CSUDH | INFORMATION TECHNOLOGY

# Campus Technology User Group

August 12, 2020

# Agenda

| VP Chris Manriquez | Bill Chang | Natalie Alarcon |
| --- | --- | --- |
| **Welcome & Opening Remarks** | **Digital Transformation**<br>1) Contact Center/AskTeddy/ Live Chat<br>2) Virtual Lab, Wi-Fi, Clearspan | **Enterprise Applications**<br>1) PeopleSoft Upgrade<br>2) Toro Success Collaborative<br>3) Digital Forms |

# Agenda

| | Marci Payne | Reza Boroon | Farhad Mansouri |
|---|---|---|---|

## I.T. Finance & Auxiliaries

1) P-Card Program
2) Upgrade Point of Sales System

## Academic Technology

1) LMS/Blackboard Ultra
2) Fall Training

## User Services

1) Technology Loaner Program

# Agenda

| Alana Olschwang | Sara Hariri |
| --- | --- |

## University Effectiveness, Planning, & Analytics

1) Data Support

2) Data & Integrated Assessment

3) Skills & Workforce Alignment

## Information Security & Compliance

1) Information & Communication Technology Procurement

2) IT Access Request Forms

3) Dropbox Secured Folder, Secured Transfer

4) Adobe Sign License Request

# Welcome
# & Opening Remarks

**Chris Manriquez**

*Vice President &*
*Chief Information Officer*

# Fall 2020 Technology Resources

## 2020-2021 Academic Year

Mt Aspiration
29,029 ft
WILL NOT
GET US THERE
CSUDH
WHAT GOT US HERE ...

# Gap Analysis: Needs & Capabilities

## Strategic Enrollment Management

- Initial university needs identified

## Digital Roadmap

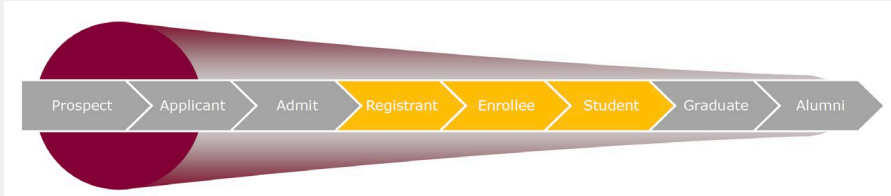
- Engaged discussion and Solicited input
- Focused investment into new frames

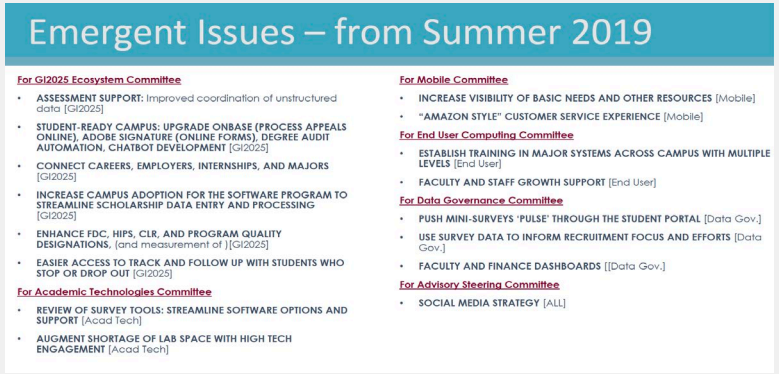
## Capacity and Growth FIRE Team 2019

- Identified short- and long-term university key gaps
- Short term activities drove longer term changes

## Fall Recovery Planning 2020

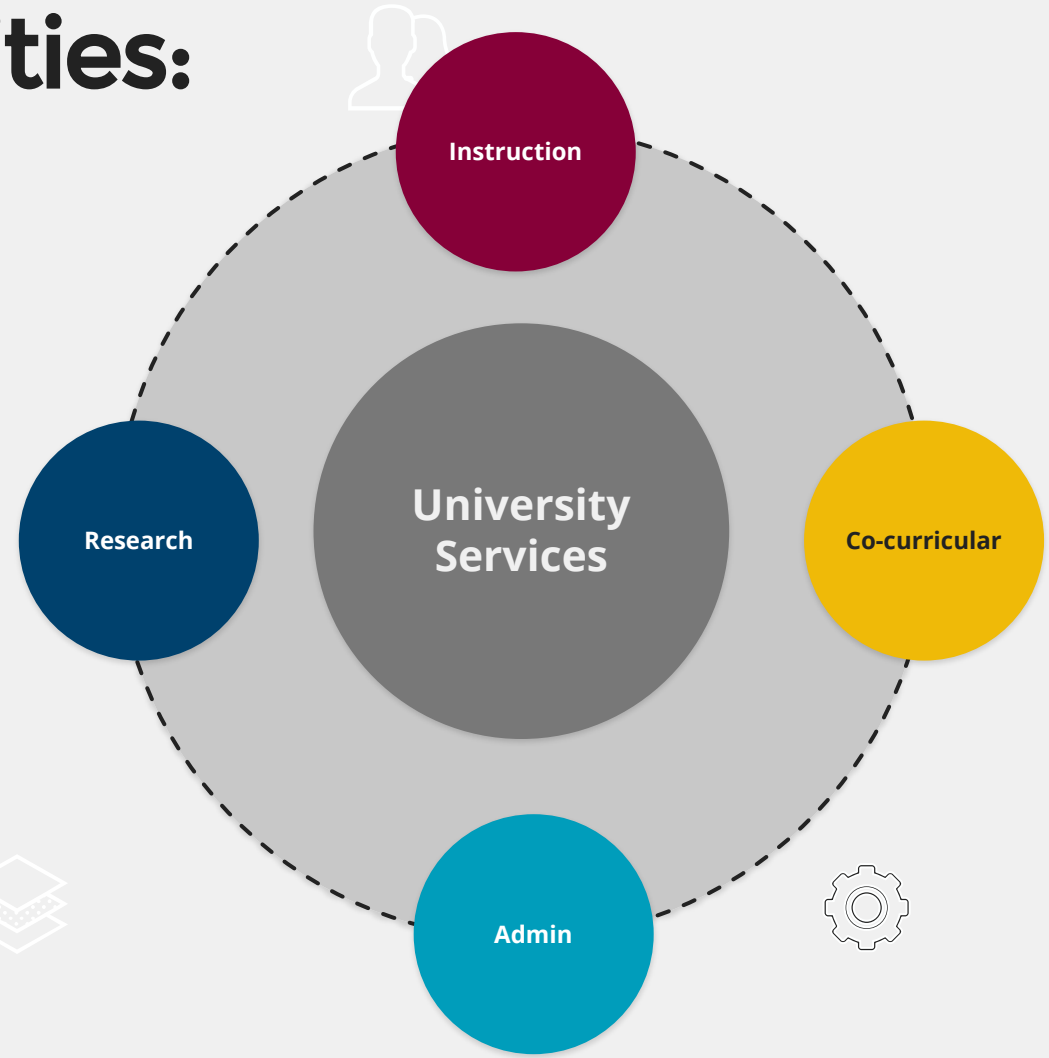
- Stakeholder input
- Fall “on prem” instruction





# Gap Analysis Activities: Expectations

*Engaging all university units so we don't solely recover and return from COVID, but instead transform through it.*



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# 2019-2020 CSUDH Technology Progress

