

SFBRN Updates

Monthly Updates

July 16, 2026

Dear Colleagues,

Last summer, the San Francisco Bay Region Network was just getting started through planning conversations, organizational design, and collaboration across our three universities. One year later, Human Resources and Payroll Services and Accounting & Financial Reporting are preparing to join Information Technology Services and Procurement & Accounts Payable as operational Network functions.

July 31 marks another important milestone: the beginning of the Network's next chapter. Over the past several weeks, employees, managers, and leaders have worked together to prepare for this transition through organizational planning workshops, information sessions, and team readiness activities.

As July 31 approaches, our goal is to ensure every member of our three campus communities understands what is changing, what to expect, and where to turn for information and support. This month's update highlights the latest implementation milestones, key transition resources, and what employees and campus partners can expect as Phase 2 goes live.

Current Highlights

Organizational Structures Published

The finalized organizational structures for Human Resources and Payroll Services and Accounting & Financial Reporting are now available. The charts provide greater visibility into the teams that will deliver services across the Network and help campus communities understand how these functions will be organized.

The organizational charts are available on the SFBRN [Frequently Asked Questions webpage](#).

Employee Readiness

Every employee joining the Network had an opportunity to participate in an information session focused on the upcoming transition. These sessions provided greater clarity on what to expect before and after go-live, answered common questions, and outlined the support and resources available throughout the transition.

Managers across Human Resources and Accounting & Financial Reporting are now working with their teams to support a smooth transition into the Network and prepare for day one.

Network Leader Search

The search for the Network Leader continues to move forward. A search firm has been selected, and work is underway to finalize the position profile and launch the national search.

Go-Live Countdown

With go-live just weeks away, we'll continue sharing information and resources to help our university communities understand what to expect, where to find support, and how the transition will unfold.

As we approach July 31, you can expect more frequent communications designed to answer common questions, provide practical guidance, and help ensure a smooth transition.

What to Expect

- **The Network Support Center will be expanding to support Human Resources requests** through a general service request form on the SFBRN website, helping connect employees with the appropriate Network-level resources. *More information to follow in the coming weeks.*
- **July 31 is an important milestone, but not every change will happen at once.** Employees can expect additional guidance, resources, and practical support as the transition continues over the coming months.
- **Communications will continue before and after go-live** to answer common questions, introduce new resources, and share updates as services continue to evolve.

Stay Informed

The SFBRN [Frequently Asked Questions](#) page continues to be updated as new information becomes available. Visit the site for the latest guidance, organizational charts, transition resources, and answers to frequently asked questions.

Celebrating Successes

Nearly six months after the Network launched, many of the ideas first discussed during planning are now taking shape in day-to-day operations. Across the Network, teams are strengthening services, building shared capabilities, and creating a more consistent experience for faculty, staff, and students.

Information Technology Services

Since launching in January, Information Technology Services has continued building the technology foundation that supports the Network. Recent accomplishments include expanding secure cross-campus system access, strengthening privacy and cybersecurity, refreshing more than **100 campus computers**, replacing **115 wireless access points**, and establishing a shared governance model for future technology investments.

What this means for you: Employees can expect a more secure, reliable, and consistent technology experience, with continued improvements to collaboration and IT support across the Network.

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Network Support Center

The Network Support Center continues serving as the front door for Network services while expanding its capabilities ahead of Phase 2. Since January go-live, the NSC has processed more than **9,100 service requests**, achieved an **88% overall resolution rate**, and maintained a **66% first-contact resolution rate** through the Support Center. Teams are also preparing to expand support for Human Resources as Phase 2 launches.

What this means for you: Employees can expect clearer service pathways, more robust services, and continued improvements as additional Network services become available.

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Procurement and Accounts Payable

- Procurement and Accounts Payable continue simplifying business processes across the Network. This spring, all three universities began operating on a **single travel and expense management platform**, standardized invoice submission processes, and initiated the alignment of CSUBUY across the 3 campuses to enable greater flexibility in how transactions are processed across campuses.

What this means for you: Employees can expect more consistent processes, improved efficiency, and a simpler experience when accessing procurement and travel services.

