A New Era of Regional Collaboration

A key milestone was the successful establishment of the SoCal Research Computing and Data Alliance (SoCal RC&D), a consortium of 12 academic institutions in Southern California dedicated to fostering multidisciplinary, multi-institutional research collaborations and educational opportunities. Enabled by a National Science Foundation (NSF) grant and the collaboration with the Information Sciences Institute (ISI) and the Los Nettos consortium, the alliance supports under-resourced institutions in Southern California by providing much-needed access to high-performance computing (HPC) resources. At its core is Laguna, a state-of-the-art HPC system hosted at USC and managed by the Center for Advanced Research Computing (CARC).

CARC is dedicated to facilitating training and onboarding for new users seeking to run research projects on Laguna. Research conducted on Laguna spans several scientific disciplines, including computer science, mathematics, and economics. Additionally, CARC regularly hosts workshops and meetings to train the research support staff at regional institutions, providing hands-on HPC experience they may not have received otherwise.

ITS Innovation Ambassadors Offer a Tech-Powered Welcome for New Trojans

ITS' "Innovation Ambassadors" earned A's this year with more than a dozen USC student orientations and other events. ITS employees, aka *Innovation Ambassadors*, successfully sparked the curiosity of incoming Trojans, offering a hands-on introduction to the innovative technology and support that ITS provides at USC.

Students, parents and others took part in interactive demonstrations of cutting-edge tech tools, essential services like cybersecurity and software access, and a wide range of support resources.

"As ITS representatives, the Innovation Ambassadors were crucial in welcoming new students to the university. They guided them through interactive demonstrations, answered their questions, and provided valuable insights into how technology can enhance their USC experience. Their enthusiasm and knowledge helped set the tone for a successful and tech-savvy start to the student's academic journey," says Joshua Mallard, Customer Service Analyst.



During the orientation events, new students had the opportunity to:

- Explore Cutting-Edge Technology: They got hands-on with the latest tech tools and resources available on campus.
- Learn About Essential Services: They discovered vital ITS services such as cybersecurity, software access, and technical support.
- Engage with Innovation: They saw firsthand how ITS fosters a culture of innovation and supports academic and personal success through technology.
- Connect with Experts: They met our dedicated ITS team members who are here to support students every step of the way.

ITS Partnership Facilitates FAFSA Compliance

The Free Application for Federal Student Aid (FAFSA) Act was passed to overhaul the processes, systems, and compliance used to award federal student aid, making it easier for students and families to navigate federal aid.

As a result, USC was required to respond to these federal mandates by making critical enhancements under a federally directed timeline, including creating a new Student Aid Index to integrate with the Expected Family Contribution module in the university's Student Information System.

ITS collaborated with the Office of Financial Aid within the Enrollment Services Division to successfully navigate this important transition. ITS diligently collected change requirements, coded, tested, and validated the critical forms and processes related to financial aid award decisions.

Despite several month-long delays in federal change requirement announcements, ITS' expertise and commitment to excellence ensured the timely delivery of these enhancements in a condensed, high-pressure situation. This enabled USC to meet financial aid award deadlines, whereas many universities were unable to do so due to these changes.



Advancing Computational Excellence and Storage Solutions for Researchers

The Center for Advanced Research Computing (CARC) marked a transformative year in 2024 in their commitment to meeting the evolving needs of the USC research community. The transformative research conducted at USC depends on intensive computing solutions with increasingly large data sets. CARC released two significant data storage upgrades in response to these demands.



The first upgrade, the CARC Cold Storage System, provides long-term archiving capabilities for large volumes of data, enabling researchers to free up active storage for new data. Secondly, the project storage file system was upgraded to the VAST all-flash system offering over 10 PB of total storage space. This system boasts improved speed and performance for users seeking high-performance storage solutions.

ITS Learning Environments Team Delivers Outstanding Results

ITS Learning Environments Team successfully maintained and enhanced the university's learning spaces in 2024, ensuring a seamless experience for students, faculty, and event organizers.