Data Hub Model

Student Lifecycle Data

Central Student DW

SEM to Systems

Systems Engagement

AskTeddy NSO

Help Pages KB

IT Website

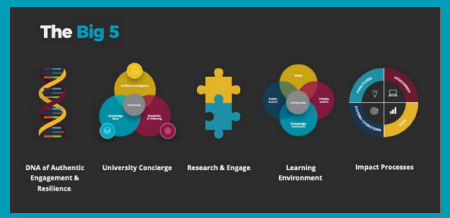
Alerts Pages

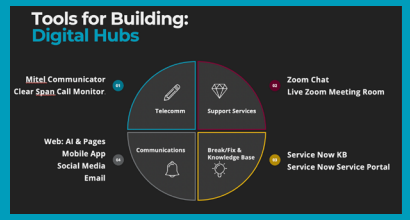
Digital Forms Release

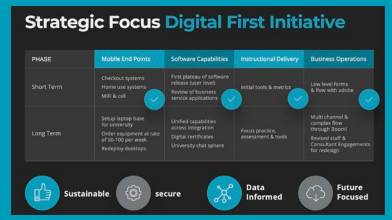
Comm Policy

Release DH Eats App

Digital Roadmap



Digital Roadmap

Big 5 Objectives

Digital Hub

Digital First

Transformation in COVID

VP & Team Meetings

ToroPrint Digital Storefront

Zoom Release

Soft Phone Deploy

Migration to O365

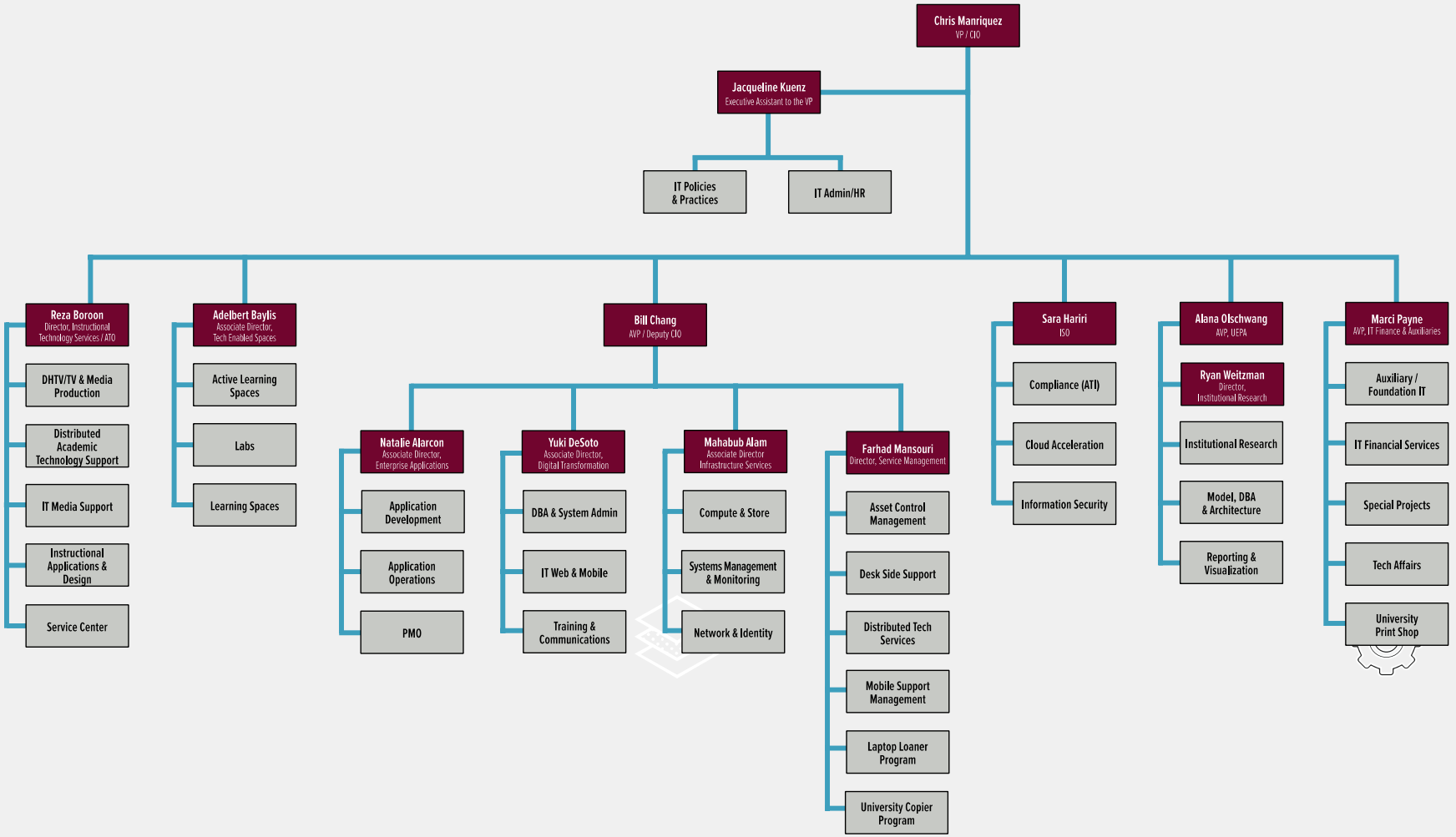
NACUBO Presentation

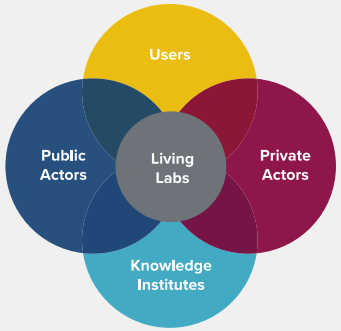
Org Restructure

Dept Reviews

Virtual DH

# IT Organizational Alignments





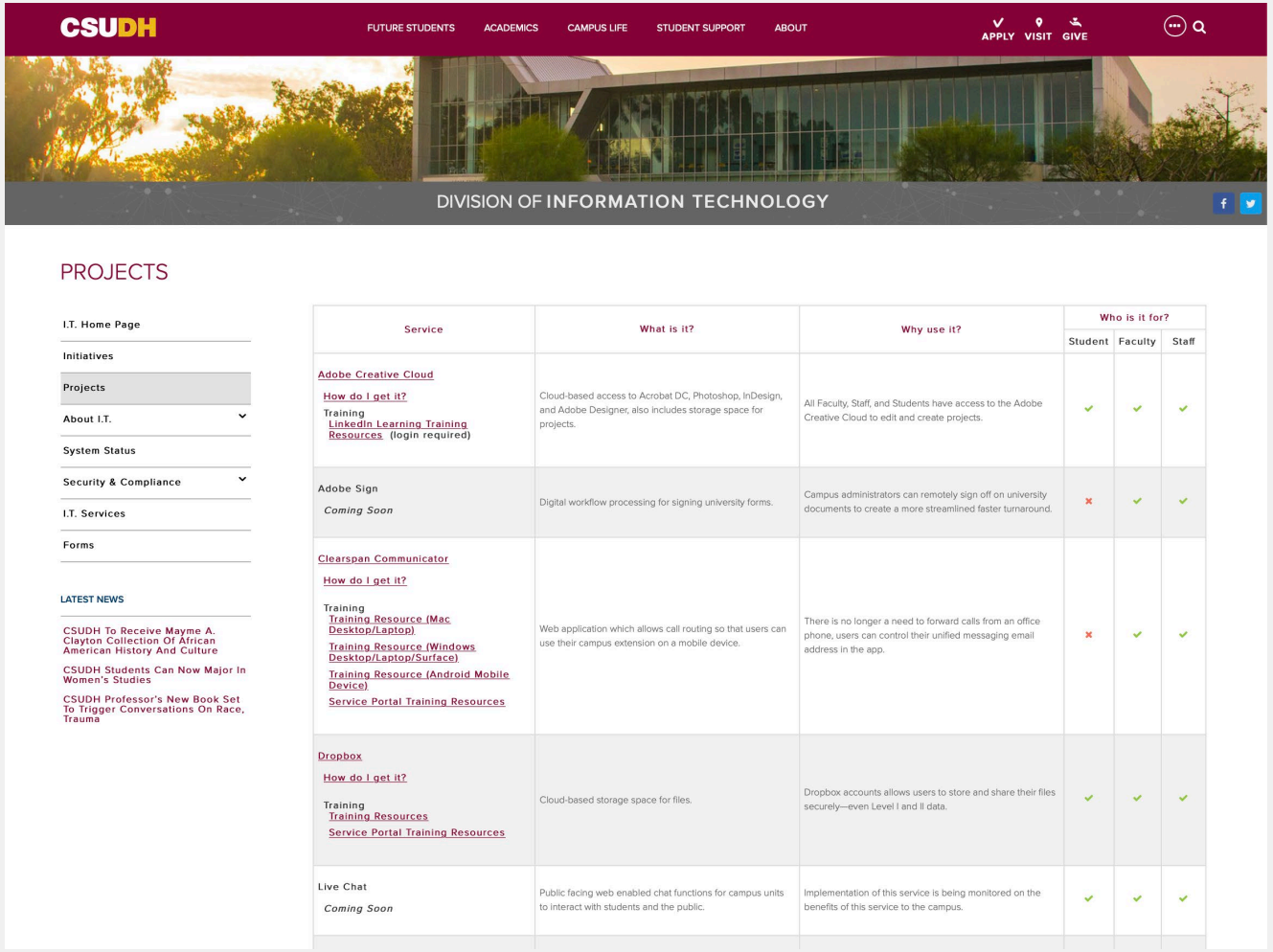

# University Technology Resource Uplifts

| RESOURCE | DESCRIPTION |
|---|---|
| Service Portal Uplift | Ask Teddy, Wrike project flow, Service Framework in SN |
| Digital Forms | Adobe Sign and Boomi Flow Development |
| Call Center (6 months) | 844 number, ACD licenses, student support, and 6 months ONLY |
| Application Growth | Zoom, Dropbox, Clearspan, Voice Dial, etc. |

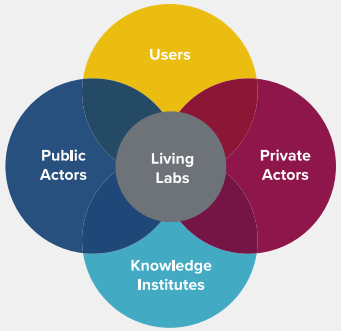
# University Enterprise Specific Needs

| INQUIRY | OPPORTUNITY | LEVEL | AVAILABILITY |
|---|---|---|---|
| Conference Software (Zoom) | Licenses to record to the cloud, Can opt in additional Faculty, Staff, and students to 12,000 licenses remaining on current contract (per Marci) | Enterprise | Yes |
| Productivity software | Microsoft Office | Enterprise | Yes |
| Statistical software | Software for research, teaching, and learning statistics in social sciences (SPSS with powerful laptop) | Enterprise | Yes |
| Update presentation software | New version of PowerPoint allows audio trimming, video creation, etc. | Enterprise | Yes |
| Communication/Text Software | Zoom (requires app download), or Slack (Systemwide Contract) | Enterprise | Yes |
| Lecture capture | Software with easy editing (e.g., Camtasia, TechSmithRelay) | Enterprise | See AT web site |
| Activities and demos by discipline | Publisher resources to supplement lecture | Especially Humanities | See AT web site |
| Writing app support | Grammarly offers plug ins and partial use free service | Enterprise | See AT web site |
| Access to current lab software (ArcGIS) | This will be built into the deployed image, and also links provide via IT web site | EAR classes (n=20-60) | Yes |
| Survey Software Access | Survey licensure and support for student use (e.g., research methods courses, thesis) | Enterprise | Yes |
| Exam Proctoring Software | Respondus Monitor & Lockdown Browser | Enterprise | See AT web site |
| Video based discussion software | More interactive discussion board software, reduce amount of text and engage students (e.g., Flipgrid) | VoiceThread | See AT web site |
| Cloud Computing | Build, test, and deploy cloud solutions (e.g., Azure) | Enterprise | Yes, virtual computing labs |
| Design software | After Effects, Photoshop, Illustrator, InDesign Cinema4D and Premiere Pro | DMA | Adobe Cloud is Enterprise licensed |
| Assignment and testing support | Gradescope (by Turnitin) for STEM courses to deliver assignments off fixed and variable length templates. Note: Free version doesn't integrate with Blackboard | Enterprise | Yes. Awaiting CSU MEA |
| Dropbox | Storage space and ability to transfer large files securely | Enterprise | Yes |

# University Applications & Training

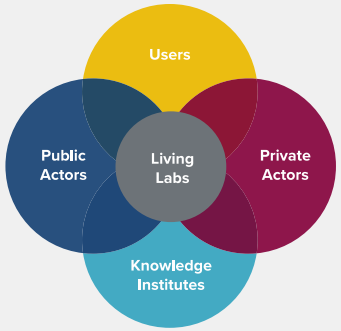



| Service | What is it? | Why use it? | Who is it for? | | |
|---|---|---|---|---|---|
| | | | Student | Faculty | Staff |
| Adobe Creative Cloud<br>How do I get it?<br>Training<br>LinkedIn Learning Training Resources (login required) | Cloud-based access to Acrobat DC, Photoshop, InDesign, and Adobe Designer, also includes storage space for projects. | All Faculty, Staff, and Students have access to the Adobe Creative Cloud to edit and create projects. | ✓ | ✓ | ✓ |
| Adobe Sign<br>*Coming Soon* | Digital workflow processing for signing university forms. | Campus administrators can remotely sign off on university documents to create a more streamlined faster turnaround. | ✗ | ✓ | ✓ |
| Clearspan Communicator<br>How do I get it?<br>Training<br>Training Resource (Mac Desktop/Laptop)<br>Training Resource (Windows Desktop/Laptop/Surface)<br>Training Resource (Android Mobile Device)<br>Service Portal Training Resources | Web application which allows call routing so that users can use their campus extension on a mobile device. | There is no longer a need to forward calls from an office phone, users can control their unified messaging email address in the app. | ✗ | ✓ | ✓ |
| Dropbox<br>How do I get it?<br>Training<br>Training Resources<br>Service Portal Training Resources | Cloud-based storage space for files. | Dropbox accounts allows users to store and share their files securely—even Level I and II data. | ✓ | ✓ | ✓ |
| Live Chat<br>*Coming Soon* | Public facing web enabled chat functions for campus units to interact with students and the public. | Implementation of this service is being monitored on the benefits of this service to the campus. | ✓ | ✓ | ✓ |




# Learning Space Technology Resource Uplifts

| RESOURCE | DESCRIPTION |
|---|---|
| Classroom Cameras (~123 classrooms not including new) | |
| Phase 1: 73 Preferred Rooms: Webcam Mounted to PC | |
| Phase 2: 50 Room: Crestron Flex UC Video Conference System | |
| Virtual Computing Lab (250 Simultaneous Connections) | |
| **Course Specific Needs** | |
| Wi-Fi | Core Campus only |




# Learning Space Technology Resource Uplifts

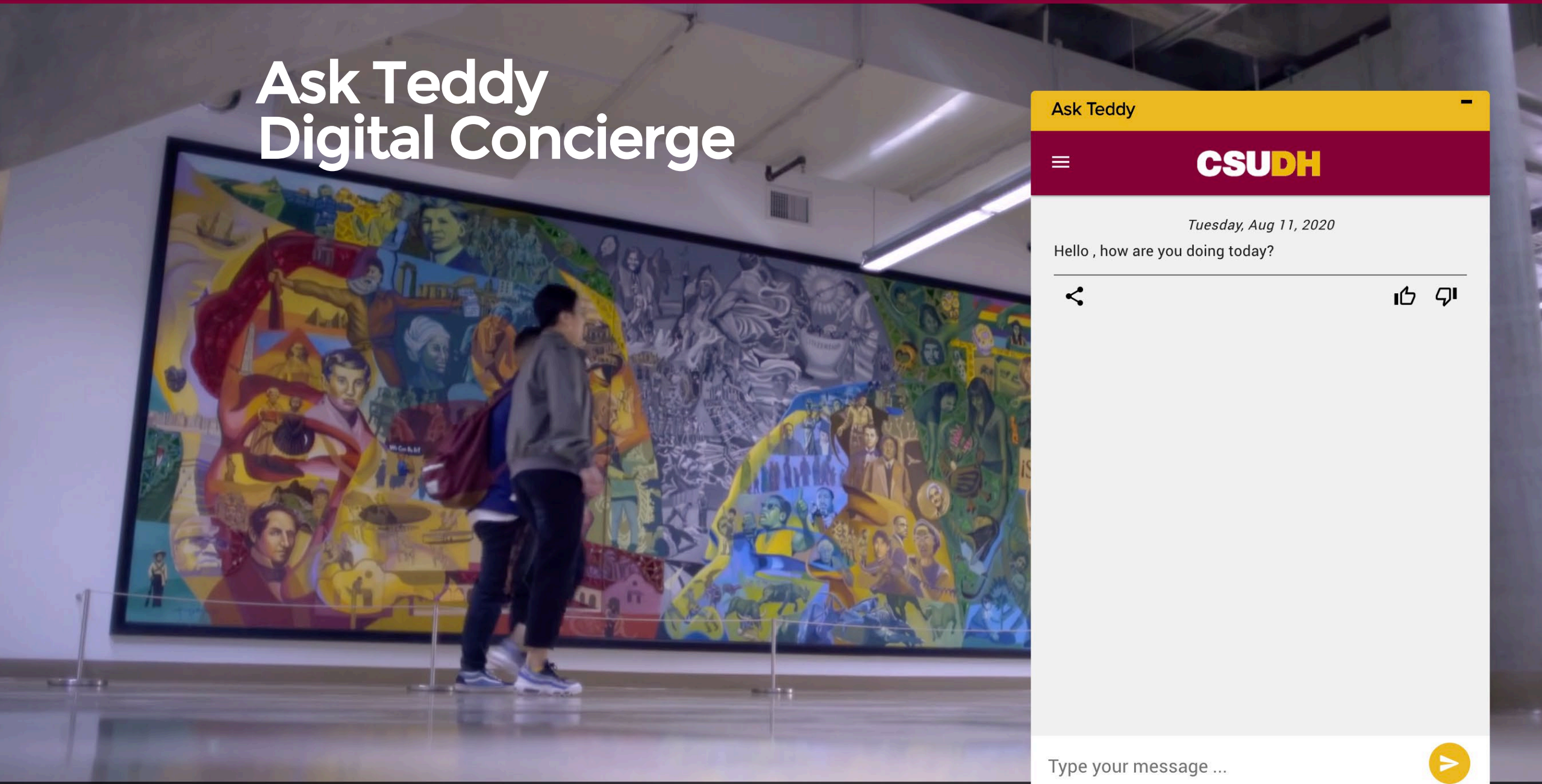
| LEARNING ENVIRONMENT | DESCRIPTION |
|---|---|
| Faculty/Staff Mobile Rollout (Headcount: 2,000) - WAVE I of IV (20%) | |
| Laptop (25% Mac 13/16" & 75% Dell High Model) | |
| 24" Monitor | |
| Mi-Fi (Headcount: 500*)/Annual | |
| Students Mobile Device Checkout (Headcount: 5,000**) – WAVE I of IV (25%) | |
| Dell Laptop 3410 | |
| Mi-Fi devices with throttled data | |

