2015/16 IT Active Project Highlights

Chris Manriquez, VP / CIO of Information Technology
IT in the Strategic Plan

The pervasiveness of technology in the day-to-day life of the university resulted in a shift from IT being a stated goal in the plan to being integral to each and every stated strategic plan goal. Here is a sample of IT work to date in some of the goals.

Strategic Plan Goal: Innovative Learning Environment

– Engaged in building and providing technology enabled learning spaces and application services that support the instructional goals and university learning outcomes
– IT Contributes: Provided a growing list of core application for student to use on and off campus integral to the learning environment, including Adobe, Microsoft, Lynda.com, Camtasia, Blackboard, Bb Collaborate, SPSS, and Dropbox
– IT Contributes: Design and installation of virtualized Toro computing lab and Active Learning Classroom Spaces. Application already exist for student communications and prospecting
  
  Go Live: In Place

Strategic Plan Goal 4: Sustainable Financial Strength

– Engaged in conversations around moving from one time funded university budget to sustainable blended all funds approach
– IT Contributing: Data warehouse aggregated reports for O&E and staffing
  
  Go Live: TBD

Strategic Plan Goal 5: Administrative Excellence

– Engaged in providing foundation technology for moving into a self service based digital environment
– IT Contributing: Upgrading and deploying On Base for workflow and document management
– IT Contributing: Providing just in time web based training through Lynda.com on latest supporting technology
– IT Contributing: In fall 2015 surveying campus on targeted areas for administrative optimization to target with internal applications and campus partners
  
  Go Live: TBD
Enterprise in Scope

• Inclusive of the entire Academic Enterprise
  – Independent of current organizational and financial lines within the institution

• Informed by standards and structured for institutional priorities
  – ITIL/ITSM framework that supports the development of a quality IT service organization, focused on the needs of the institution that the IT organization serves.
  – PMI for Portfolio and project management best practices
  – COBIT for IT governance
  – ISO 9014 (CO adopting) for audit and security standards

• Move from compliance based to service based
  – Secure, Sustainable, Collaborative, and Visionary
Educause and Gartner Top 10 Technology Trends for 2015

Figure 1. Focus Areas of the 2015 Top 10 IT Issues

**INFLECTION POINT**
1. Hiring and retaining qualified staff, and updating the knowledge and skills of existing technology staff
6. Increasing the IT organization’s capacity for managing change, despite differing community needs, priorities, and abilities
9. Developing an enterprise IT architecture that can respond to changing conditions and new opportunities
10. Balancing agility, openness, and security

**FROM TECHNICAL TO BUSINESS**
2. Optimizing the use of technology in teaching and learning in collaboration with academic leadership, including understanding the appropriate level of technology to use
3. Developing IT funding models that sustain core service, support innovation, and facilitate growth
4. Improving student outcomes through an institutional approach that strategically leverages technology
5. Demonstrating the business value of information technology and how the IT organization can help the institution achieve its goals

**THE NEW NORMAL**
7. Providing user support in the new normal—mobile, online education, cloud, and BYOD environments
8. Developing mobile, cloud, and digital security policies that work for most of the institutional community

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**Framework Documents**

- **Governance and Communications**
  - A flexible structure based on capacity and priorities

- **Service Model**
  - Coordinated technology services for the academic enterprise

- **Staffing Model**
  - Model and multi-year growth plan for staffing university technology services

- **Financial Model**
  - Model and multi-year plan for funding technology priorities

- **Delivery Model**
  - Model for delivering university services through a life-cycle approach
Draft Thoughts on Governance and Communications

University IT Governance
Policy & Communication
(draft)

Methods & Tools
- Website (monthly)
- Campus Tech Meeting (bi-monthly)
- IT Newsletter (4xs/yr)
- Technology Day (yearly)
- Academic Tech Day (yearly)
- Annual Technology Report (yearly)
- Academic Senate (yearly)
- State of IT (yearly)

Communication
- Administrative Council
- Division and Colleges
- Cabinet

Associated Students, Inc.
- Auxiliary
- Cabinet

Communication
- Controlled by VP of IT/CIO

Technology Advisory Committee (Rep)

Technology Operations Alignment (Stakeholders)
- University Infrastructure
- Information Security Risk Management
- Data Governance
- IT Service Management
- Instructional & Academic IT
- Technology Accessibility
- Application Development

Internal/External IT

Cabinet

Division and Colleges

Communication

Auxiliary

Cabinet

Associated Students, Inc.

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DRAFT Aligning University IT Services

IT is aligning the Organization with the Service Catalog based on EDUCAUSE research

<table>
<thead>
<tr>
<th>Area</th>
<th>Services</th>
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<tbody>
<tr>
<td>Communication &amp; Collaboration</td>
<td>Collaboration, Carding, Conferencing, Email &amp; Calendaring, Emergency Notification, Telephony, Television, and Websites</td>
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<tr>
<td>End-point Computing</td>
<td>Network Access &amp; Configurations, End-point Support, Printing, and Software Distribution</td>
</tr>
<tr>
<td>Infrastructure</td>
<td>Data Center, Databases, Middleware, Monitoring, Network, Server Infrastructure, and Storage</td>
</tr>
<tr>
<td>Research</td>
<td>Advanced Applications, Lab Management Systems, Research Computing, and Visualization</td>
</tr>
<tr>
<td>Teaching &amp; Learning</td>
<td>Advising &amp; Assessment Systems, Classroom Technology &amp; Support, Educational Technology Consulting &amp; Training, e-Portfolio Sites, Learning Management Systems, Lecture Capture, and Technology Enhanced Spaces</td>
</tr>
</tbody>
</table>
DRAFT IT Financial Alignment