Key Achievements:

- **Academic Support Excellence:** The team facilitated 13,363 academic sections at the USC GUC (General Use Classrooms), totaling 167,933 hours of instructional time.
- **Event Coordination:** USC GUC spaces hosted 6,581 events, providing flexible and well-managed environments for various campus activities.
- **Zero Priority 1 Incidents:** Demonstrating strong proactive maintenance and quick issue resolution.
- **99.49% Uptime for USC GUC Systems:** Ensuring nearly uninterrupted access to critical learning resources.
- **6,000 Support Requests Successfully Handled:** by the Learning Environments Helpdesk.
- **Facilities Improvement Fund (FIF25) Project Completion:** Every initiative under the FIF25 project was completed on time and under budget.



Through their dedication and technical expertise, the ITS Learning Environments Team continues to enhance the educational experience at USC, providing reliable, cutting-edge technology and responsive support.

ITS Enhances Service Delivery with Customer-Focused Service Catalog

The ITS Service Delivery Team led the project to streamline and enhance the ITS Service Catalog, providing a more streamlined experience for the USC community. By focusing on customer needs and fostering collaboration, ITS is driving innovation and aligning its efforts with USC's mission. Key improvements include simplifying access to IT services through an intuitive interface, boosting ticket response times via the ITS Metrics Program, and continuously gathering user feedback to ensure services meet real needs. ITS is also working closely with USC to ensure its services support the university's goals, driving service excellence, responsiveness, and innovation across the board.

Ticket Breakdown:

- **Ticket Volumes:** 3% increase in tickets
- **Incidents:** 57,847 (+4% from 2023)
- **Requests:** 36,634 (+9% from 2023)
- **Security Incidents:** 8,239 (-20% from 2023)

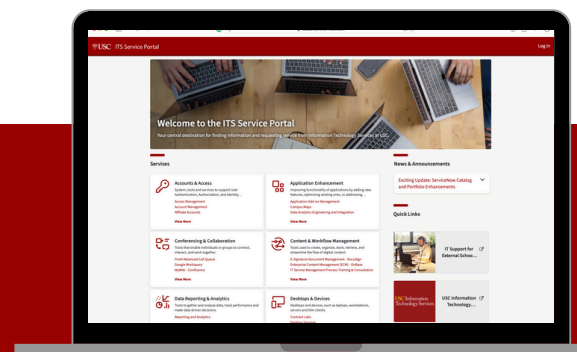


Performance Metrics:

- **Time to Resolve (TTR):** 90% (+3% from 2023)
- **Request Time to Fulfill:** 93% (-2% from 2023)
- **Customer Satisfaction Survey Response:** 93% (+4% from 2023)

ITS continues to prioritize customer experience and service excellence, improving technology support at USC.

HTTPS:// its-support.usc.edu



TECHNOLOGY FOR THE FUTURE

We drive USC's technology lifecycle to create sustainable value for the next generation of IT through our people, processes, and solutions.



- Foster innovation and emerging technology.
- Enhance technology management through enterprise technology architecture.

ITS Forms Tiger Team for AI



The ITS team is setting the standard for artificial intelligence (AI) adoption on campus, championing responsible and innovative uses of this transformative technology.

The ITS team, in collaboration with other groups embracing AI technology and formed a “Tiger Team” of partners across USC to streamline processes and open new opportunities for responsible AI use on campus. Over the past year, the Tiger Team reviewed AI products based on USC’s technical architecture and data security standards.

This team has already reviewed multiple tools, including Microsoft CoPilot and Zammo, clearing the way for innovative possibilities. Working closely with campus stakeholders, ITS also developed several proofs of concept to demonstrate the potential of AI chatbot adoption at USC. Looking ahead, ITS plans to build on this momentum by advancing AI service delivery and creating strategic pathways for broader AI adoption across the university.



“By establishing a formal review process for AI tools, we are ensuring that our adoption of technology aligns with our values and mission,” says a spokesperson from the ITS team.



