DIGITAL ROAD MAP ROUNDTABLE
Driving Discovery and Dialogue – FALL 2019

AGENDA

1. What is a Digital Road Map?
2. Why Are We Doing This?
3. Digital Roadmap Plan
   • Understanding Components of the Digital Roadmap
4. Governance Efforts: Current, Coming Soon, and Future Goals
5. Participation and Input: Survey
What is a Digital Road Map?

Technology Happens Together

IT should help the university achieve its goals.

IT also delivers value through new ways to deliver process.

A clear link must be established to show how the IT strategy supports the university.

Each party must understand what the other does.

Source: Aubert et al., 2004
Why Are We Doing This?

- Varying levels of digital vocabulary
- Formalize an onboarding process as part of Change Management
- Many challenges stem from lack of awareness rather than a lack of technology

Updated Governance Structure
Digital Roadmap Campus Engagement Plan

1. Info. Gathering
   - “Readiness to Change”
     - Define Key Terms
     - Inform (Governance)
     - Organize (Review current projects/plans)
     - Consult (Seek views, ideas, & allow thinking time)
     - Plan (How can we best work with you?)
   - Timeline: 8-10 weeks (survey)

2. Advisory Group
   - “Implementation”
     - Review resources
     - Organize Information & Resources
     - Structure Common Items
   - Timeline: 4-5 weeks

3. Prioritize
   - “Making it Stick”
     - Reports/Presentation from Governance Committees
     - Establish rough list of priorities
     - Build common consensus to move forward
   - Timeline: 2 days, multiple times

Digital Roadmap Campus Engagement Plan

4. Functional Alignment
   - Timeline: Spring 2020

5. University Strategic Plan
   - Timeline: Beginning Spring 2020

6. Continuous Improvement
   - Timeline: Fall 2020
Recent CSUDH Information Technology Timeline

Establishing the Baseline
- Redesign Campus Website
- Integrated courseware and eLearning platforms for Commonly used services, Office 365, etc.
- Database & Student Services, Admission, Degree, & Enrollment Tools

2013-14
- Implement IT Services
- Training
- Phase 1 Redesign of Computing 
  & Tableau
- Store Mobile launched
- Embraced over 200 Access points
- Deployed increased firewall, mobile security and threat prevention services
- Phase 1 Telephone system upgrade
- Implemented Video Conferencing

Planning, Developing, & Deployment
- Percussion Phase II (web presence)
- Campus release Tech360
- Deployed IAC, SCC, Smart Planner
- Two Active Learning Classrooms
- Phase 1 Telephone system upgrade
- Implemented Video Conferencing

Effecting Transformation
- Developed Financials & Budget Dashboard
- Tableau Development
- Handshake Implementation (Career Center)
- Deployed Alertus
- LabStats deployed in IT Labs
- Code42 implemented
- Inauguration of Innovation Incubator
- Implemented ServiceNow Ticketing
- Phase 1 Rollout of Computing 
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Expanding the Baseline
- Developed Digital Campus Catalog
- Phase 1 of Identity management
- Pilot Dropbox, Deployed EAB Grades, 
  Ch自豪e, CampusLab, SurveyGizmo
- First time Freshman Loaner Program
- Upgrade Network Backbone to 10G, Campus Core Network infrastructure
- Deployed increased firewall, mobile security and threat prevention services
- Joined Reprographics and Copier Program

Future Forward
- Multi Labs
- An Update to Student Information Systems & GIS Data Analysis

Understanding the Components of the Digital Road Map
Digital Roadmap Building Blocks

- **Digital Efforts**: Current, Coming Soon, & Future Goals
- **Digital Program Areas**: Area of digital engagement that may or may not be organizational reporting units
- **Strategic Technology Priorities**: Coming Soon with Strategic Plan

Digital Efforts:
- Time-sensitive projects/activities, i.e. current, coming soon, and future projects
Academic Technology Committee

**Charge:** To investigate emerging technologies and recommend the academic technologies, processes, and tools to be integrated into educational practice, including advising and professional development technology processes and tools.