# Enterprise Applications & Digital Transformation

**Bill Chang**

*Associate Vice President/Deputy CIO*

# Ask Teddy
# Digital Concierge



Ask Teddy

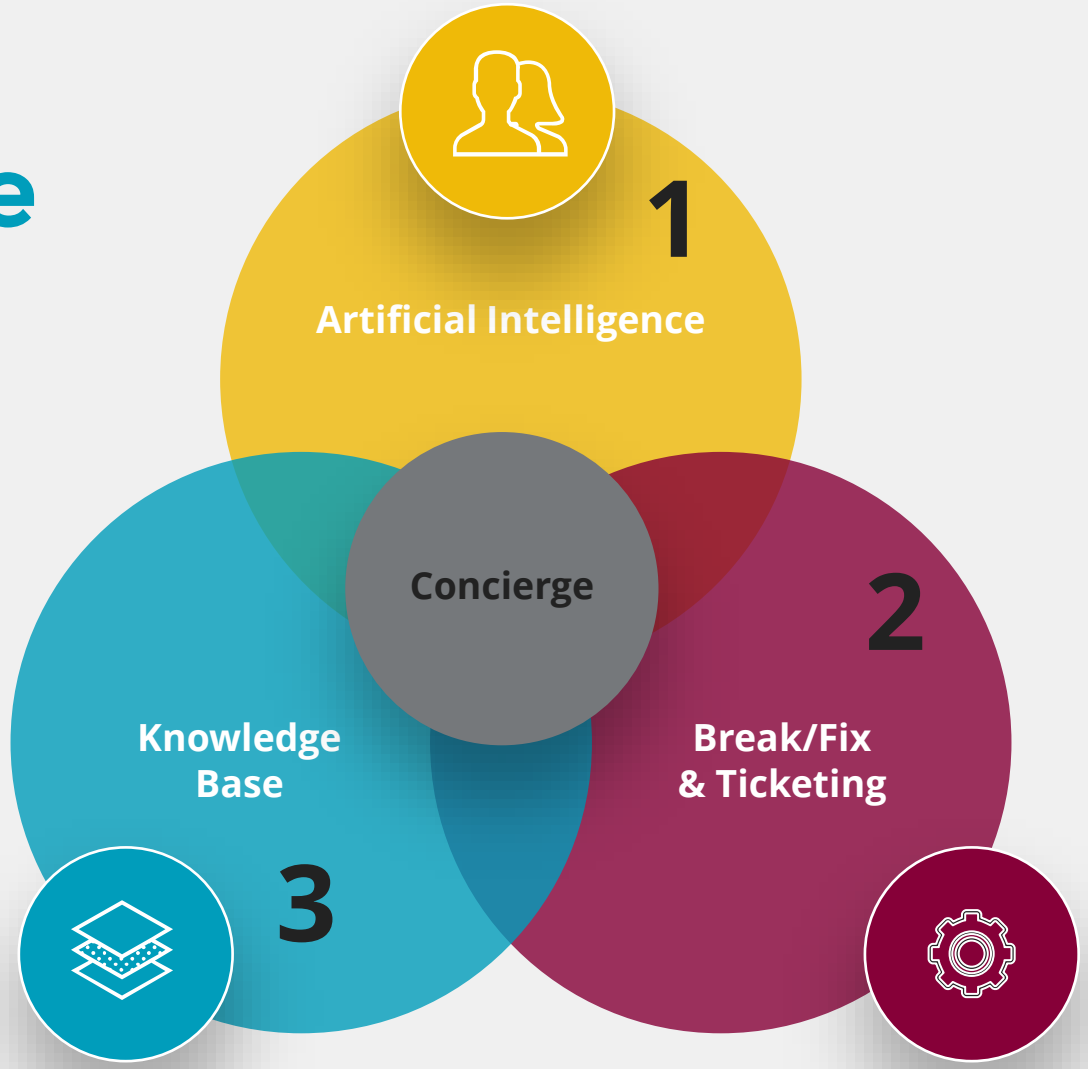
CSUDH

*Tuesday, Aug 11, 2020*

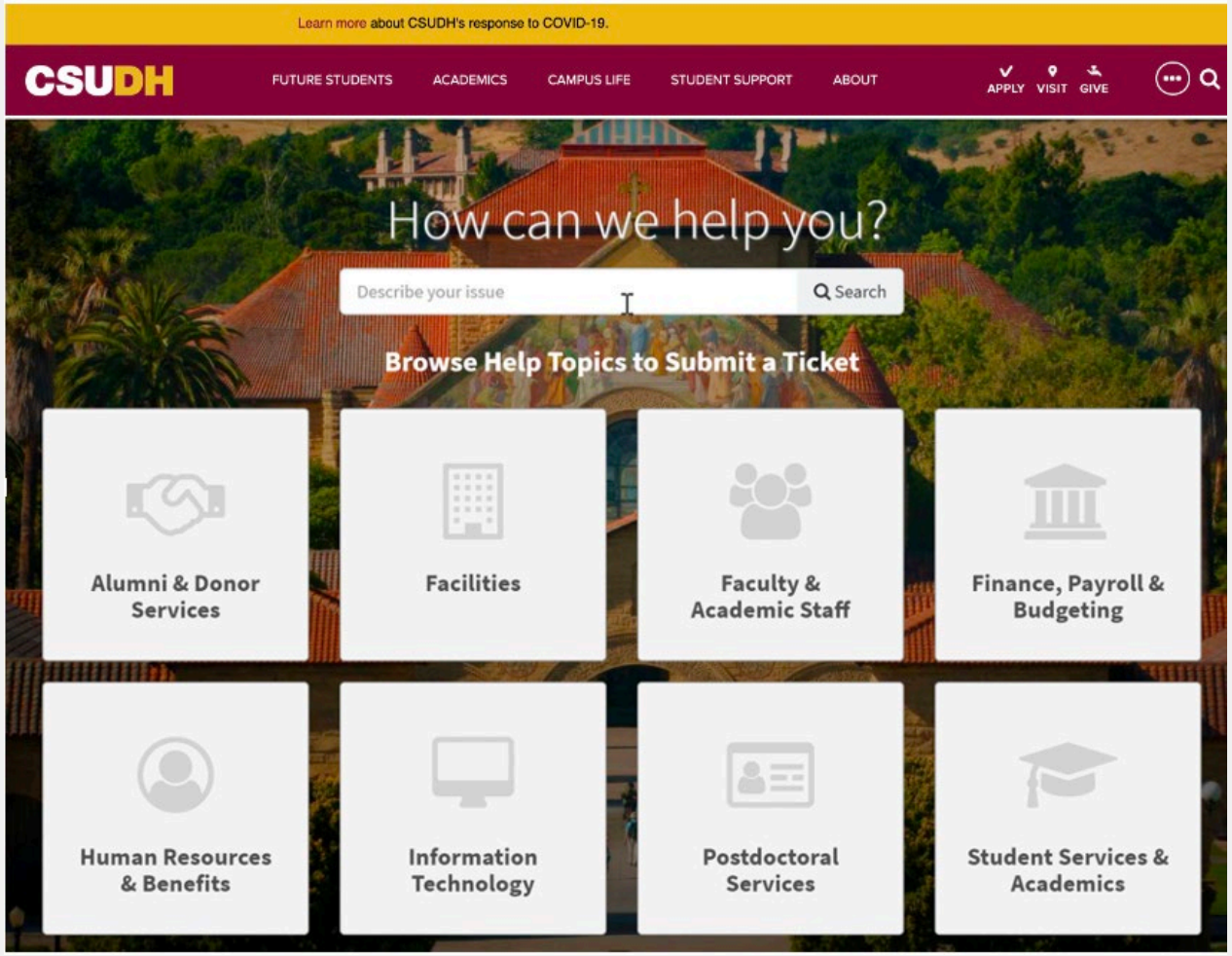
Hello , how are you doing today?

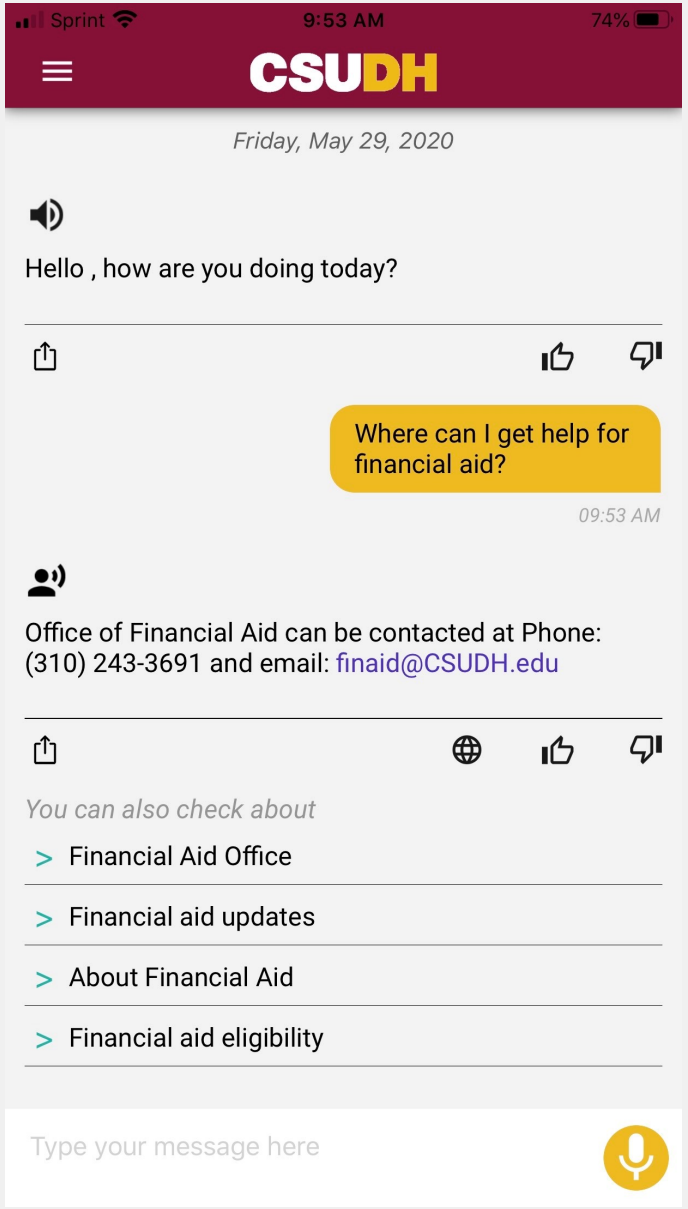
Type your message ...

