

SFBRN Updates

Monthly Updates

October 2, 2026

Dear Colleagues,

September brings the familiar rhythm of a new academic year. Across East Bay, San Francisco State, and Sonoma State, faculty and staff are settling into the fall term and focusing on the work of serving their students and campus communities. At the same time, SFBRN teams are continuing to strengthen the services and support that help that work move forward.

That makes this a good moment to step back and look at the evidence. The Network is no longer just an organizational chart or a transition plan. Teams are handling real work, supporting real people, and building the systems and processes that will shape how SFBRN operates over time.

This month, we are putting some of that evidence in one place. The numbers below are not the whole story, but they give us a clearer view of the activity and progress happening across the Network.

Current Highlights

The Network by the Numbers

Sometimes the clearest way to understand progress is to look at how the work adds up. These are selected snapshots of what SFBRN teams helped make possible this summer and at the start of fall. Operational metrics are drawn from Network service teams, including ITS, the Network Support Center, Human Resources, and Procurement & Accounts Payable. The operational metrics were compiled by the Network Support Center, with satisfaction data drawn from post-service surveys.

6,028**support requests captured in August**

The three university service desks are now operating through a consolidated model, giving teams a Network-wide view of where employees need support and where service improvements may be needed.

1,868**ITS tickets closed at the start of the semester**

As students, faculty, and staff returned for fall, SFBRN ITS teams were resolving support needs and helping keep the start of the academic year moving.

381**housing units prepared for Wi-Fi**

Network teams prepared Wi-Fi connectivity across 381 housing units at San Francisco State before move-in, one of the many behind-the-scenes efforts that helped campuses prepare for students.

85%**rated their support experience a 4 or 5 out of 5**

Among 737 employees who provided a satisfaction rating after an incident, 85.8% rated their support experience a 4 or 5 out of 5. In their comments, employees repeatedly recognized responsive service, knowledgeable help, patience, and the care colleagues took in helping resolve their problems.

This is only part of the picture. We're working with teams across the Network to expand the metrics we track so future updates can reflect the broader scope of services and impact across SFBRN. Stay tuned as our view of that impact continues to grow.

What the Numbers Do Not Show

Behind every ticket, device refresh, system connection, and campus readiness task are people solving problems, learning new ways of working, coordinating across campuses, and keeping university operations moving.

Learning Is Part of the Work

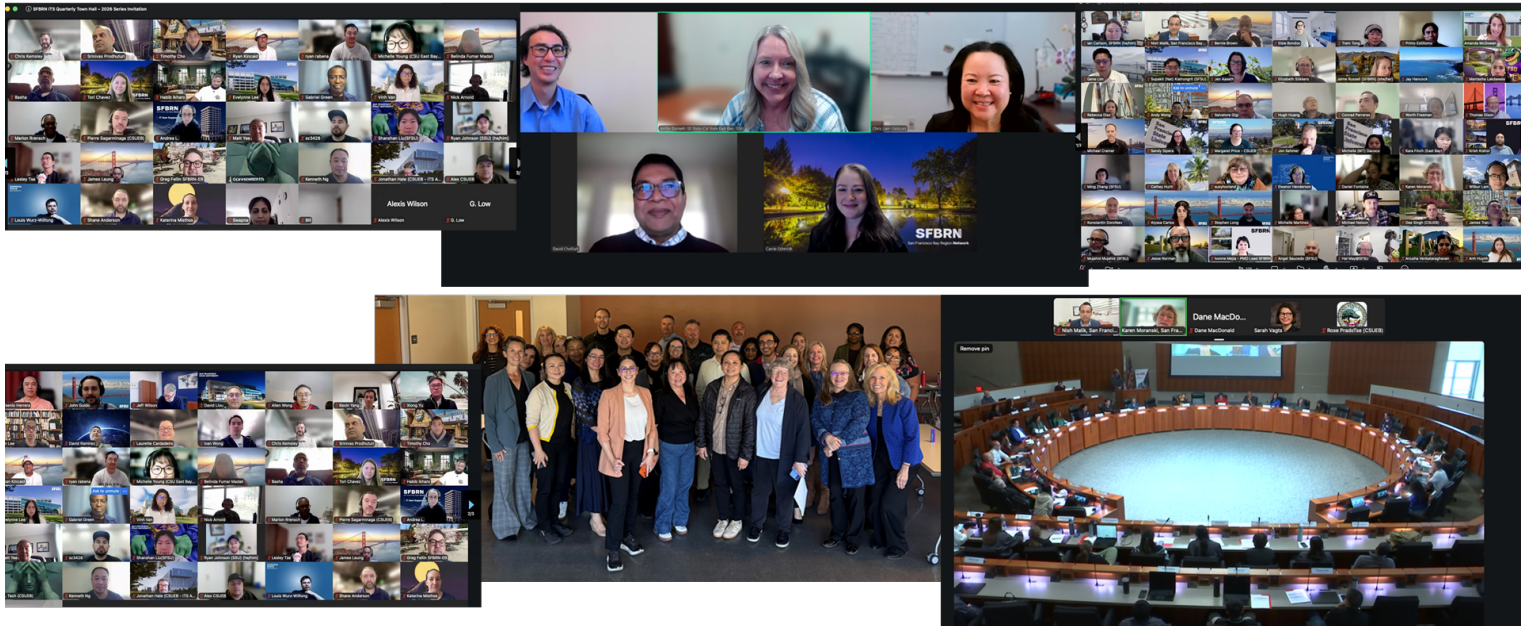
The Network is also building learning into implementation and operations. **Workshops and training** are helping Network employees and managers navigate new systems and processes. **Among managers who provided feedback, 82% reported greater confidence leading through change.** As the data matures, we'll use learning metrics alongside service and operational measures to track impact.