ITS Helps Ginsburg Building With Upgrade

In collaboration with the Viterbi School of Engineering, the Infrastructure Project Management team, along with Network Engineering, Network Operations, Network Cable Plant, and Firewall teams, successfully implemented next-generation network switching and wireless services at the Ginsburg Human-Centered Computation building.

This advanced infrastructure enhances automation and monitoring capabilities, providing valuable insights into network traffic patterns and anomalies, enabling quicker corrective actions when needed. The upgrade represents a significant step forward in improving network performance and security for the building's cutting-edge research and technology initiatives.

Network Engineering Team Scores Big



USC President Carol L. Folt unveiled a strategic vision for athletics facilities to the USC Board of Trustees as part of her athletics "moonshot". The plan focuses on creating world-class facilities, promoting gender equity, and maximizing space through innovative planning. The new facilities will support Trojan student-athletes and USC's transition to the Big Ten Conference, all within the University Park Campus.

In partnership with USC Athletics, ITS designed and implemented dedicated connectivity to support the university's new conference partners. This upgrade ensures seamless communication across key athletic venues, including the LA Memorial Coliseum, Galen Center, Merle Norman Stadium, Loker Track, Marks Tennis Stadium, and Uytengsu Aquatics Center, reinforcing USC's commitment to enhancing its athletic infrastructure.

LEAN INTO OUR CENTRAL ROLE

We capitalize on our role as a technology hub and build partnerships across USC to create a broad technological advantage.



Develop scalable and sustainable technology solutions.



Align ITS initiatives with USC goals.

A Million-Dollar Win:

ITS Cleans Up Inactive Accounts

....enhancing security and reducing costs

In a major cost-saving and security-boosting effort, ITS launched an initiative to deactivate thousands of inactive student accounts, ultimately saving the university nearly \$1 million. This cleanup began in July 2024, targeting former student accounts that had remained active for years, even after the students left USC. By optimizing account management, we're not only cutting storage costs but also strengthening USC's cybersecurity protections.

Historically, USC has allowed student email accounts to remain active, leading to a steady accumulation of inactive accounts and data over time. Although this approach once presented no direct financial burden, recent shifts in data storage costs, security, privacy, and university policy, have made it a priority.



81,000

Inactive accounts that have been deactivated.



149,000

Additional accounts to shut down.

Service providers like Google now charge universities for storage, and as USC's digital footprint expands, costs have surged. This financial pressure highlighted the need for a formal strategy to deactivate former student accounts.

The implications of inactive accounts go beyond costs. In today's digital landscape, they can be targets for cyber threats, making it easier for hackers to access sensitive networks. Deactivating these old accounts not only frees up storage but also greatly reduces cybersecurity risks, protecting the university's digital environment.

Expected savings over the next two years in storage costs:

\$923,000

Brightspace at USC

Successfully Launched in Record Time!

In just 11 months, ITS collaborated with USC's Office of the Provost, deans, faculty, students, and staff to complete the successful launch of Brightspace, USC's new Learning Management System (LMS) as the official replacement for Blackboard. Brightspace was chosen for several key reasons, including its user-friendly interface, its robust accessibility standards, and its superior customer support.



This initiative not only delivered on USC's commitment to providing advanced educational tools, but also demonstrated a collaborative approach that prioritized the needs of faculty, students, and staff.

With Brightspace now fully implemented, USC is excited to continue enhancing the learning experience, ensuring the platform evolves alongside the university's academic and technological growth.



4,304
Instructors

Teaching in Fall 2024



45,683
Students

Enrolled in Fall 2024



10,000+
Courses

Migrated & Uplifted

Upon transitioning to Brightspace, the differences were immediately evident. Notably, the platform's mobile optimization and the capacity to grade student assignments electronically stood out as significant enhancements.

- USC Faculty Member

More than 1,500 USC Arcadia Hospital staff now part of Workday

In an effort to introduce San Gabriel Valley residents to research and specialized care of Keck Medicine, USC Arcadia Hospital is now affiliated with Keck Medicine of USC. In early 2023, USC formally kicked off a project to migrate USC Arcadia Hospital staff to USC's central Workday instance to streamline the human resources and compensation workflows and processes for this newly welcomed group of employees.