# Key Elements of Digital Concierge



# Service Portal Uplift

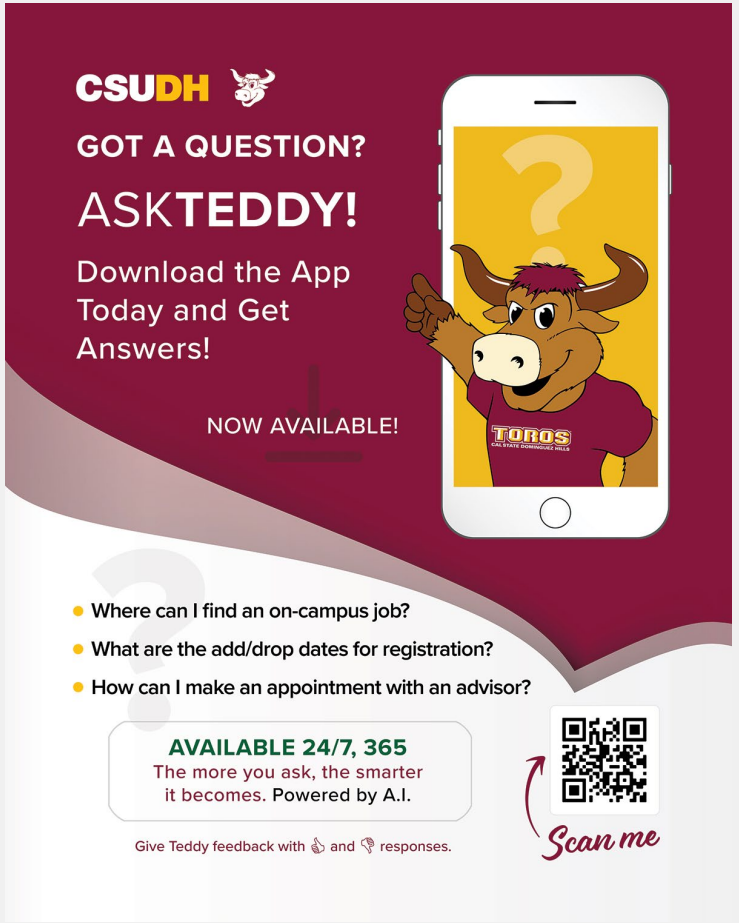


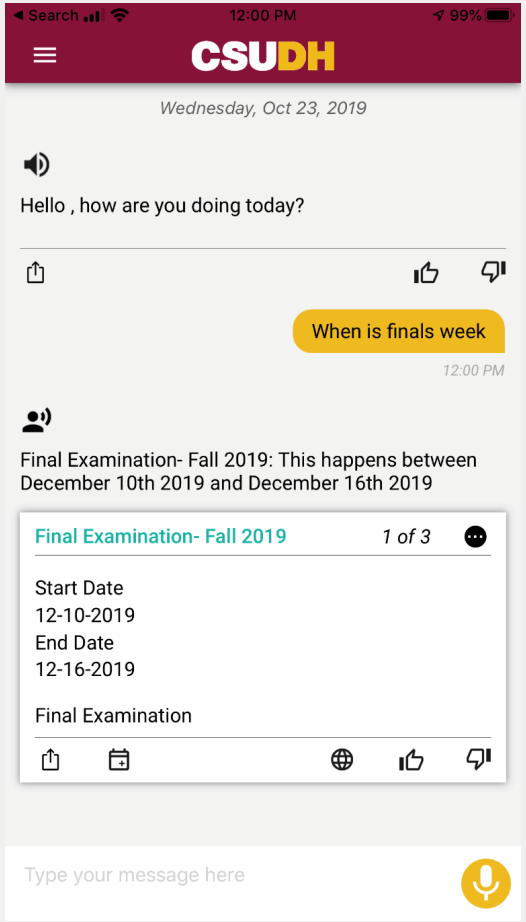



Artificial Intelligence

# Ask Teddy Artificial Intelligence

- Offering 24/7 automated responses
- Over 5700+ transactions thus far
- Successful pilot of Chatbot

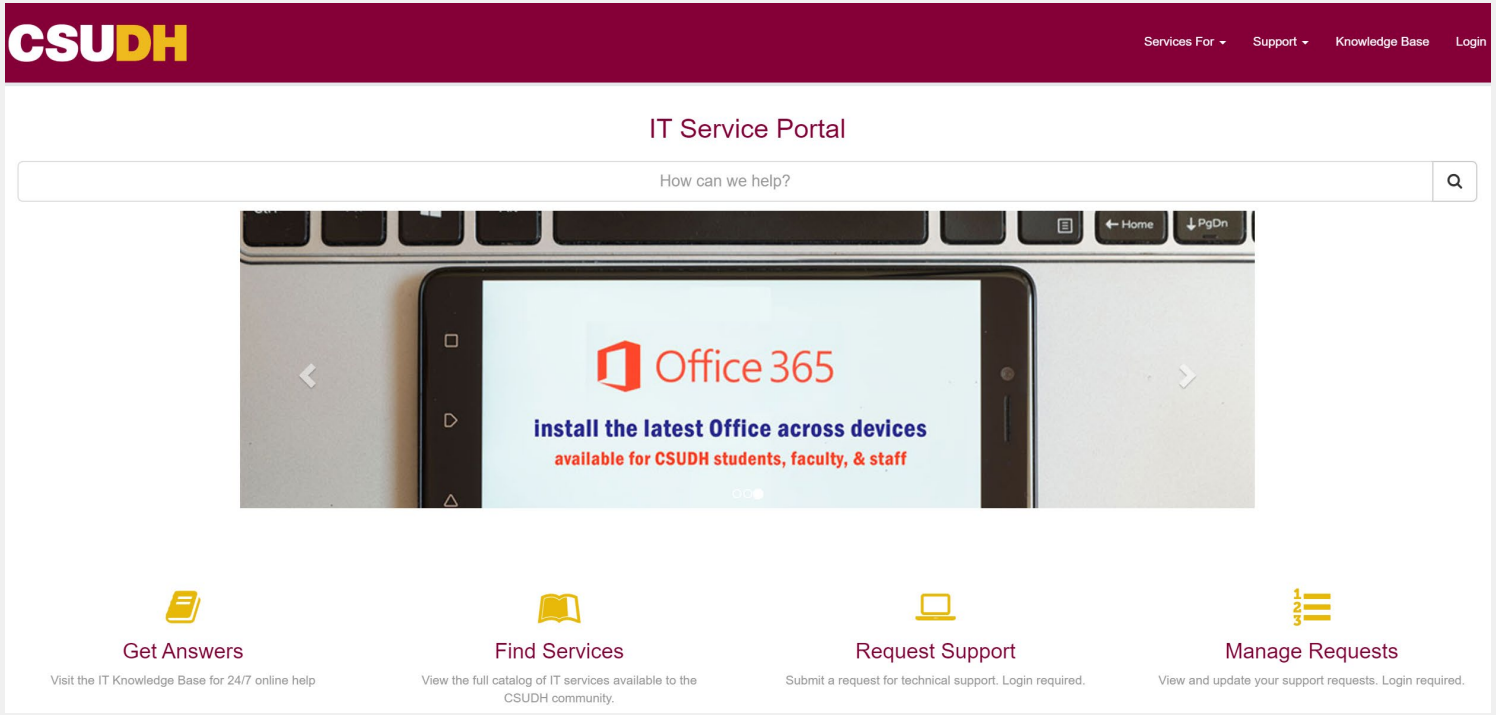


Break/Fix & Ticketing

# ServiceNow Ticketing

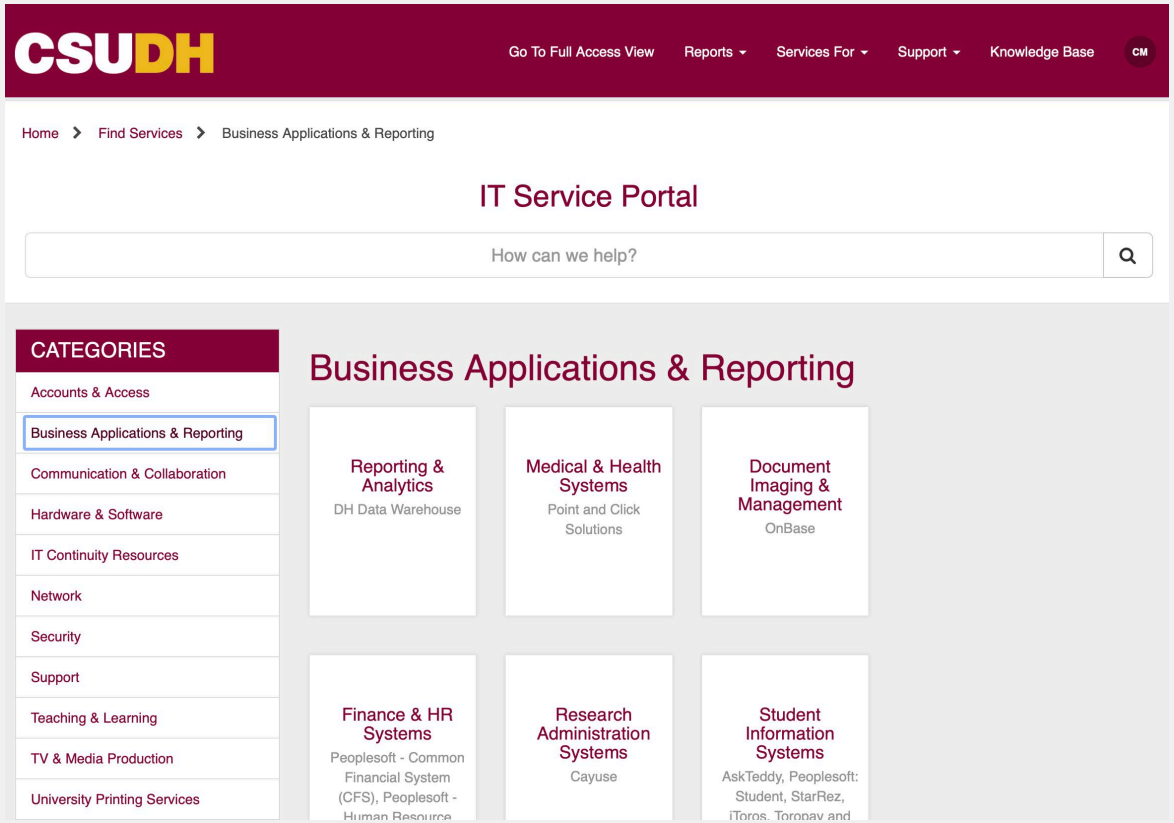
- Presently the IT Service Portal
- Track and manage issues
- Monitor resource workloads
- Growing into the UNIVERSITY Service Hub



Knowledge Base

# ServiceNow & Webpages
# Knowledge Base

- Verbiage on webpages
- Maintain info on webpages
- Create /maintain Knowledge Base
- Moving to greater segregation between PUBLIC facing and UNIVERSITY facing information



# Remote Servicing Issues

Delivering services to students and faculty with the pandemic forcing virtual learning, faculty and staff to be remote