Listening & Learning: Where in the World Are Our SFBRN Leaders?

A lot of Network work happens outside the formal milestones that appear in project plans. Our leaders and subject-matter experts are regularly on campuses, in meetings, workshops, town halls, and working sessions with the people doing the work. Here's a look at where SFBRN leaders and teams have been recently:

- **Held** a quarterly Information Technology Services town hall to connect with employees and share updates directly with teams.
- **Conducted** campus conversations at East Bay, San Francisco State, and Sonoma State on Financial Aid and other Phase 3 functions, including interviews with Enrollment Management and Financial Aid leaders.
- **Presented** updates at the San Francisco State Staff and Leadership Forums.
- **Engaged** with the Academic Senate and student leaders at Sonoma State to discuss the Network and answer questions about its work.
- **Briefed** the CSU Audit Liaison Roundtable on SFBRN activities and developments.
- **Facilitated** workshops and working sessions on services and systems, including Accounting & Financial Reporting and Travel & Expense.

These interactions are part of how the Network learns, coordinates, and solves problems across university boundaries.



Leadership Updates

Network Leader Search Underway

Candidate screening is now underway for the SFBRN Network Leader position, following the national posting launched last month.

Amanda Tobias Named Director of Travel & Expense

Amanda Tobias has been appointed Director of Travel & Expense for the Network. Amanda brings more than 25 years of CSU experience, including extensive work in Travel & Expense, Procurement Card administration, and SAP Concur. She has also served on the Chancellor's Office SAP Concur implementation team since 2019, supporting system implementations, campus onboarding, process standardization, and ongoing enhancements across the CSU.

Amanda's experience also offers a useful example of the distinction between CSU-wide initiatives and SFBRN's role in supporting our three universities. Some efforts originate with the Chancellor's Office as CSU-wide initiatives, while the Network is responsible for implementing and supporting services for its three universities.

Understanding the Work: CSU Initiatives and SFBRN Services

As the Network matures, it is important to distinguish SFBRN's regional operating model from broader CSU initiatives and shared platforms. Systems employees encounter through their work, including CSUBUY/P2P, Concur, and CHRS, are part of Chancellor's Office-led shared initiatives designed to support consistency and collaboration across the CSU.

Within that broader CSU framework, **SFBRN works to make these systems effective for our three universities**. We partner with our campuses to improve processes, address local needs, and provide ongoing service and support as these systems are put into practice.

To help employees navigate these services and ask questions, SFBRN also offers regular **drop-in office hours** with subject-matter experts. Join Office Hours: [CSUBUY P2P \(https://www.sfbrn.calstate.edu/csubuy-p2p\)](https://www.sfbrn.calstate.edu/csubuy-p2p) and [Concur \(https://www.sfbrn.calstate.edu/concur\)](https://www.sfbrn.calstate.edu/concur).

