



# Division of Information Technology

May 1, 2014

THINK OUTSIDE THE BOX

IN THIS ISSUE

## Upcoming Launches & Upgrades

Keep a look out for the following launches and upgrades.

### Data Warehouse Dashboard Launch Coming Soon

The Oracle OBIEE data warehouse project is on schedule for a target launch in May 2014. The warehouse will provide CSUDH leadership teams with hands-on graphical dashboards and reporting tools that will provide them the necessary insight on student success measurements.

### Accessible Technology Upgrade

The Compliance Sheriff upgrade is nearly complete along with a new website that will track our Accessibility rates on our web pages. A formal announcement will be coming soon. The new Compliance Sheriff ATI report scans will allow users the ability to analyze potential issues with their websites and give direction to help users make the necessary adjustments.

### Smart Classroom Upgrades

In partnership with Academic Affairs and Administration and Finance, we will be upgrading six classrooms this summer. The rooms being upgraded are SCC 710, SCC 900, LCH A225, SBS B101, SBS B143, and NSM B252. The rooms will be enhanced with whiteboards, paint, flooring, etc. along with technology filled lecterns. The technology being installed in the rooms will include a document camera, DVD/VCR, computer, monitor on an adjustable arm, ADA compliant side table, projector, laptop connections, and a controller to choose which device will be displayed.

### NEW Toro Student Computer Lab

The new Toro Student Computer Lab is now open in the basement (Room G-149) of the Library. We have opened with a soft opening and are planning a formal ribbon cutting ceremony in Fall 2014. There are 150 virtual computer workstations and

eight ADA workstations available. Printing is also available in the lab. Please stop by during Library hours and experience logging on to a virtual computer.

### Campus Telephone System Upgrade

The Division of Information Technology recently conducted a formal Request for Proposal (RFP) through Procurement. We are now in the process of evaluating the proposals with the intent to begin replacing the old telephone system during the summer.

### ServiceNow Incident Tracking System is Replacing HEAT

IT is about ready to roll out our new incident tracking system to the campus. The system is called ServiceNow and does far more than just track incidents, however that will be the portion of the product that campus users will experience. In IT, we will be using the system for asset tracking, change control, project tracking and management, and service portfolio management.

We conducted a training session earlier in the year in which we gathered feedback from the users who attended and have now tweaked the end-user experience to reflect some of that feedback. We will be offering our finalized training the week of May 19<sup>th</sup> with a Go-Live date of June 2<sup>nd</sup>.

### Campus Device Rollout

We're nearing the end of the first phase of the campus device rollout project. We've deployed 92% of the identified desktop workstations (670 deployed or upgraded), 88% of the identified laptops (296 deployed), and 86% of the identified iPad minis (617 deployed). In preparation for the next phase, we'll begin looking at the computers in shared spaces such as the part-time faculty areas.



### Enterprise Software

Just in case you missed the earlier announcements, turn to the next page to see what enterprise license agreements the campus has for work at home software.

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### Completed Projects

Our IT teams have been working diligently completing campus-wide projects over the past several months. To learn more about what they've been working on, turn to the next page.

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Division of Information Technology  
Executive Office  
Welch Hall, Room A-435  
310-243-3655

Help Desk Walk-in Service Desk  
Welch Hall, Room B-370  
310-243-2500

NEW Toro Student Computer Lab  
Open during Library hours  
Library South, Room G-149

# Enterprise Software

## TechSmith Snagit and Camtasia Software are Now Available

Snagit helps you provide better feedback, encourage teamwork, and create images that explain exactly what you mean. Quickly snag what's on your screen, enhance it with effects, and then share your creations instantly.

Powerful, yet easy-to-use, Camtasia helps you create professional videos without having to be a video pro. Easily record your on-screen activity or import HD camera video, customize and edit content, and share your videos with viewers on nearly any device.

If you would like either or both of these products installed on your campus owned workstation or laptop, call the Help Desk at 310-243-2500 and a technician will be scheduled to install the software for you.

## Microsoft Products

The enterprise agreement we've entered into with Microsoft is for work at home software which includes Office 2013, Office 2011 for Mac, Office 2010,

Windows 8.1, Windows 8, and Windows 7. These products are available to faculty and staff for \$9.75 each via MyCSUDH.\*

To take advantage of this offer, log in to MyCSUDH and click on Get Microsoft Software.

## Adobe Products

Get all the latest Adobe creative applications with seamless ways to share and collaborate. The enterprise agreement we've entered into offers faculty and staff a free annual Creative Cloud subscription for use as work at home software.\*

To subscribe, log in to MyCSUDH and click on Get Adobe Software.

## lynda.com

lynda.com is an online learning company that helps members learn software, design, and business skills to achieve their personal and professional goals. With a lynda.com subscription, members receive unlimited access to a vast library of high quality, current, and engaging video tutorials. New courses and topics are added every week at no additional cost.



To subscribe, log in to MyCSUDH and click on Log in to: lynda.com.

**\*Some restrictions may apply.**

## STUDENT SOFTWARE

Students may also obtain free and drastically reduced priced software for work at home via MyCSUDH.\* For more information, go to:

<http://www4.csudh.edu/it/services/software/students/index>

<http://www4.csudh.edu/it/services/software/students/microsoft/index>

# Completed Projects

## PeopleSoft Financial (CFS) Upgrade

During mid-April, the PeopleSoft Financial system was upgraded at the Chancellor's Office for all 23 campuses. The upgrade went smoothly and finished ahead of schedule. If you haven't already, please clear your browser cache before accessing the upgraded CFS system.

## iToros Mobile Upgrade

The IT web team announced their newest version of iToros Mobile in January. iToros Mobile 2.0 includes features such as a library app, on campus job searching, and simplified social media use. iToros Mobile 2.0 is available for download in the iTunes App Store and Google Play. Download it today!



## Campus Email Upgrade

The IT server team upgraded the email system to Exchange 2013 at the beginning of April. We've posted some useful guides to help you configure your computers and devices so you can receive your campus email on your mobile and home devices. These guides may be found at:

<http://www4.csudh.edu/it/services/email/exchange2013/index>

## Campus Wireless Network Upgrade

The network team installed 128 Aruba gigabit access points across campus. The additional 802.11ac access points were installed in high density areas to improve performance and expand coverage. In

addition, external access points were installed to provide coverage outside in areas such as Locker Student Union, sitting areas north of the LSU food court, the Courtyard area between North and South LSU, and outside the ASI office areas.

## Wireless in the Tunnel

The network team has gone underground with Wi-Fi services for Central Plant. A project funded by Central Plant consisted of 10 new Aruba gigabit access points installed in the tunnel. The tunnel houses the campus utility infrastructure which begins in Library South and extends underground to Small College. While in the tunnel, Central Plant staff may now use their mobile devices to access their servers to check temperatures and adjust various utility devices and keeping CSUDH faculty, staff, and students safe and comfortable.

## TouchNet Upgrade

ToroPay was upgraded in March to a newer version of software with a slightly different look but the functionality for making payments remains the same.