

CIOs OF THE YEAR

2013

Honorees

CIO LIFETIME ACHIEVEMENT AWARD

PETER QUAN

CALIFORNIA STATE UNIVERSITY, LOS ANGELES



THROUGHOUT his 26 years at Cal State LA, including more than a decade as the University's Vice President and Chief Technical Officer, Peter Quan has demonstrated a strong leadership focus and the cultivation of that skill through his team by ensuring that the division is staffed with the right skill sets, right number of personnel and minimizing turnover and also making sure that the division have a clear vision, and work on challenging and meaningful projects.

Specifically, Quan has created and implemented, since 2003, a management framework that is loosely based on an International Organization for Standardization (ISO) management model. This framework serves as the foundation and template for all technology-related projects, procedures, policies, position descriptions, individual work plans, and performance evaluations. While specific tasks, steps, controls, or information may vary depending upon the project, document, or plan undertaken, the outcomes remain constant throughout the ITS division - system reliability, accountability to the campus,

proactive planning, smarter decision making, and enhanced customer satisfaction. This framework supports an incredibly large number of users - approximately 21,755 students (graduate and undergraduates), 2,200 employees (faculty and staff), 3,400 workstations and five Open Access Labs.

Today Quan's system remains the overarching model for addressing technology needs of students, faculty and staff, and for developing new initiatives to take advantage of emerging technologies. Under his stewardship, security remains the foundation for the entire strategy. The vision of Information Technology Services is to move toward supporting untethered teaching and learning through the use of robust and innovative technologies. Quan is currently working on new technologies and services he will soon be introducing that are designed to provide the campus with the tools and resources needed to support the success of students, faculty and staff.

Quan continues to provide impeccable overall administrative direction for technology, information assets and information security in support of the University's strategic plan and technology needs.

The Aerospace Corporation
CONGRATULATES

Dr. William C. Krenz

VICE PRESIDENT AND CHIEF INFORMATION OFFICER

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ON HER HARD WORK, DEDICATION
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