- **Current**
  - Evaluate Learning Management System - LMS (i.e. Blackboard Ultra, Canvas, Desire2Learn)
  - Redesign courses and develop Active Learning Strategies (Faculty-focus)
  - Evaluate Online Assessment and Testing tools (i.e., ProctorU, Clickers)

- **Coming Soon**
  - Collaborate with departments to develop Active Learning Strategies (Faculty-focus)
  - Instructional Design, Interactive Tools, and other Online Learning and Teaching Support

- **Future**
  - Migrate to and implement new LMS
  - Measure & assess the Active Learning Strategies
  - Research course planning and digital learning assessment tools and make recommendations

Accessible Technology Initiative Committee (ATI)

**Charge:** To strategize, develop, and promote universal access for the university. The Committee operationalizes its work through three working sub-committees (Instructional Materials, Web, and Procurement), and is comprised of CSUDH students, faculty, staff and administrators.

- **Current**
  - Write the new Campus ATI Plan and complete the annual report for the CO

- **Coming Soon**
  - Implement the ATI Procurement Process
  - Integrate web ATI requirements into instructional materials

- **Future**
  - Revise and update Campus ATI Plan
  - Rollout Ally (makes digital content more accessible) for our Learning Management System (LMS), (aka Blackboard)
  - Begin offering ATI educational workshops & campaigns
### Data Governance Committee

**Charge:** To develop administrative processes and practices associated with acquiring, validating, storing, reporting, and using data; advise on the creation of policy; identify training needs across campus regarding expectations for procedures for high levels of data integrity and management; and foster greater understanding across campus about the systems that are supported.

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**Current**
- Establish principles for data use, storage, retention, and sharing
- Establish privacy/sensitivity guidelines
- Produce and publish data dictionary

**Coming Soon**
- Create data location and ownership directory
- Provide documentation and training on Dashboards and Reports
- Create survey guidelines, schedule, and best practices
- Cohort II: Chancellor’s Office Student Success analytics Certificate Program
- Data Collection and Use: business process review for advising data collection, coding, and reporting
- Build Out Data Models to Test Impact Of Student Success Efforts

**Future**
- Develop citizen data scientist program
- Create Metadata management plan
- Establish document repository
- Enhance dashboards, reports, and models for units across campus

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### Information Security Risk Management Committee

**Charge:** To review new and existing campus and CSU Information Security topics; investigate emerging technologies; recommend changes in campus security processes; and integrate the Integrated CSU Administered Manual Information Security policies into campus best practices. The committee advises the VP of IT in areas of technology processes and tools.

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**Current**
- Review PeopleSoft User Access
- Perform Desktop Endpoint Security
- Establish Sensitive Data Discovery/Inventory guidelines
- Revamp Wireless Access

**Coming Soon**
- Review Cloud Services Data Loss
- Review Wireless Security
- Centralize Sensitive Data Encryption
- Establish Multi-Factor Authentication

**Future**
- Establish Document Retention plan
- Create Business Continuity Action Plans
- Create Desktop Encryption
- Revamp Credit Card Handling
Smart Campus Taskforce

Charge: To Leverage available tools and work across existing infrastructure and contracts; and identify aspirational goals and efforts in support of campus growth in the rapidly emerging world of the Internet of Everything (IOE).

Current
- Integrate technology into new building infrastructure
- Upgrade and integrate safety systems

Coming Soon
- Update Video Services
- Expand Fiber Optic Infrastructure
- Update Video Signage
- Update Cloud Gateway Services
- Establish Building Environmental Integration
- Deploy Digital Directories

Future
- Upgrade Internet Gateway Bandwidth
- Upgrade Office Network Services
- Introduce Virtual Desktops
- Establish High Performance Computer Facilities

Mobile Apps/Web Taskforce

Charge: To review, guide, update, and provide decisions surrounding the contents and design of our new mobile app and the web presence of the University.