- IT is aligning the services we offer with our current service contracts
- IT will present this alignment to campus entities to help determine which services we should continue to offer
Software Baseline Offerings

Lynda.com available via MyCSUDH
State funded employees and students may subscribe for free

Microsoft products available via MyCSUDH
Employees and students may purchase the software at a reduced cost

Adobe Creative Cloud available via MyCSUDH
Employees and students may subscribe for free

TechSmith Snagit and Camtasia for on campus use
Available for installation on all campus owned computers

SPSS available via MyCSUDH
Employees and students may download for free

Dropbox pilot program in strategic areas

BlueJeans available as a “Room” in Outlook

Survey Gizmo available upon request to IT
Hardware Baseline Offerings

Workstations
- Dell OptiPlex 9020 small form factor with 22” widescreen Monitor
- Apple iMac 21.5”

Mobile Devices
- Dell Latitude E5430 Laptop 14”
- MacBook Pro 13”
- Apple iPad mini
Extending the Baseline

New Hosted Voice over Internet Protocol Phone System Being Deployed!

- **New Core Hardware (Wave I)**
  - Telephones
  - SIP Session Boarder Controller, Analog Gateways, and Servers
  - SIP Trunking

- **New Core Services (Wave I)**
  - Voicemail System
  - Call Accounting System
  - Automate Call Attendant System
  - Online Training Videos

- **New Services (Wave II)**
  - Calling Features – *coming soon*

http://www4.csudh.edu/it/services/telecommunications/voip/index
Extending the Baseline

Active Learning Classrooms
• Created specifically with group teaching & learning methodologies in mind
• 1 Laptop at each table
• Kramer VIA on each table monitor allowing shared display of 6 devices
• Magnetic glass boards

First-time Freshman Laptop Loaner Program
• Acer Laptop 14”
• 2 GB RAM 500 GB HDD
• Campus standard software image
• Semester long lending periods
• May renew each semester
Extending the Baseline

CSUDH Data Warehouse General Release
  • Second wave Student Success & Enrollment dashboard
  • First release of academic planning, admissions, and grade distribution dashboards
  • Go Live: October 2015

Identity Management System
  • Common system for establishing and maintaining roles and access to university systems
  • Go Live: Nov 2015

CSUDH Portal
  • Authenticated role based access to common services and communications
  • Go Live: December 2015
Extending the Baseline

Degree Planning
- Campus Scheduler first release
- Allows student to build a multi-term roadmap to graduation
- Go Live: October 2015 (5 majors)

Document Management and Workflow Phase I
- Upgrade from Hyland to OnBase platform
- Hyland to OnBase migration of stored documents
- Enrollment modules for transcript processing
- Go Live: December 2015

Advisement Core
- EAB Student Success Collaborative is now live
- EAB Campus Deployment (formerly Grades First)
- Go Live: April 2016
Major/Minor Unit Distribution

- Planned: 35.6%
- Completed: 58.9%
- In Progress: 7.6%

Unit Distribution by Requirement Type

- Major(s)
- GE
- Elective
- UNV

Smart Planner

### Preferences

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<th>Term</th>
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<td>15.00 units</td>
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<tr>
<td>Spring 2017</td>
<td>18.00 units</td>
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To make the best possible suggestions, Smart Planner needs to know which terms you plan to attend and how many units you plan to take each term. The system initially chooses terms and units based on your GE requirement. Additional terms and units are added as a default.

Please edit your Preferences if they are not correct. You may update Preferences at any time.

### Smart Planner

#### Spring 2016

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Add Course
Extending the Baseline

Campus Catalog
- Smart Catalog
- Moves from paper based catalog processing to online published catalog
  - Go Live: January 2016

Accreditation and Reporting Application
- RFP under evaluation now
- Unified transaction and assessment reporting for WASC and high impact practices
- Application already exist for student communications and prospecting
  - Go Live: Spring 2016

University Classes, Space, and Event Planning
- RFP under evaluation now
- Unified academic and university events calendar objective
  - Go Live: Fall 2016
Extending the Baseline

Learning Management System
- Hosted Blackboard is our production system
- CSU taskforce examining options for next steps on platform selections
- Present constraint is current contract expiration in a year
- *Go Live: TBD*

High Impact Practice Tracking and Assessment
- Development and pilot at Fullerton in grade attributes
- Anticipate Spring 2016 availability for shared CSU use
- Process for acquiring, reviewing and approving HIP still underway
- *Go Live: TBD*
Higher Education LMS Market Share for Institutional Adoption

US institutions selecting LMS, adjusted by enrollment and recent selections


* Data prior to 2013 based on number of institutions; 2013 - 2014 data adjusted by total enrollment of those institutions.
Extending the Baseline

10G Network Backbone Upgrade
- 10x Increased capacity for accessing the Internet
- Go Live: February 2016

ACLU Network Core Refresh (CNI)
- Core network routers and switches upgrade
- Go Live: July 2016

Palo Alto Networks Firewall Upgrade
- Initial firewall deployment
- New network security layer functionality to follow
- Go Live: February 2016
What's on the Horizon?

Greater engagement on University IT collaborations

Build a Sustainable Technology Refresh Cycle
- Learning Spaces (Labs, classrooms, and conference spaces)
- Platforms and Applications

Focus on User Experiences
- Move from transaction systems to applications

Securing Our Future
- Ensuring that members of the campus community (Students, Faculty and Staff) receive Information Security education and training
- Developing security policies for mobile, cloud, and digital resources (includes issues of data handling/protection, access control, and end-user awareness)
- Using Risk Management methodologies to identify and address information security priorities
- Developing, testing, and refining incident response capabilities to respond to information systems/data breaches