

## Division of Information Technology *IT Baseline Requests*

10/24/2013  
 Chris Manriquez

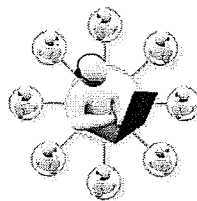
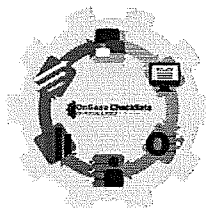
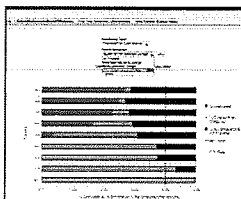
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## 2013/2014 Baseline Services Requests

### 2013/2014 Baseline Services Requests

\$ 51,000	Student Data Warehouse – Oracle Annual Maintenance *
\$ 75,000	Student Success – OnBase Annual Maintenance *
\$162,000	2 Help Desk Staff
\$ 60,750	Unfunded IRPs and Reassignments
<b>\$348,750</b>	<b>Total 2013/2014 Requests</b>

\* Noted in One Time Requests



## Data Warehouse / CMS

### What:

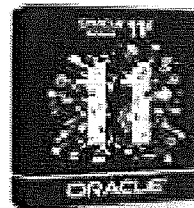
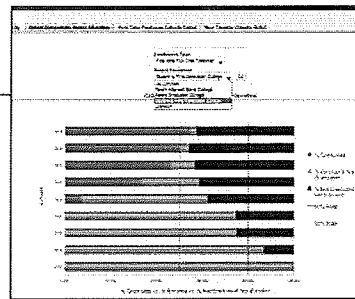
- Move to Oracle Data Warehouse for HR / FIN / SA
- Student Dashboards driven by CSU collaborative

### Why:

- Collaborative concurrent development for analytics and reporting
- Oracle and CSU deliver out of box and campus developed reports

### Who's Impacted:

- Campus community



## CSU BI Collaborative: Admissions Dashboards

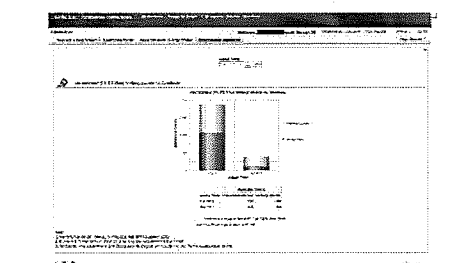
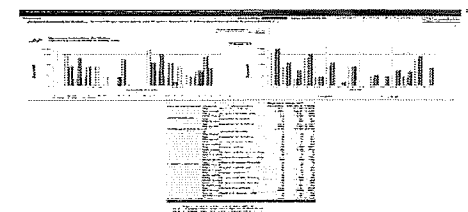
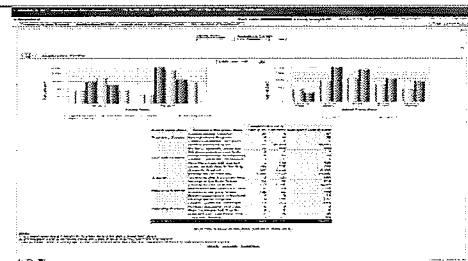
First dashboards released with target audience:  
Deans, Associate Deans, and Department Chairs

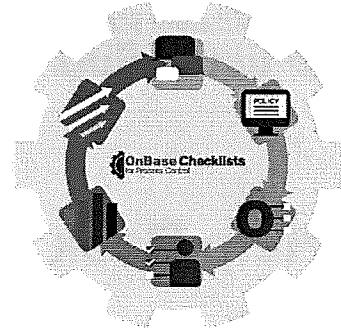
### ■ Admissions

- Application Profile
  - Applicant data by Academic Level, Admit Type, Academic Career
- Application by College/Major
  - Applications by school showing counts admitted, waitlisted, ineligible, accepted, NSO, Review, and Enrolled
- International Applicants
  - Foreign (F1 Visa) applications showing Undergraduate vs. Graduate counts

### ■ Degrees

- Degrees Awarded by Major
  - Filter by Degree and Gender
- Second Major Association with Degrees Awarded
- Minor Associated with Degrees Awarded





## Student Success / OnBase

### What:

- Move to latest version of document scan, image, workflow
- "Front Door" to campus admissions and articulation