[Learn more about CSU Shared Services. \(https://www.calstate.edu/csu-system/doing-business-with-the-csu/Multi-University-Collaboration\)](https://www.calstate.edu/csu-system/doing-business-with-the-csu/Multi-University-Collaboration)

Looking Ahead

As the Network continues to take shape, October will bring greater clarity to some of the most important questions about how SFBRN works. We'll begin a **Myth vs. Reality** series using facts, context, and evidence to explain what the Network is responsible for, how it relates to broader CSU initiatives, and what we are learning from the early operation of shared services.

The work of building the Network continues. So does the work of explaining it, measuring it, and learning from it.

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

Karen R. Moranski

Vice President of Regional Network Transformation

San Francisco Bay Region Network

Monthly Update Archive

 Monthly Update - August 2026.pdf (https://www.sfbrn.calstate.edu/sites/default/files/documents/Monthly%20Update%20-%20August%202026.pdf)	175.9 KB
 Monthly Update - July 2026.pdf (https://www.sfbrn.calstate.edu/sites/default/files/documents/Monthly%20Update%20-%20July%202026.pdf)	163.95 KB
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 Monthly Update - March 2026.pdf (https://www.sfbrn.calstate.edu/sites/default/files/documents/Monthly%20Update%20-%20March%202026.pdf)	141.96 KB
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 Monthly Update September 2025.pdf (https://www.sfbrn.calstate.edu/sites/default/files/documents/Monthly%20Update%20%7C%20September%202025.pdf)	298.63 KB

Milestone Updates

August 2026	—
The presidents confirmed Financial Aid for inclusion in Phase 3 of the San Francisco Bay Region Network. Building on the implementation of Phases 1 and 2, this decision marked the next stage in the Network’s continued development. Detailed planning is underway for the transition of Financial Aid operations.	
July 2026	+
April 2026	+
February 2026	+
January 2026	+
December 2025	+
October 2025	+
September 2025	+
July 2025	+
June 2025	+
May 2025	+

+

+

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	+

Consistent with California law and federal civil rights laws, the CSU provides equal opportunity in education and employment to all without unlawful discrimination or preferential treatment based on race, sex, color, ethnicity, or national origin.

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Campuses (https://www.calstate.edu/apply/campuses/Pages/default.aspx)	Diversity (https://www.calstate.edu/impact-of-the-csu/diversity)	About the CSU (https://www.calstate.edu/csu-system/about-the-csu/Pages/default.aspx)	(https://www.calstate.edu/Pages/Resource-Center.aspx)	Office of the Chancellor 401 Golden Shore Long Beach CA 90802 (562) 951-4000	
Degrees, Certificates & Credentials (https://www.calstate.edu/apply/certificates-credentials/Pages/default.aspx)	Student Success (https://www.calstate.edu/impact-of-the-csu/student-success)	Graduation Initiative 2025 (https://www.calstate.edu/csu-system/why-the-csu-matters/graduation-initiative-2025/Pages/default.aspx)		News (https://www.calstate.edu/csu-system/news/Pages/Home.aspx)	Maps and Directions (https://www.calstate.edu/maps-and-directions-to-chancellors-office)
Paying for College (https://www.calstate.edu/apply/for-college/Pages/default.aspx)	Teacher and Educator Preparation (https://www.calstate.edu/impact-of-the-csu/teacher-education)	Why the CSU Matters (https://www.calstate.edu/csu-system/why-the-csu-matters/Pages/default.aspx)		Careers (https://www.calstate.edu/csu-system/careers/Pages/default.aspx)	Possibility (https://www.calstate.edu/csu-system/administration/systemwide-human-resources/civil-rights/titleix)
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International (https://www.calstate.edu/apply/international/Pages/default.aspx)					
Student Services (https://www.calstate.edu/attend-services/Pages/default.aspx)					

Counselor Resources (https://www.calstate.edu/apply/resources/Pages/default.aspx)	Technology (https://www.calstate.edu/impact-of-the-csu/technology)	(https://www.calstate.edu/csu-system/administration)
	Alumni (https://www.calstate.edu/impact-of-the-csu/alumni)	Auxiliary Organizations (https://www.calstate.edu/csu-system/auxiliary-organizations)
	Government (https://www.calstate.edu/impact-of-the-csu/government)	CSU Budget (https://www.calstate.edu/csu-system/about-the-csu/budget/)
	Community (https://www.calstate.edu/impact-of-the-csu/community)	Data Insights (https://www.calstate.edu/data-center/)
		Doing Business with the CSU (https://www.calstate.edu/csu-system/doing-business-with-the-csu)
		Transparency & Accountability (https://www.calstate.edu/csu-system/transparency-accountability)