User queries **go unanswered**, no means to track queries

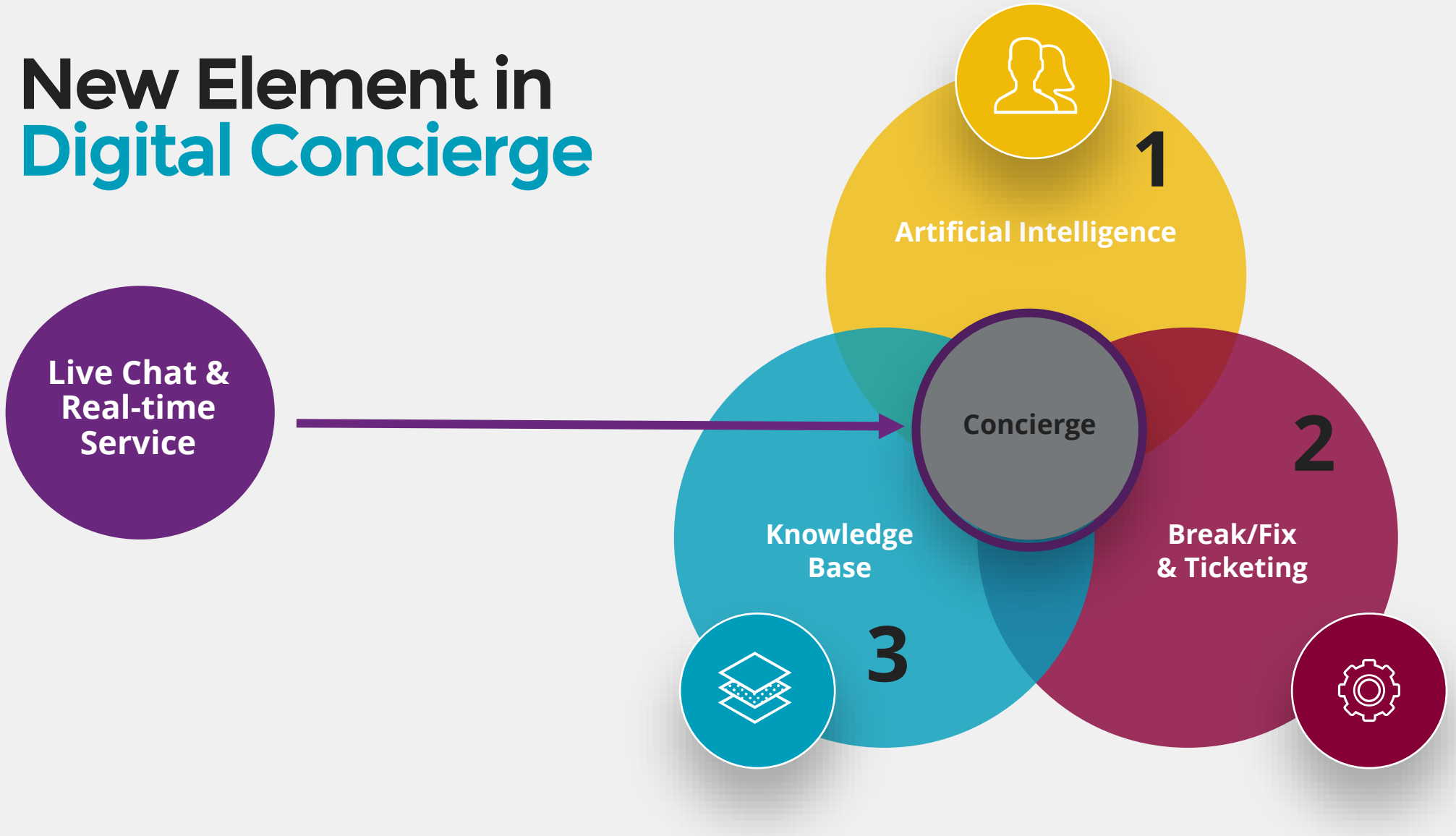
**Silo channels** of communication

Phone calls to departments may **end up in voice mails**

Emails from users remain unanswered **because of the volume**

Messages on Facebook **take too long** to get a response

# New Element in Digital Concierge



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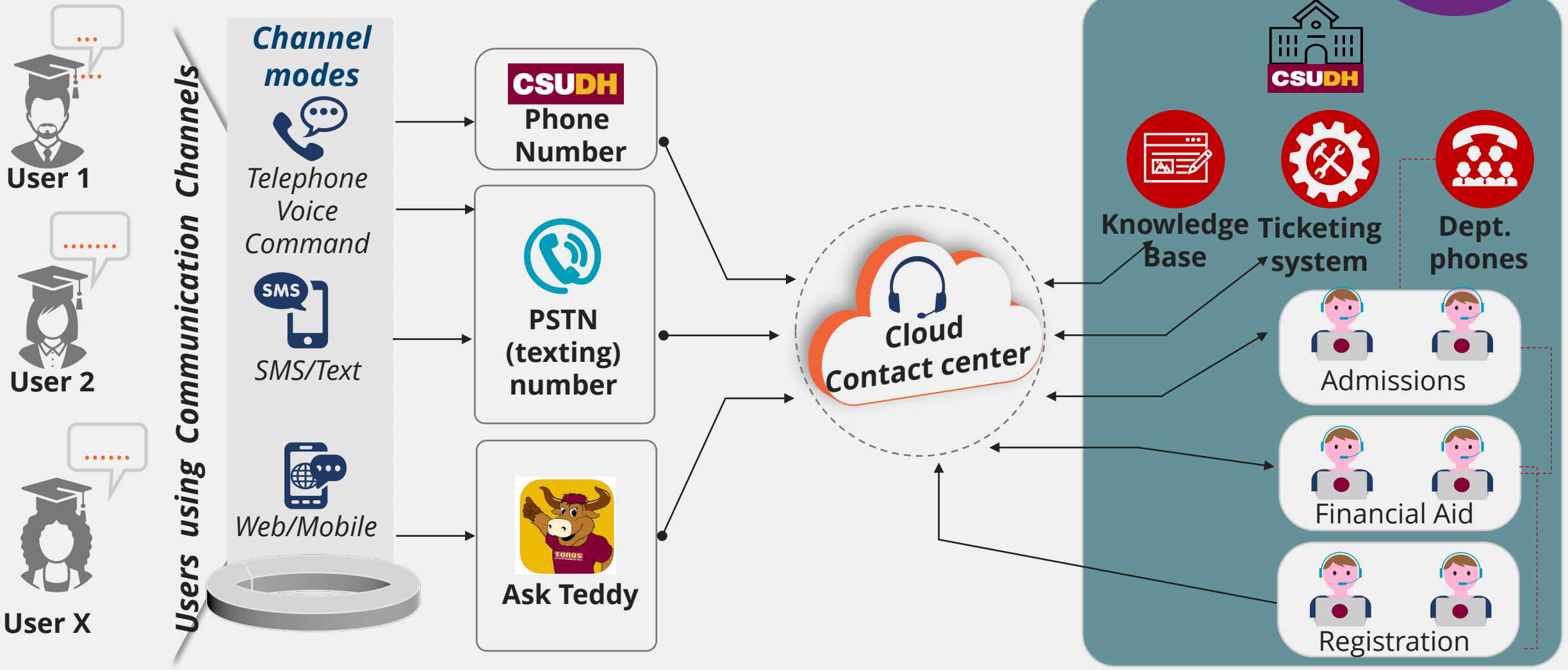
# CSUDH Digital Concierge

Live Chat & Real-time Service



Live Chat & Real-time Service

# Commonly Asked Questions

## Channels

Web Chat  Telephone  SMS

## No of agents

**25**

### 1. What happens when user sends an SMS ?

*If agent online:* Agent shall answer the SMS
*If agent offline:* A automatic message saying "agents are offline" will be sent and the SMS is placed in agent queue, which will be answered by next online agent

### 2. What happens when user chats on web chat?

If Ask Teddy does not know the answer, then
*If agent online:* prompts to connect to agent
*If agent offline:* collects information, using which agent task is created in the queue, which will be answered by next online agent

### 3. What happens when user connects over phone?

*If agent online:* Lands to agent queue.
*If agent offline:* Prompts the user to connect with AskTeddy

### 4. Can agent transfer to other agent?

Yes

### 5. Does the contact center have Knowledge Management?

No, but can integrate with incumbent CRM, ticketing system

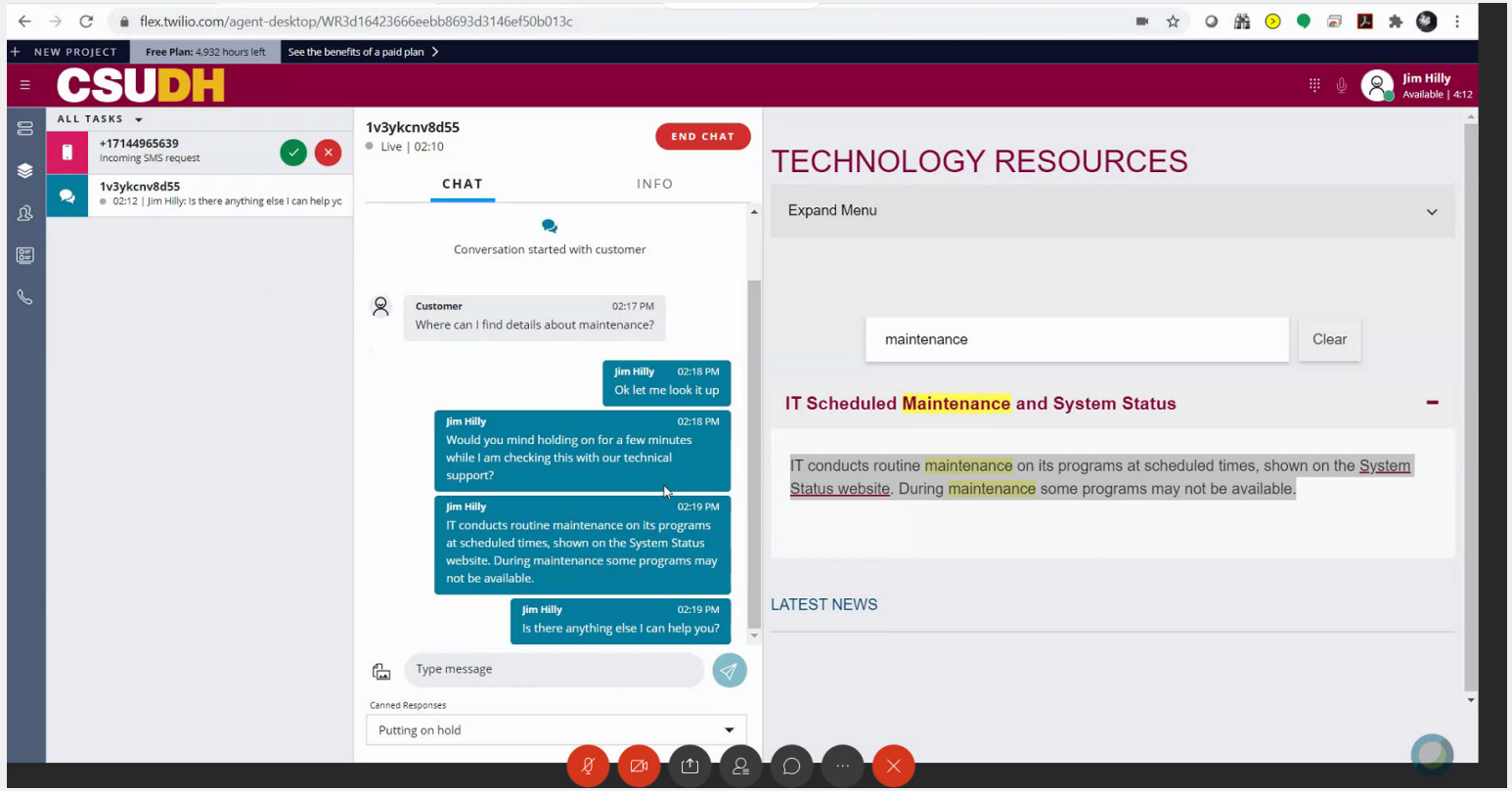
### 6. Can agent transfer to other dept (outward call)?

Yes

Live Chat & Real-time Service

# Live Chat
# Contact Center

- Live agents to chat or text w/ users
- Route to the right agent
- Customize action if no agents available



Live Chat & Real-time Service

# Live Chat
# Contact Center

- Define the channels for Contact Centers to support
- Finalize the ticketing system shared between depts
- Departments the Contact Center will connect

# Enterprise Applications

## Natalie Alarcon

*Associate Director, Enterprise Applications*

# CS, HR PeopleTools 8.57.11 Upgrade

**Schedule**

- User Acceptance Testing **August 27 – September 16, 2020**
  - Look for E-Mail with instructions on testing, issue reporting, and sign off
- Go-Live Weekend **September 25 – 27, 2020**

# CFS MP4+ PeopleTools 8.57.11 Upgrade

**Schedule**

- User Acceptance Testing **September 7 – October 28, 2020**
  - Look for E-Mail with instructions on testing, issue reporting, and sign off
- Go-Live Weekend **November 13 – 16, 2020**

# Toro Success Collaborative

## Major Achievements

- **Student Self ServiceNow Available** to all active students
- Self Service **Appointment Scheduling** now available for:
  - *Toro Learning & Testing Center*
  - *Advising Centers - University Advisement Center / EOP / ETE*
  - *Dept of History, College of Health & Human Services*
- **New Features:** New Reports, Virtual Check-In, Virtual Drop-In,

## Ongoing Efforts

- Bring up more Advising Centers, Student Support Service Centers
- Data Extract Process Updates, including security changes **– need testers**