Under the leadership of University Human Resources and the Division of Finance, and due in large part to the collaboration between ITS, HRIS, and Keck Medicine, teams successfully configured 35 integrations and nearly 60 departmental charts of accounts to ensure a smooth transition. More than 1,500 USC Arcadia Hospital staff are now officially part of the Workday ecosystem and will benefit from centralized Workday processes, including the ability to complete their open enrollment processes with the larger USC community.

[HTTPS:// www.keckmedicine.org](https://www.keckmedicine.org)

FOCUS ON VALUE & EXCELLENCE

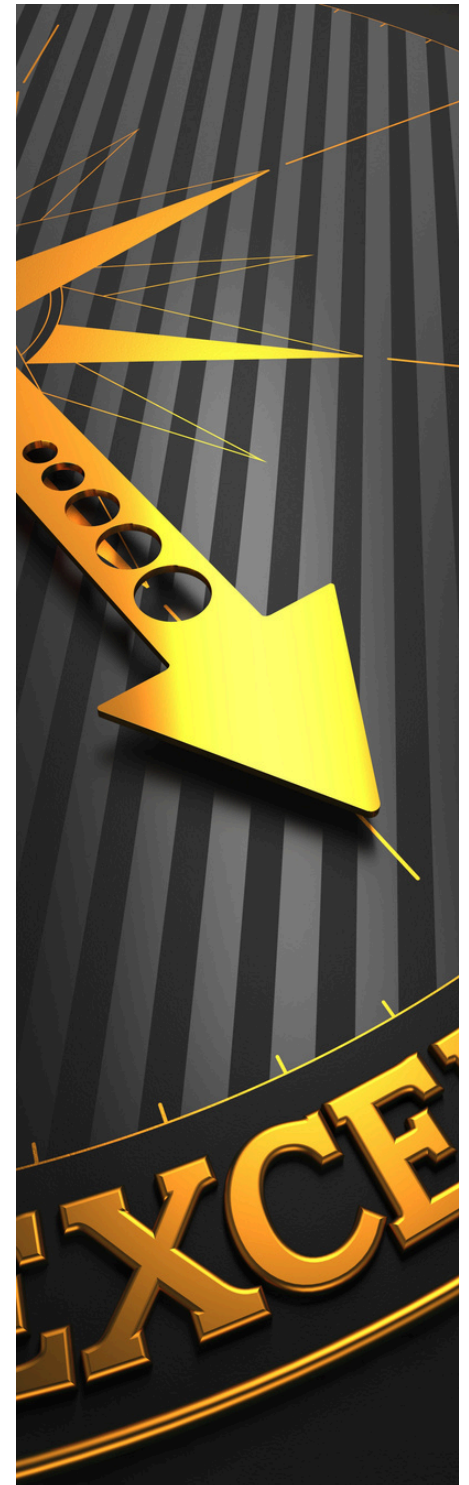
We focus on creating sustainable value for USC while defining and efficiently achieving excellence in the services we provide.



Promote financial diligence for efficient information technology.



Drive excellence through continuous improvement and empowerment.



Enhancing Cyber Incident Response Time and More

Security Operations Team Drives Key Improvements

The Security Operations (SecOps) team in the USC Office of Cybersecurity implemented key improvements in 2024 that led to a solidified strategy and roadmap, clearer roles & responsibilities, automated workflows, defined training plans, up-to-date process documentation, value-driven metrics and dashboards, enhanced threat intelligence capabilities, and increased network visibility.

The outcomes of these improvements resulted in:

- Improved response time to cyber incidents from several days to hours.
- Increased incident response preparedness training to a larger USC audience.
- Remediated critical security vulnerabilities to reduce USC's attack surface.
- Enhanced threat intelligence sharing with USC stakeholders.
- Increased security coverage by onboarding thousands of USC assets to enterprise security tools and services.
- Enhanced email and endpoint security capabilities through product tuning and enablement of new capabilities.