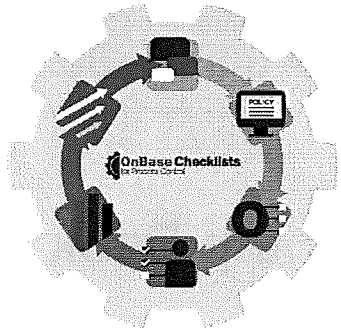
### Why:

- Dramatically reduces time to articulate classes from feeder campuses
- Singularity is past end of life and no longer supported. Vendor requires an upgrade to latest product called OnBase.
- Delivers needed out of box functionality integrating with PeopleSoft

### Who's Impacted:

- Campus Community

**OnBase**<sup>®</sup>  
*a Hyland Software solution*



## Student Success / OnBase

### More Info:

- Singularity (SY) exists as distributed installations on the campus without combined programming and analyst support.
- Scanning process varies according to the area of installation. The areas include: Admissions and Records, College of Education, Human Resources, Financial Aid, and Procurement
- In many areas files are scanned as image files not EDI, and the ability to make content searchable is lost.
- Components built into SY, such as graduate workflow, could be more extensively used.
- Document management needs to be re-examined in light of an enterprise system.



## Help Desk Staffing

### What:

- 2 Help Desk Staff
- Hybrid mode (Call – Desk side – Rollout) support

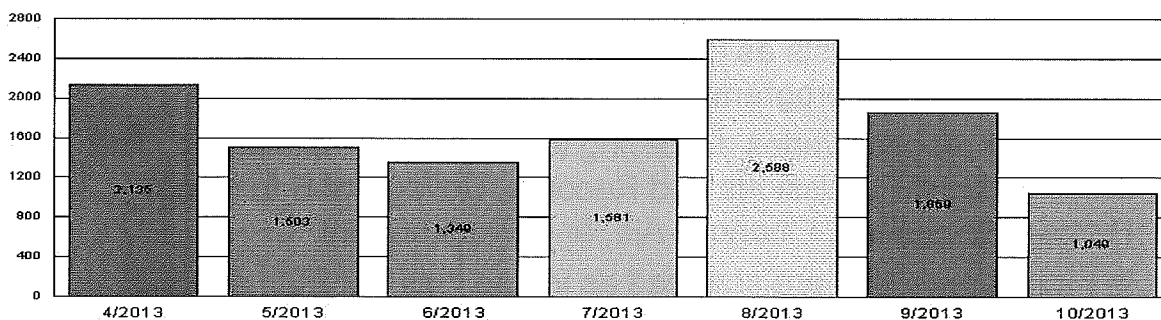
### Why:

- Addresses full range of hours (7:30 AM to 10:00PM) and needed areas (Library) support
- Increased demand to support applications and platforms
- Change to enterprise support structure

### Who's Impacted:

- Campus Community

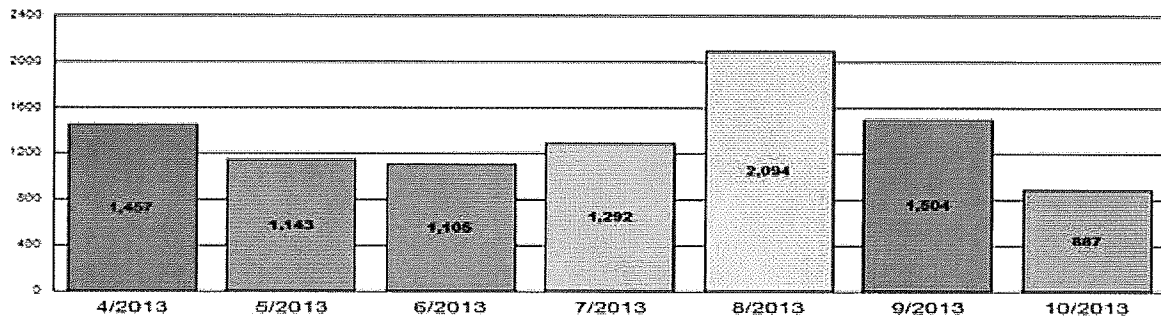
## Help Desk Tickets Logged for 4/13-10/13



**Total of 12,064 Tickets Logged in Last 6 Months**

*\*Numbers do not include Rollout Program*

## Help Desk Tickets Closed for 4/13-10/13



**Total of 9,482 Tickets Closed in Last 6 Months**

*\*Numbers do not include Rollout Program*