# Digital Forms Initiative

**Phase I**

- Address immediate/critical needs

**Phase II**

- Develop Initiative Roadmap for campus-wide efforts – Planning / preparing

**Phase III**

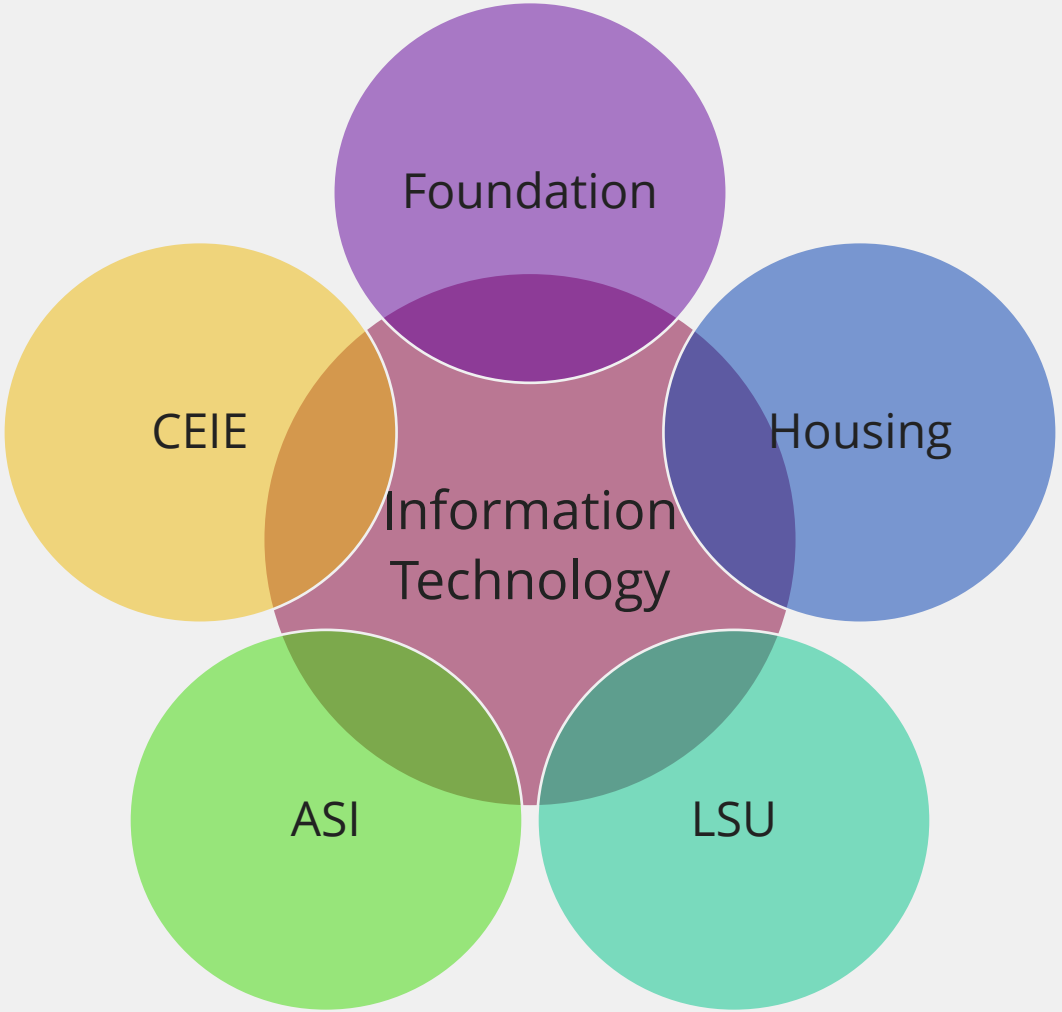
- Execute and Rollout

# IT Finance & Auxiliaries

**Marci Payne**

*Associate Vice President*

# What is Auxiliaries?



# Project in Motion

**Foundation Projects**

- P-Card Program Implementation
- Dining Point of Sales System Upgrade

# Academic Technology

## Reza Boroon

*Director, Instructional Technology & Design Services/ATO*

# LMS/Blackboard Ultra

## Coming Soon August 17, 2020: A New Way to Navigate Blackboard

Blackboard Learn now delivers the information you need, the way you want it. By moving to Ultra Base Navigation, CSUDH is taking the next step in progressing to Blackboard Learn's more modern, intuitive navigation. **This does NOT change how courses look!**

**Ultra Base Navigation** only Changes the portal and provides quick access to the most critical information from across all your courses.

- This new portal navigation has a sleek, modern look and feel and saves you time with simpler workflows and easier access to important information.

**INSTITUTION PAGE:** Find important news as well as helpful information and resources

**PROFILE:** Manage your online persona and modify your notification settings

**ACTIVITY STREAM:** See what's new and coming up for all of your courses and organizations

**COURSES:** Quickly navigate to your courses with the ability to search, filter and favorite them

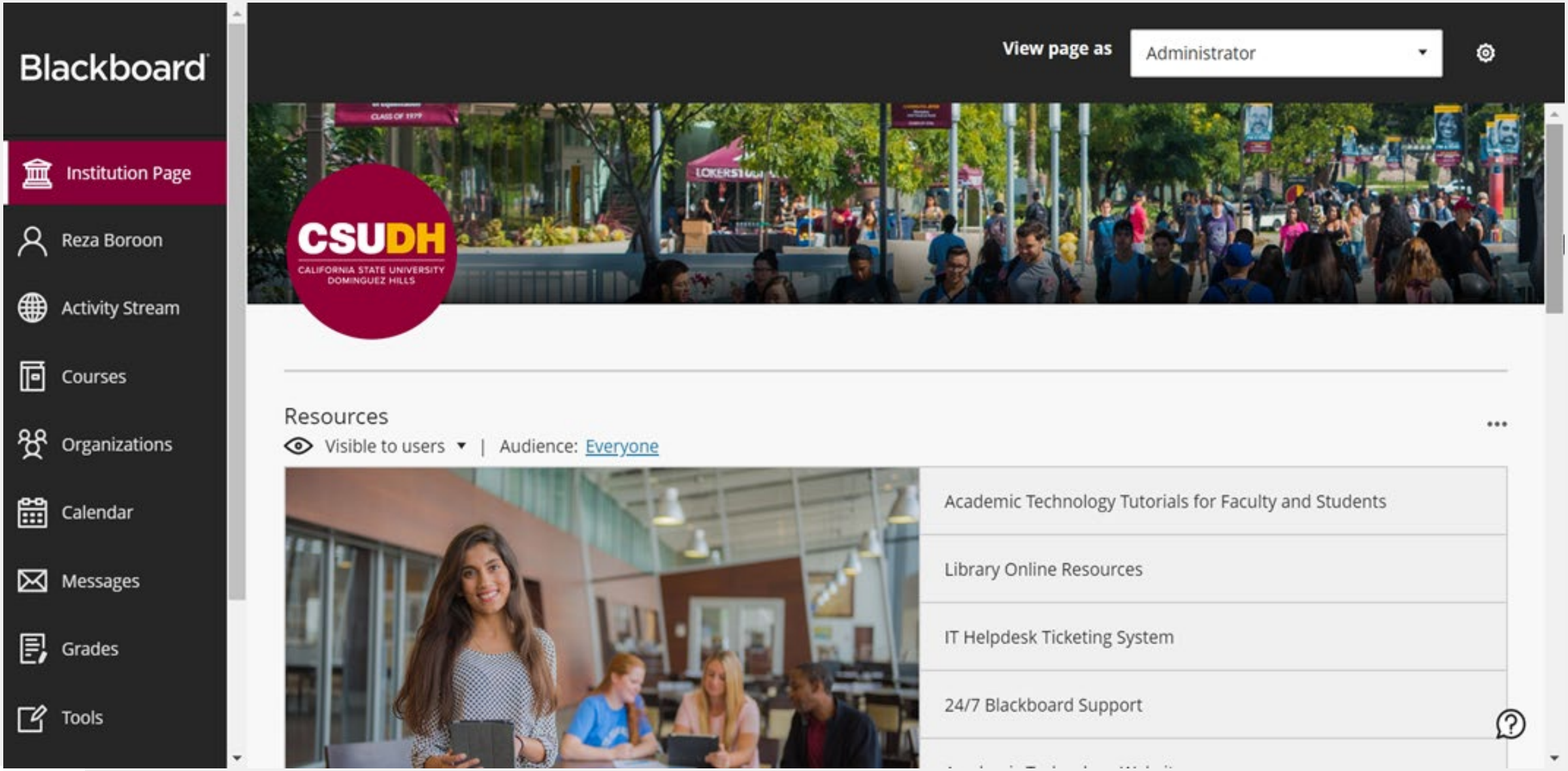
**ORGANIZATIONS:** Access the organizations that you are a member of or lead

**CALENDAR:** View all course, organization, institution, and personal events

**MESSAGES:** Stay connected by viewing and sending all messages from one place

**GRADES:** See what needs grading across all your courses and start grading with one click

**TOOLS:** Access tools that live outside your courses, like portfolios and the Content Collection


Blackboard
View page as
Administrator
Institution Page
Reza Boroon
Activity Stream
Courses
Organizations
Calendar
Messages
Grades
Tools
CSUDH
CALIFORNIA STATE UNIVERSITY DOMINGUEZ HILLS
Resources
Visible to users
Audience: Everyone
Academic Technology Tutorials for Faculty and Students
Library Online Resources
IT Helpdesk Ticketing System
24/7 Blackboard Support

Blackboard

- Institution Page
- Reza Boroon
- Activity Stream
- Courses
- Organizations
- Calendar
- Messages
- Grades
- Tools

Search your courses

Filter: All Courses

25 items per page

## Assorted Dates

Art100
**ART 100 Fall 2020**
Reza Boroon

Ultra_Sample
**BB Original Course Sample**
Reza Boroon

BUS101
**BUS 101 Test Course**
Reza Boroon

Ultra_Course
**Bb Ultra**
Reza Boroon

Nursing
**Nursing Sample Course**
Reza Boroon

Workshop_One
**Workshop**
Reza Boroon

# Fall Training

**The Office of Academic Technology is offering several workshops for fall 2020.**

For more information about our upcoming workshops, Online Self-Paced Courses, and support resources, please visit our website: https://at.csudh.edu

# Course Specific Needs – Wave I

| College | Item | Quantity Needed | First Order |
|---|---|---|---|
| CAH | Camera Kit | 50 | 30 |
| CAH | video production editing software | 350 | 350 |
| CAH | Qualitative Software | 5 | 5 |
| CAH | virtual choir software | 97 students, faculty | 97 students, faculty |
| CAH | DMA Audio Interface | 60 | 60 |
| CAH | Music Sound booth | 6 | 6 |
| CAH/studio art | iPad/case | 175 students, 5 faculty | 110 students, 5 faculty |
| CBAPP | iPad/case | 140 | 80 |
| CBAPP | Qualitative Software | 5 | 5 |
| CBAPP/Finance, Accounting | Statistical Software | 10 | 10 |
| CHHSN | Simulation case studies/OT | | |
| CNBS | iPad/case | 125 | 75 |
| CNBS | BeyondLabz | 50 | 50 |
| CNBS | ChemDraw | 10 | 10 |
| CNBS | Lapel Microphone | 4 | 4 |
| CNBS/Chem | GoPro | 1 | 1 |
| COE | GoReact Intern Software | 10 | 10 |
| COE | Qualitative Software | 15 | 15 |

# Course Specific Needs

- Where requests were made for items that are already available or can be substituted for another approach, program chairs received a message.
- Instead of issuing printers, adobe forms are digitized.
- If faculty desire to print in larger class size quantities, service is available at University Printing for printing and pickup at campus
- Instead of iPads, the laptops will be 2-1 tablet / laptops.  Also the use of whiteboard alternatives is encouraged (and possibly issued tech-pens).
- Webcams will be made available for photos or use in material instruction or phones to take photos

*Important: As a safety measure, and to promote social distancing, four pick up rooms will be designated for pick-up locations.*

# Course Specific Needs

**Equipment Options**

Users teaching or enrolled in Courses that require Adobe, GIS, or other advanced performance software should indicate this with their request.

- Online resources are available to assist in the move to digital pedagogy https://ditchthattextbook.com/online-whiteboard/

# Open Educational Resources (OERs)

**CSUDH Library OERs**
https://libguides.csudh.edu/oer

**Creating Local Collection of OERs Within Blackboard**

- Merlot Open Textbook search
- OpenEd Resources
- VitalSource
- Follett Discover
- Films on Demand
- Open Learning Initiative (OLI)
- Linkedin Learning
- Open Education by Blackboard
- Digital Textbooks

**Use Follett Discover to adopt course materials, including OERs**

# Service Management

**Farhad Mansouri**

*Director*

# Technology Loaner Program

**IT will be refreshing current technology equipment.**

**Inventory limited and distributed on need-based qualification and by notification.**

**Refresh will continue as more funds become available.**

# Technology Loaner Program

**Process**

We will be following CDC and our campus EHOS guidelines.