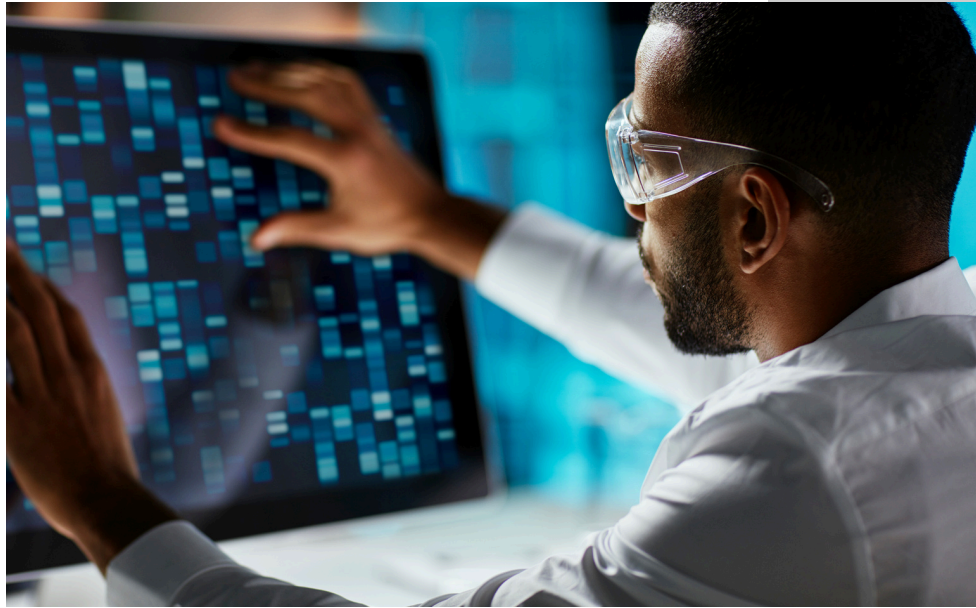
Additionally, the SecOps eDiscovery Team successfully executed three machine learning projects in 2024, processing a massive dataset of 4.9 million records. The result was a reduced attorney review workload in USC's Office of General Council to 118,509 records. These improvements resulted in huge cost and time savings for USC.



Empowering Education with the FOCEX Program

Fostering Computational Excellence

In collaboration with the USC Viterbi School of Engineering, CARC secured the National Science Foundation (NSF) grant for the "FOstering Computational EXcellence (FOCEX)" program. This initiative aimed to bridge the gap between advanced computational research and academic preparedness using unique hands-on supplemental education.



Focusing on Computational Fluid Dynamics (CFD), students and postdoctoral researchers gained experience with advanced programming languages, numerical techniques for simulating fluid flows, and used neural networks for scientific computing and optimization. These skills acquired during the program are highly sought after in today's competitive job market.

The outcomes of this program are not limited to CFD and can easily be applied to other scientific disciplines that utilize high-performance computing. The FOCEX program underscores CARC's dedication to enriching the student experience with tools that pave the way for academic and professional advancement.

[HTTPS:// www.carc.usc.edu](https://www.carc.usc.edu)

Los Nettos Ushers in a New Era of Speed, Flexibility, and Resiliency

The Los Nettos Regional Network, a pivotal research and education network in Southern California serving USC, Caltech, Jet Propulsion Laboratory, Loyola Marymount University, Occidental College, and The Claremont Colleges is undergoing a significant upgrade to bolster its services.



This vital network, which provides essential internet access and connectivity to state, national, and international research and education networks, has transformed its backbone—the Los Nettos Optical Network—with a state-of-the-art Dense Wavelength Multiplexing System delivering multiple 400Gbs circuits. This cutting-edge enhancement significantly advances both performance and scalability, ensuring that Los Nettos members have the robust, high-speed connectivity required to support the most demanding enterprise applications and services.