Looking Ahead

July 31 marks another important milestone for the Network, but it is only the beginning. Over the coming months, we'll continue sharing updates, practical guidance, and resources as Human Resources and Payroll Services and Accounting & Financial Reporting transition into day-to-day operations across the Network.

Look next month for more information on Phase 3 of the Network.

As always, we welcome your questions and feedback. Your experiences continue to help shape how services evolve and how we communicate with our university communities.

In partnership,

Jeff Wilson

Chief Executive and Financial Officer, San Francisco Bay Region Network

Vice President, Administration and Finance and CFO

San Francisco State University | Sonoma State University

Karen R. Moranski

Vice President of Regional Network Transformation

San Francisco Bay Region Network

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Milestone Updates

April 2026	—
The presidents approved the general direction of the operating models and organizational structures for Human Resources and Accounting & Financial Reporting. This milestone enabled detailed organizational design, process alignment, and implementation planning activities leading up to the July 2026 Phase 2 go-live.	
February 2026	+
January 2026	+
December 2025	+
October 2025	+
September 2025	+
July 2025	+
June 2025	+
May 2025	+
March 2025	+

Communications Archive

Announcing the Next Phase of the San Francisco Bay Region Network	—
Announcing the Next Phase of the San Francisco Bay Region Network Dear Colleagues, What began as a shared vision has become an operational Network serving Cal State East Bay, San Francisco State University, and Sonoma State University. With the successful implementation of its first two operational phases, the San Francisco Bay Region Network (SFBRN) now includes Information Technology Services, Procurement & Accounts Payable, Human Resources & Payroll Services, and Accounting & Financial Reporting. These milestones have been made possible through the dedication, expertise, and collaboration of employees, managers, and leaders across all three universities. Today, we are pleased to share the next step in that journey. Following careful planning and review, we are pleased to announce that Financial Aid has been approved to join the San Francisco Bay Region Network as part of Phase 3. Financial Aid represents the Network's first functional area outside of Administration and Finance. This milestone reflects the continued evolution of the SFBRN as we thoughtfully expand our collaborative model while recognizing the unique role Financial Aid plays in supporting student success at each university. This next phase creates new opportunities for collaboration across our three universities. One of the Network's greatest strengths is the opportunity to bring together the collective expertise, creativity, and commitment of colleagues across our campuses to better serve our university communities and the students we collectively support. The Network's goal remains the same: to build a sustainable shared service model that strengthens consistency, resilience, and service across our three universities while preserving each institution's unique mission, identity, and relationship with its students. Planning activities for Phase 3 are now beginning. Financial Aid leaders have been notified, and Financial Aid employees have begun receiving additional information about what this announcement means for them. As with previous phases, implementation will occur over time through a thoughtful planning and organizational design process. We remain committed to communicating openly as planning progresses and to engaging the people whose expertise will help shape the future of the Network. We will continue sharing updates as additional information becomes available. Thank you for your continued support as we strengthen administrative services across our three universities while preserving the distinct mission and identity of each campus. Sincerely, Cathy Sandeen President, Cal State East Bay Lynn Mahoney President, San Francisco State University Michael Spagna President, Sonoma State University August 20, 2026	
San Francisco Bay Region Network Reaches Another Milestone	+
SFBRN Leadership Appointment – Chief Information & Digital Strategy Officer - Nish Malik	+
SFBRN Leadership Appointment – Network Chief Human Resources Officer - Dr. Ingrid Williams	+
The San Francisco Bay Region Network is Now Live	+
SFBRN Go-Live Countdown: 4 Days to Go – What to Expect This Week	+
SFBRN Go-Live Countdown: 10 Days to Go – What to Expect This Week	+
SFBRN Go-Live Countdown: 16 Days to Go – What to Expect This Week	+
SFBRN Leadership Appointments – Chief Financial Services Officer and Senior Director, Learning and Professional Development - David Crozier & Lanaya Gaberel	+
SFBRN Leadership Appointment - Senior Director of Procurement & Accounts Payable for SF Bay Region Network– Jenifer Barnett	+
Leadership Appointment - Interim Head of Network IT Appointment for the SF Bay Region Network - Nish Malik	+
Introducing the SF Bay Region Network Website – Our Next Step Forward	+

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