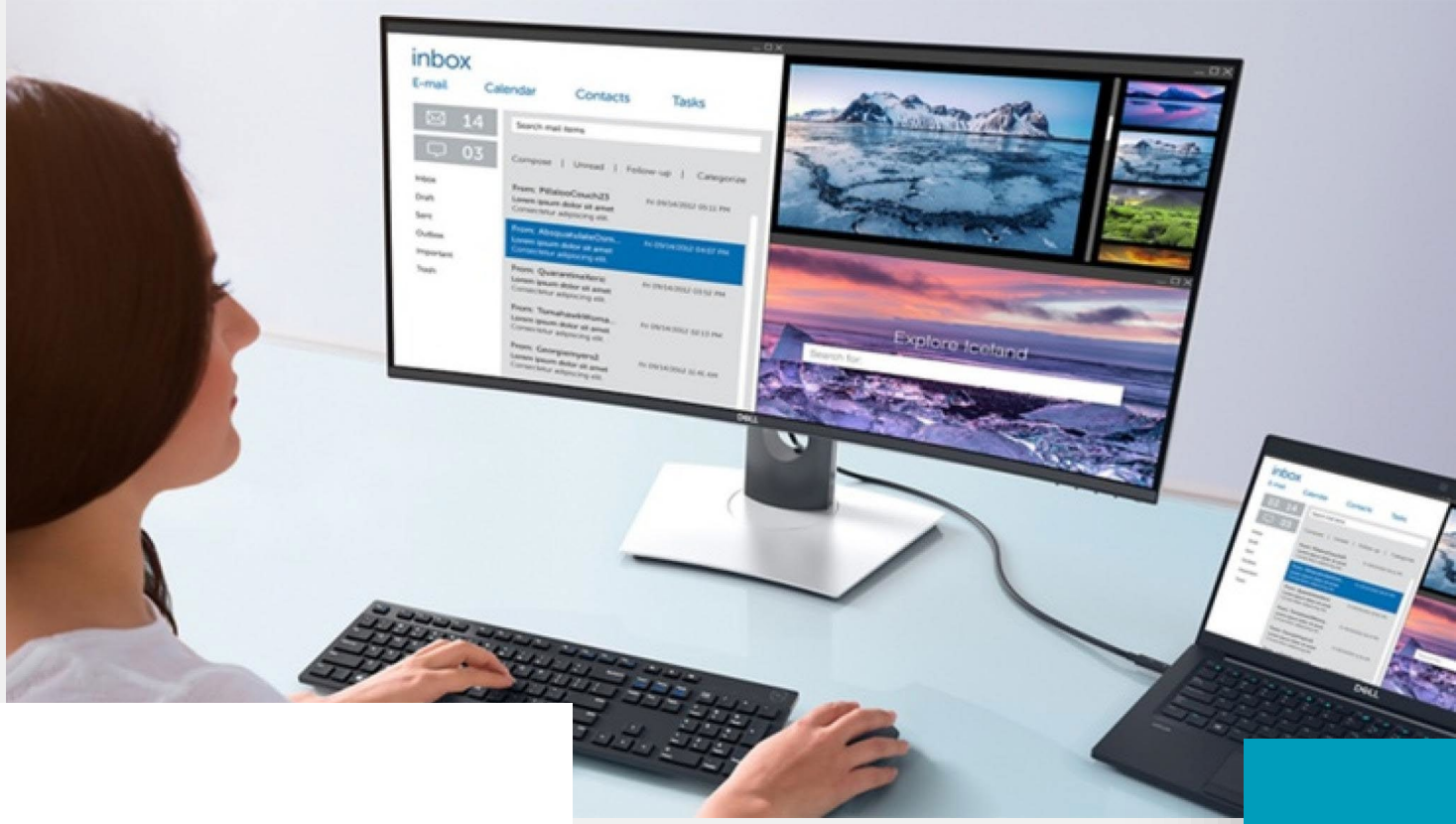
Written procedures will be posted nearby, directing customers to Tech loaner program vs. Pickup.

- To control pedestrian flow and gathering, all pick-ups must be scheduled, and walk-ups will be turned away.

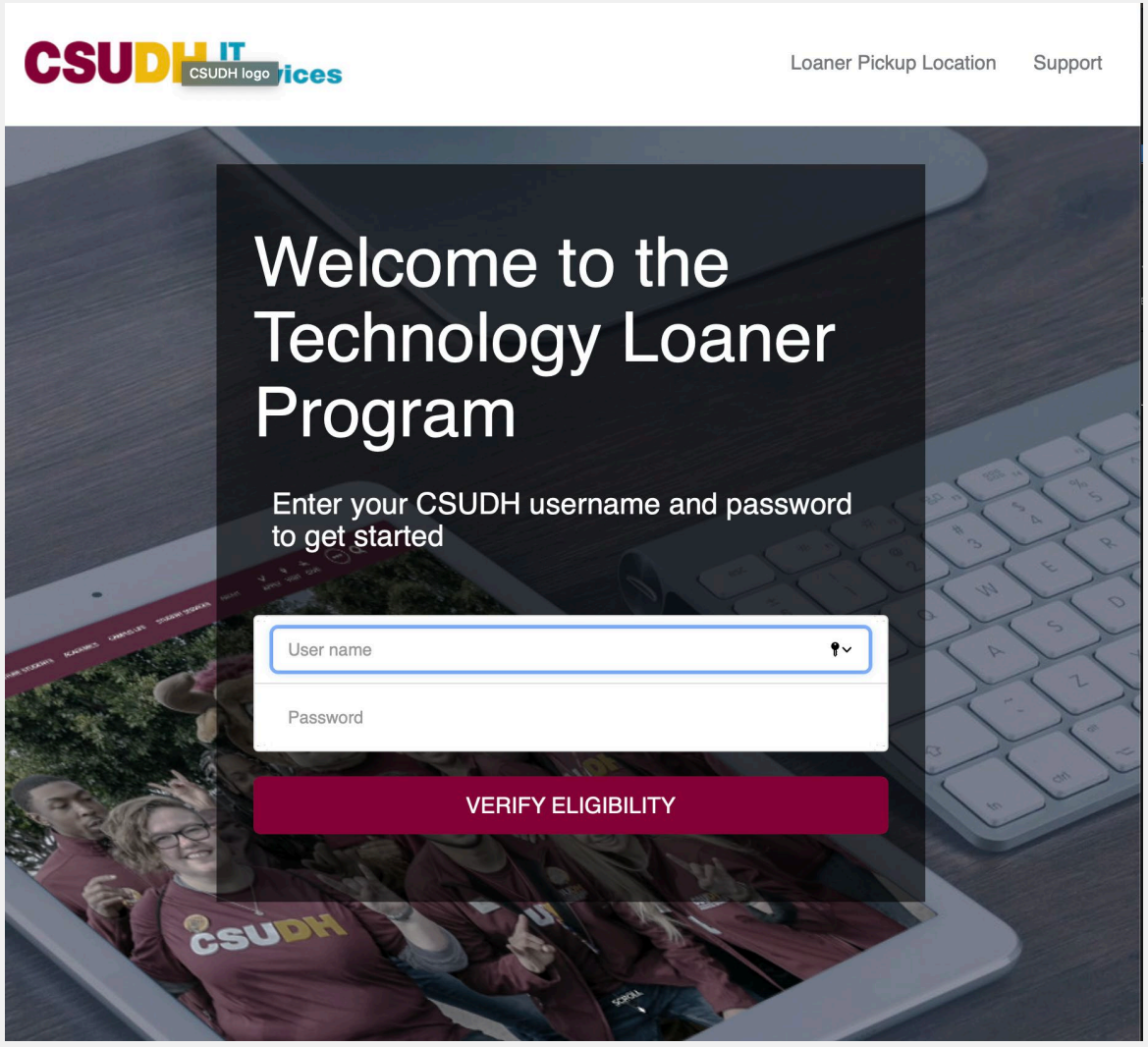
IT/Facilities will be allocating ventilated rooms for distributing equipment, pick-ups, drop-offs and in-person support.

- Tables will be set up within each ventilated room with user and IT personnel on opposite sides.
- Customers will be required to wear masks and remain outside.
- In case of rain or bad weather, customers will be allowed inside, and will be kept 6 feet apart by using desks or tables as separators.

# Work from Anywhere Concept



# Technology Pickup Locations – Web & Map



# Program Process – General Overview

**Equipment Options**

Employees: Dell or Mac laptop , port replicators, monitors, MIFI

Freshmen: Dell Latitude , MIFI

1. Based on credentials, user will be routed to either the rollout option or the Techloaner option when initiating request.

2. User selects equipment type and pick-up date.
   - M-Th for laptops and M-F for phones and accessories
   - Fridays are reserved for priority scheduling & equipment return.

3. Once user submits a request, they will receive confirmation email with ticket number and contract and URL with instructions to sign the loaner contract online.

4. Reminder emails will be sent in 48, and 24-hour increments, with pick-up instructions as well as reminder to sign contract if user has not already done so.

5. On scheduled pick-up day, following CDC guidelines, user will go to pickup location to receive equipment. A Quick Start Guide will be provided to help user set up equipment.

*Important: As a safety measure, and to promote social distancing, four pick up rooms will be designated for pick-up locations.*

**Equipment Options**

Users teaching or enrolled in Courses that require Adobe, GIS, or other advanced performance software should indicate this with their request.

# Program Process – Course Specific Needs

Purchases will be made in waves to ensure that students need material and that we don't order more that is needed. All items coded with COVID-19 code for CARES funds.

**1). The following will be managed by Academic Affairs and/or department ARMS.**

Purchase of non-technical items that will be used and not returned, such as clay.

**2). The following requests will be forwarded to the EOC for review and discussion for procedures to install, clean, and manage proper use:**

Soundbooth plexiglass stations (Music), and lapel microphones (Chemistry)

**3). The following will be ordered through DOIT and distributed through the tech distribution program on campus:**

laptops, lighting/tripods (communications and dancing), webcam stands for art students, cameras (journalism), and audio interface (Digital Media Arts). Software licenses.

# Pick Up Flow & Plan

- Cleaning, disinfecting, and distancing protocols. will be practiced
- Written procedures will be posted nearby, directing customers to Techloaner program vs. pickup.
- Customers will remain outside.
- In case of inclement weather we can provide cover, while keeping distance by putting a desk or a table in between while wearing masks.
- All pick ups must be scheduled and walk-ups will be turned away in order to maintain flow and safety protocols.

# FAQ

**What about requesting items not on the web site?**

We are working currently on a request and review hardware/software site

**What happens if I lose something?**

Device replacement costs are detailed in the contract/loan agreements.

**Where do I checkout and return the devices at the end of the term?**

Devices will be checked back into the same location they were checked out from.

**What if I cannot pick up devices from the campus ?**

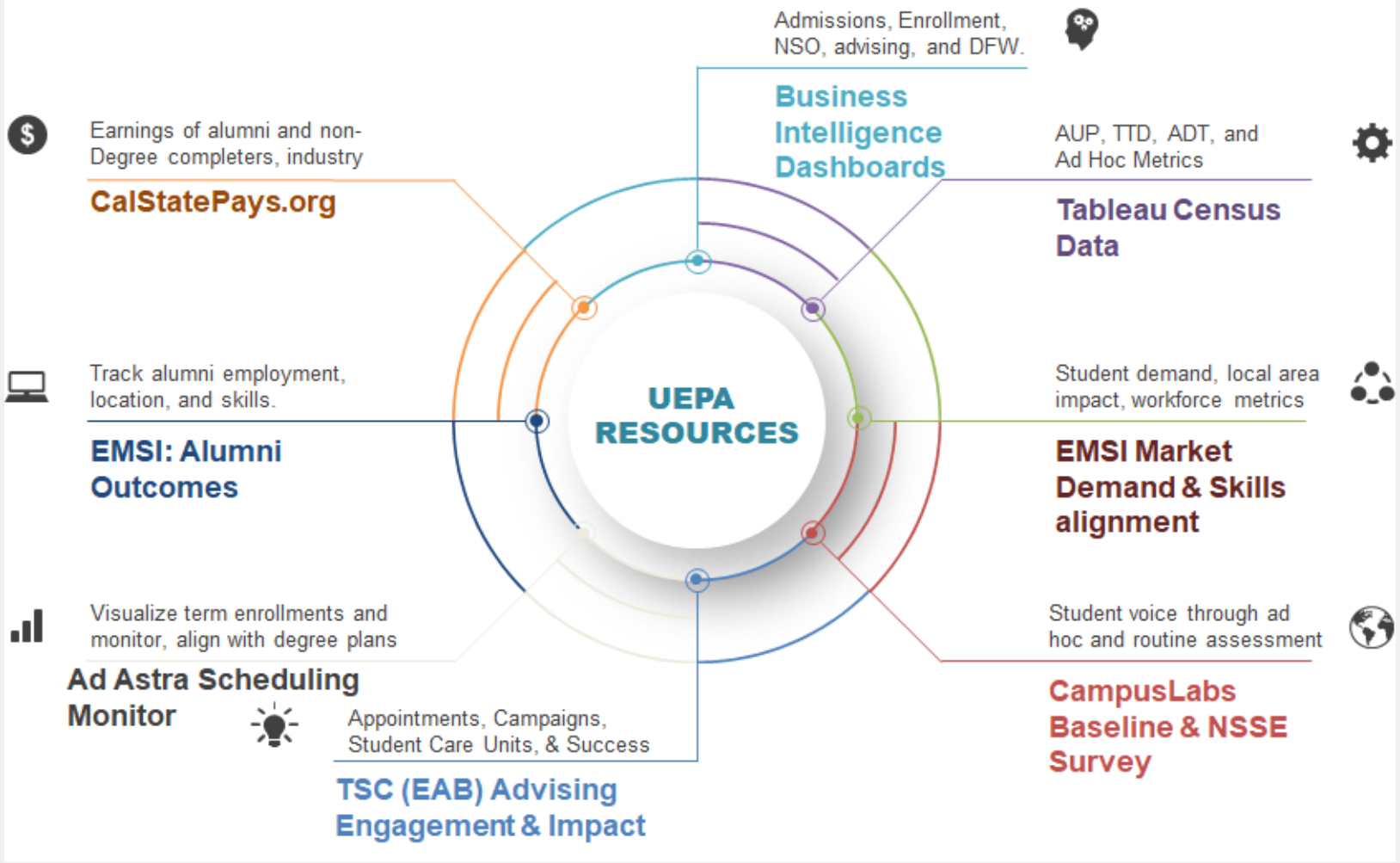
If this is the case, please note it in the request.  We have been able to make exceptions to allow for another person to pick up devices for you.

