

SFBRN Updates

Monthly Updates

May 13, 2026

Dear Colleagues,

Across our campuses, this time of year carries a particular energy. Final exams are underway or just around the corner, and commencement is close behind. It is a moment that reflects both culmination and transition for our students and our campus communities.

We recognize that the recent Canvas data security incident occurred at a particularly challenging point in the academic term. We understand the impact this had on faculty and students and want to acknowledge the strong collaboration between Network Information Technology and campus Academic Technology teams in responding quickly and supporting our campus communities.

As we move through this important time of the academic year, the Network continues to take shape in ways that are becoming more visible in day-to-day work. We have heard from many of you over the past several weeks, and your input is directly informing how we refine services, clarify processes, and improve the overall experience.

Current Highlights

Phase 2 Organizational Planning

Organizational models for Human Resources and Payroll Services and Accounting and Financial Reporting continue to be refined in close coordination with campus leaders. This work is focused on establishing clear structures, roles, and processes that support consistency across the Network while remaining responsive to campus needs. Additional details will be shared as planning progresses.

Network Chief Executive Officer Search

As the Network continues to mature, the three universities have announced the creation of a full-time Network Chief Executive Officer role. A national search will be launched in the coming weeks.

This role will focus on strengthening cross-campus partnership, advancing operational excellence, and ensuring long-term sustainability of the shared services model. Network services will continue uninterrupted as this transition progresses.

Network Chief Human Resources Officer Appointment

We are pleased to welcome Dr. Ingrid Williams as the Network Chief Human Resources Officer. Ingrid brings deep CSU experience and a strong track record of strengthening HR operations during periods of complexity and change.

For our campus communities, this means:

- Continued campus-facing HR support, with dedicated personnel maintaining connection to each university community
- More consistent delivery of day-to-day services such as payroll, benefits, and HR systems support
- Increased access to specialized HR expertise across the Network

Faculty will continue to work primarily through their campus Faculty Affairs units for faculty-specific matters, with coordination supported through the Network where appropriate.

Listening and Learning

Quick Poll Results: Network Support Center

In March, we asked about your experience submitting tickets through the Network Support Center. Thank you to everyone who shared feedback. Several consistent themes emerged:

- Ticket confirmation and visibility:** Many respondents want clearer confirmation that a request has been received, along with the ability to view ticket details, status, and updates.
- Routing and resolution:** Feedback highlighted the need for tickets to reach the appropriate team more quickly, without requiring follow-up through separate campus channels.
- Communication and response expectations:** Respondents asked for clearer communication about next steps, timelines, and progress, particularly when issues require coordination across teams.

Based on this feedback, several improvements have been implemented or are underway:

- Enhancements to ticket confirmation and communication, including improved notification features and access to ticket details
- Continued refinement of routing processes to better direct requests to the appropriate teams
- Twice-weekly system release cycles to accelerate improvements and updates
- Expanded staff training and access across key support areas, including account management, multifactor authentication, and Wi-Fi setup
- Improved telephone call routing and phone system navigation to reduce misrouted calls and improve user experience
- Development of dashboard visibility to monitor performance and support ongoing service improvements

We hope these improvements make it easier to submit requests, stay informed, and get the support you need.



Celebrating Successes

Much of what makes the Network work happens in the day-to-day efforts of people across all three campuses. We are introducing this new space to highlight examples of collaboration, problem-solving, and progress that may otherwise go unnoticed.

Information Technology

- IT teams have advanced a unified operating model across all three campuses, improving coordination, visibility, and access to shared services while modernizing collaboration, security, and infrastructure through efforts such as Microsoft 365 migration, Microsoft Defender implementation, and cross-campus integration work

Procurement and Accounts Payable

- Procurement and Accounts Payable launched initial ServiceNow ticketing solutions, rebuilt key components of CSUBUY in collaboration with the Chancellor's Office, and continue evaluating business processes to simplify workflows, reduce redundancies, and improve turnaround times

Network Support Center

- The Network Support Center has expanded staff training and access across key support areas, improved call routing and ticket visibility, relaunched customer satisfaction surveys, and maintained a strong First Contact Resolution rate of approximately 69%

Looking Ahead

As we continue refining services and strengthening the overall experience, we are interested in understanding how these updates are landing across our campuses.

Quick Poll

What type of Network update is most useful to you?

- What is changing and when
- Where to go for services or support
- Progress on current initiatives
- Examples of improvements or successes
- Answers to common questions

What would make these updates more useful?

[Click here to take the poll](#) - it takes less than 10 seconds

Your feedback helps us ensure these updates remain relevant, useful, and responsive to what you need.

In the coming weeks, our focus will remain on refining Phase 2 implementation planning, continuing to improve access to services, and strengthening coordination across the three universities.

We wish you all meaningful and celebratory commencement ceremonies. May this time serve as a reminder of the impact of your work and the students it supports.

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

Monthly Update Archive

Monthly Update - April 2026.pdf	139.55 KB
Monthly Update - March 2026.pdf	141.96 KB
Monthly Update - February 2026.pdf	142.01 KB
Monthly Update - January 2026.pdf	111.53 KB
Monthly Update - December 2025.pdf	272.43 KB
Monthly Update - November 2025.pdf	99.27 KB
Monthly Update October 2025.pdf	260.73 KB
Monthly Update September 2025.pdf	298.63 KB

Milestone Updates

April 2026	+
February 2026	+
January 2026	+
December 2025	+
October 2025	+
September 2025	+
July 2025	+
June 2025	+
May 2025	+
March 2025	+

Communications Archive

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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