Current
- Update CO Educational Advisory Board (EAB) (Advising) Interface
- Create Commencement App
- Create T2 Online Parking Permits

Coming Soon
- Integrate EAB Enhancements
- Create Mobile App - Faculty
- Create Basic Needs App - Food

Future
- Create Ad Astra – Academic Room Scheduling
- Create Mobile App - Staff
- Integrate ServiceNow – campus workflow
- Integrate OnBase – campus workflow
- Geocache, Wayfinding, and Personalization: traffic on websites, source of user, location of user
End User Computing Taskforce

**Charge:** To maintain a computing baseline that accommodates current hardware and software, and standardizes support and training for faculty, staff, and administrators; to recommend and help build an ongoing University Rollout & Refresh technology program.

**Current**
- Continue & finalize desktop/laptop rollout
- Collaborate with departments on technology relocation
- Provide computers for part-time faculty

**Coming Soon**
- Repurpose old PCs & Laptops
- Improve Help Desk response time
- Establish remote access support to all Learning Spaces Equipment

**Future**
- Develop Service Now (ticketing) Portal for each Division
- Create Advanced and Unified Learning Spaces Equipment inventory
- Extend Help Desk hours of operation

Emergent Issues – from Summer 2019

**For GI2025 Ecosystem Committee**
- **ASSESSMENT SUPPORT:** Improved coordination of unstructured data [GI2025]
- **STUDENT-READY CAMPUS:** UPGRADE ONBASE (PROCESS APPEALS ONLINE), ADOBE SIGNATURE (ONLINE FORMS), DEGREE AUDIT AUTOMATION, CHATBOT DEVELOPMENT [GI2025]
- **CONNECT CAREERS, EMPLOYERS, INTERNSHIPS, AND MAJORS** [GI2025]
- **INCREASE CAMPUS ADOPTION FOR THE SOFTWARE PROGRAM TO STREAMLINE SCHOLARSHIP DATA ENTRY AND PROCESSING** [GI2025]
- **ENHANCE FDC, HIPS, CLR, AND PROGRAM QUALITY DESIGNATIONS.** (and measurement of) [GI2025]
- **EASIER ACCESS TO TRACK AND FOLLOW UP WITH STUDENTS WHO STOP OR DROP OUT** [GI2025]

**For Academic Technologies Committee**
- **REVIEW OF SURVEY TOOLS: STREAMLINE SOFTWARE OPTIONS AND SUPPORT** [Acad Tech]
- **AUGMENT SHORTAGE OF LAB SPACE WITH HIGH TECH ENGAGEMENT** [Acad Tech]

**For Mobile Committee**
- **INCREASE VISIBILITY OF BASIC NEEDS AND OTHER RESOURCES** [Mobile]
- **“AMAZON STYLE” CUSTOMER SERVICE EXPERIENCE** [Mobile]

**For End User Computing Committee**
- **ESTABLISH TRAINING IN MAJOR SYSTEMS ACROSS CAMPUS WITH MULTIPLE LEVELS** [End User]
- **FACULTY AND STAFF GROWTH SUPPORT** [End User]

**For Data Governance Committee**
- **PUSH MINI-SURVEYS ‘PULSE’ THROUGH THE STUDENT PORTAL** [Data Gov.]
- **USE SURVEY DATA TO INFORM RECRUITMENT FOCUS AND EFFORTS** [Data Gov.]
- **FACULTY AND FINANCE DASHBOARDS** [Data Gov.]

**For Advisory Steering Committee**
- **SOCIAL MEDIA STRATEGY** [ALL]
Survey Homework

• Your participation is critical to this process.
• We invite you to share your current needs and aspirations for inclusion in the Digital Road Map in a survey link that will be sent to you.

Your responses will be directed to the chair of the Technology Advisory Committee for inclusion into the list of university priorities.

Survey

Please share with us projects or initiatives that are currently happening in your area and also include initiatives you would like to see in the future.

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<tr>
<th>Current Projects</th>
<th>Future Projects</th>
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Ask: What are we doing (or NOT doing) that is impactful to the campus?