# University Effectiveness, Planning, & Analytics

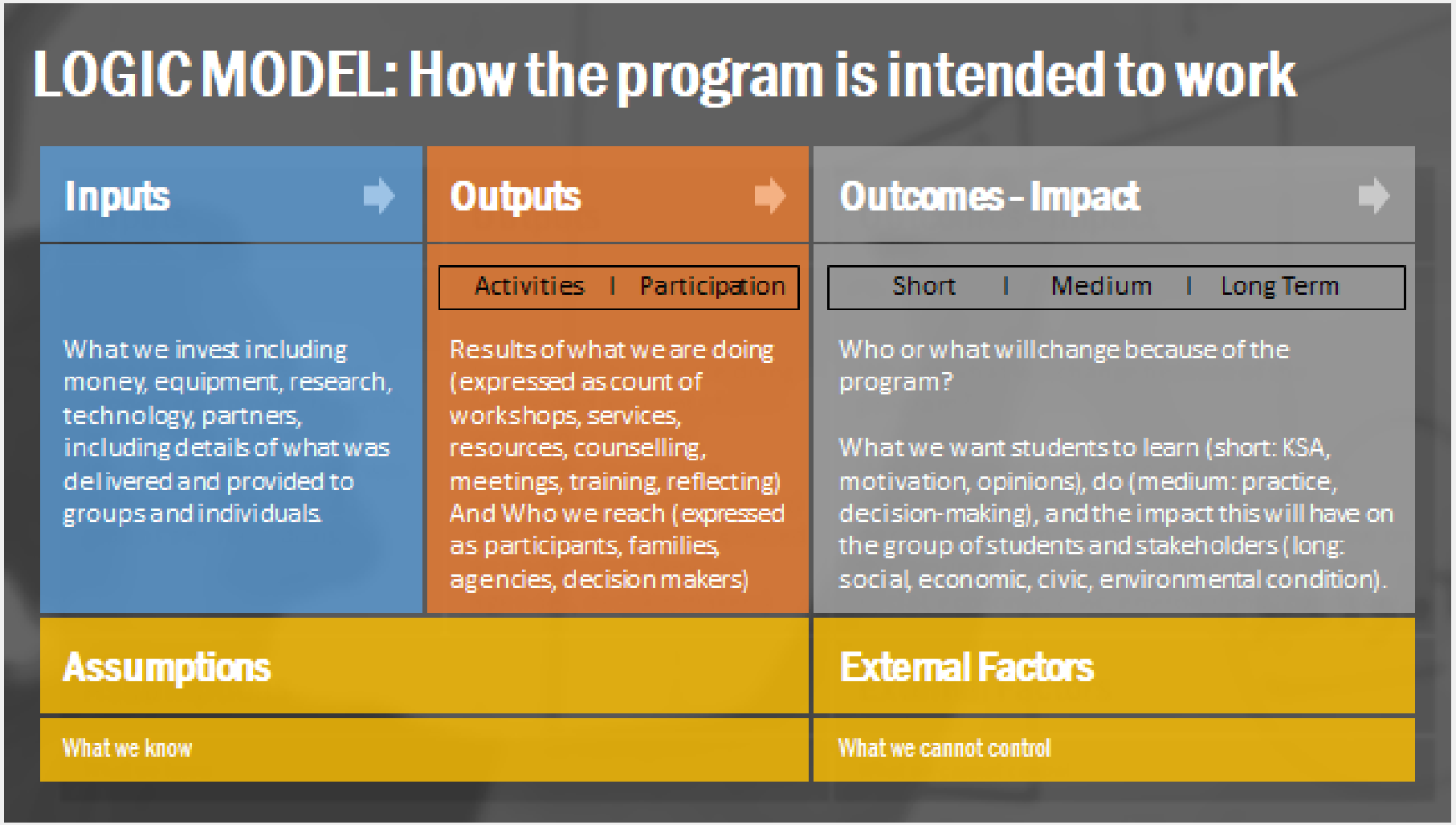
**Alana Olschwang**

*Associate Vice President*

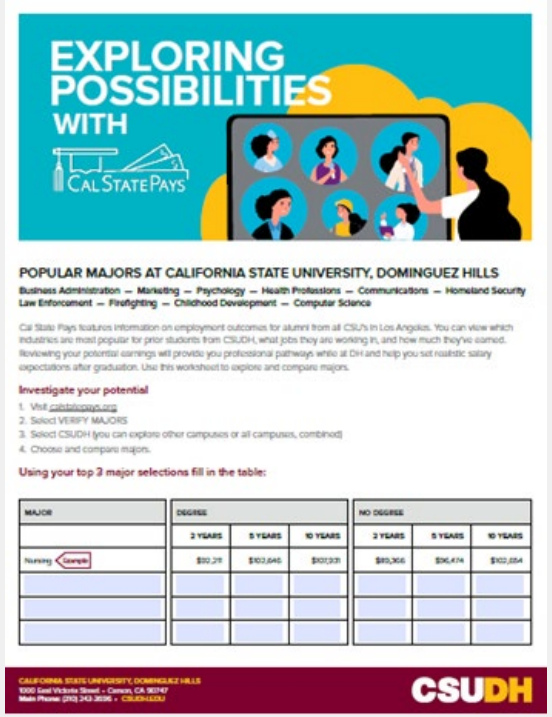
# UEPA Data Support

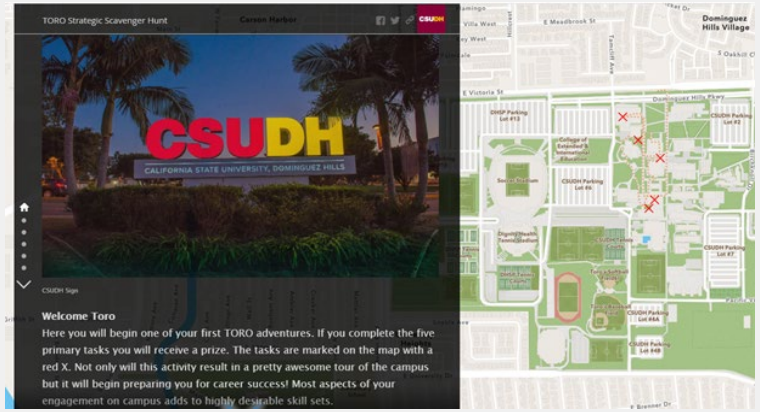


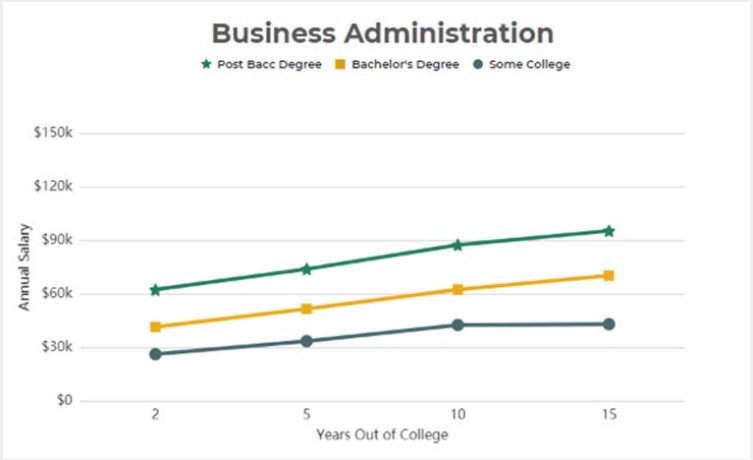
# UEPA Data & Integrated Assessment

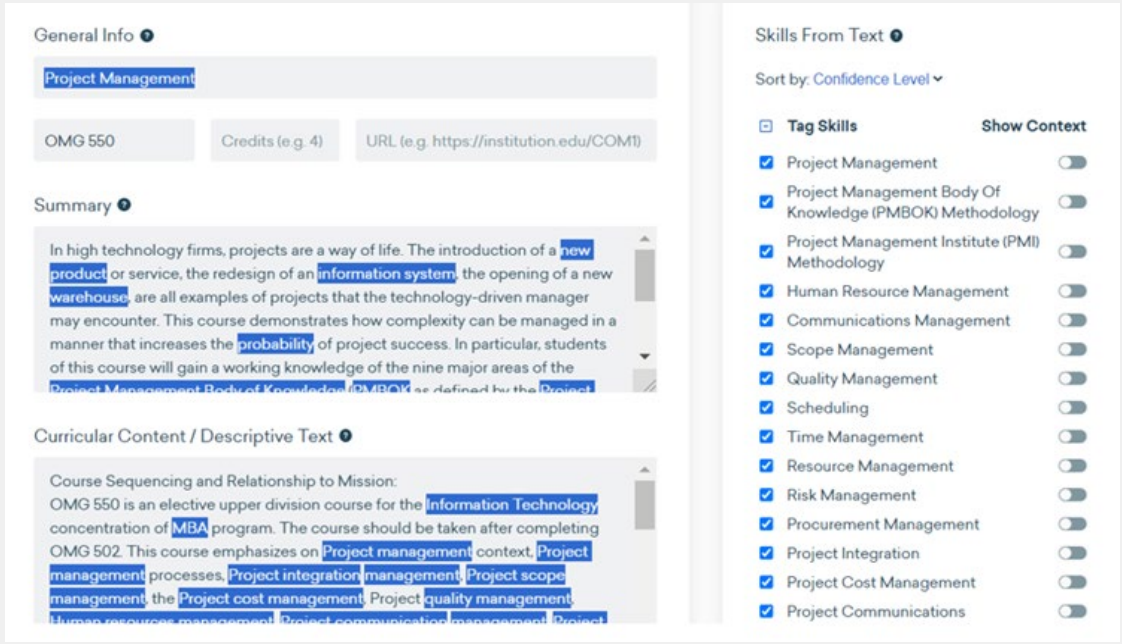


# UEPA Skills & Workforce Alignment




**www.CalStatePays.org** // https://arcg.is/09umSi // https://skills.emsidata.com/

# Information Security & Compliance

**Sara Hariri**

*Information Security Officer*

# Information & Communication Technology Procurement Process

Includes all ICT Procurements regardless of cost or funding source (e.g. State, Foundation, Athletic Corporation, Federal and State grant funds, and free/trialware)

- Process ensures compliance with §508 and ICSUAM 8000.

**Process Steps**

1. Requesters submit (1) pre-purchase information (business needs and impact), and (2) accessibility conformance documentation and HECVAT/SOC2 from the Vender.
2. Compliance office conducts review (including a check to see if §508 exception applies) based on pre-purchase information and assists requester either with alternate access planning or obtaining an exemption.
3. Security and Privacy provisions will be added to the contract.
4. **Info Sec and Compliance Office approves or denies** the request.

Visit Security and Compliance Purchase Website

# IT Access Request Forms
# Digitized Process

- Quick: Forms are circulated online to collect all required information and e-signatures and can be e-signed with a click of a button.
- Efficient: Easy to track and file completed forms for auditing purposes.
- Secure: Once e-signatures are acquired, forms cannot be changed.
- **This Process is for requesting Security Access to:**

PeopleSoft Systems:

- Student Administration
- Human Resources
- CFS Financials

- OnBase
- EAB
- BI Dashboards

Visit Security and Compliance Access Request Website

# Dropbox Secured folder & Secured Transfer

**Secure Data Transfer**

To share files with sensitive data, it is important that the files are transferred securely and in compliance with CSU Information Security Policies.

**The following methods are recommended for securely transferring data:**

- Dropbox, the preferred method of transferring data within CSUDH
- MOVEit for sharing sensitive data within CSU

Visit Security and Compliance Access Request Website

# Adobe Sign License Requests

**Adobe Sign Licenses for Employees Request**

Adobe Sign is a self-service tool that allows designated members of the campus to create and route electronic documents for signature CAMPUS E-SIGNATURE GUIDELINES.

Managers may request licenses for their staff and faculty with Business justification who need to START a signature routing process, if there is a need for them to kick off a form to others for signatures, then NO REQUESTS are needed. This signature is replacing the wet signature requirements on legally binding agreements and contracts.

Visit Security and Compliance Access Request Website

# Questions?