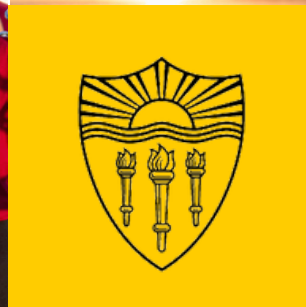
In today's digital world, the optical network is foundational. Every application, from cloud-based tools like Workday, Zoom, and Office365 to simple internet browsing, relies on the optical network to deliver the performance and reliability users expect. With this upgrade, Los Nettos ensures that its network can continue to meet the growing demands of enterprise applications, now and in the future.



OUR PEOPLE AT HEART

We foster, recognize and celebrate our talent, enabled by a culture of empowerment, effective leadership and talent practices.

Foster an empowering and engaging workplace in ITS.



Build strong leadership for a future-ready ITS strategy.

Building a Learning Culture

Empowering ITS through Learning & Development

The ITS Learning and Development (L&D) team made substantial progress this year in fostering leadership, continuous learning, and strategic growth within the organization.



- **Continuous Learning:** Programs like Learning Fridays and Learning Tracks have engaged ITS staff in collaboration and knowledge sharing, with contributions from USC's Marshall Executive Education, Viterbi School, and the Work Well Center.
- **Leadership Development Pilot Program:** Empowers existing and future leaders through offering workshops and courses to grow as leaders within the organization. Last year's Leadership Development Pilot Program was well-received by almost 50 ITS team members who took part. The program will continue this year.



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This year, ITS will build on these efforts by integrating learning into daily workflows, fostering a high-performing environment, and refining training for sustained organizational success.



ITS WalkUnited Team Supports Community Initiatives

ITS joined the Finance Division team to take part in WalkUnited, an annual 5K walk at SoFi Stadium that supports the United Way of Los Angeles. This event promoted health and wellness while raising funds and awareness for initiatives to end homelessness, increase affordable housing, and enhances economic mobility for families in Los Angeles County.

ITS Celebrates Women's History Month with Tech Discussion

In celebration of Women's History Month, ITS hosted an employee event to discuss challenges and opportunities for women in technology and included insights gained from USC's Women's Conference. More than 50 employees attended,



ITS Employees Attend USC's Women's Conference

Demonstrating its ongoing commitment to empowering women leaders, ITS encouraged employee participation in the USC Women's Conference. The event featured talks from President Carol Folt and industry leaders, as well as sessions on entrepreneurship and healthcare innovation.





Barney Lum Supports Trojan Spirit Streamathon with Aerial Experience

During the Second Annual Trojan Spirit Streamathon, ITS Data Center Analyst Barney Lum flew Trojan Marching Band Director Jacob Vogel over Los Angeles in his 1982 Cessna 172. The 12-hour YouTube event, part of USC's Day of SCupport, raised funds for the band's travel. Viewers saw USC landmarks and Vogel try piloting, while Barney gave a tour of the ITS Data Center and shared his USC memories. The band aimed to raise over \$150,000.



ITS Staff Honored with Finance Division Recognition Awards

Five members of ITS were recently recognized with the Finance Division Recognition Award. This award, given twice a year, honors individuals who demonstrate USC's Unifying Values, which include Integrity, Excellence, Accountability, Open Communication, Well-being, and Diversity, Equity, and Inclusion. These individuals have significantly contributed to their respective areas, playing a vital role in the division's ongoing success.

Mission: Possible 2 Achieved by ITS Innovation and Collaboration

Building from the momentum of its inaugural debut, 2024 marked the successful launch of Mission: Possible 2, a six-week, team-based wellness challenge for USC faculty and staff. In partnership with USC's WorkWell Center, ITS leveraged the powerful technology of Salesforce CRM to release a dynamic, engaging platform centered around employee well-being.

Nearly 90 teams and 350 employees from across campus participated and logged physical, mental well-being, and social connectedness activities, illustrating that when we use the power of technology, opportunities for employee engagement are endless.

These practices reflect the ITS themes of "Our People at Heart" and "Customers Front & Center." Through them, we're building a sustainable, people-centered work culture that empowers each of us to contribute our best—while respecting one another's time, energy, and well-being.



WE ARE ITS



Contact ITS



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(213) 740-5555



Service Requests
its-support.usc.edu



Website
itservices.usc.edu