This presentation is a review of the accomplishments of the Division of Technology & Communication (T&C) at CSU Channel Islands in support of the IT Strategic Plan.

The 2011-2015 IT Strategic Plan can be found on the T&C web site at http://www.csuci.edu/tc/strategy
T&C’s Mission

To provide and support technology and communication that enhances the educational experience and University operations.
Our Vision of IT

To create a technology environment that provides reliable, seamless and secure access to University services anytime and anywhere, while providing an exceptionally positive customer service experience for every member of our community.

This is the vision of IT that drives our efforts
How well has T&C supported University information technology improvements over the last 4 years? Is IT at CI more reliable, more seamless, and more secure? How has T&C supported use of technology to improve access to CI services anytime and anywhere?
It’s important for both T&C employees and the University community to understand the relationship between CI’s overall strategy and the IT projects, processes, systems and services provided by the Division.
To support that alignment, during the planning process, T&C created a matrix to map the initiatives defined in the IT Strategic Plan to the strategic priorities of the University as defined in the 2008-2013 Strategic Plan.
As shown in this example, each column represents an IT strategic initiative, and each row represents a strategy or strategic initiative from the CI Strategic Plan. An X in the matrix indicates that the IT initiative directly supports the campus initiative.

A larger, electronic version of this map can be found at http://www.csuci.edu/tc/strategy
2. Map IT tactics to IT strategic initiatives

T&C took this mapping a step further to help clarify how each tactic defined during (or after) the initial IT strategic planning process relates to each IT initiative.
The resulting tactics map summarizes how specific IT tactics (in most cases, projects) support the complete set of strategic initiatives defined in the plan. We updated this map approximately once per semester.

During the writing of the plan we identified 85 tactics. Additional tactics were added as new requests and projects brought forth by customers and IT stakeholders were added, scheduled and completed. Currently 147 tactics have been documented.

You can view the latest version of the Tactics Map at http://www.csuci.edu/tc/strategy
Typically, this mapping is defined during the IT project intake process.
Technology Initiatives
There were 4 major technology initiatives defined in the IT Strategic Plan.
The first was “The Mobile Campus”: how T&C helps move the University beyond the web, into the era of applications, services, and learning tools on mobile, networked devices such as smart phones and portable tablet computers.
Here were the top 10 tactics that were completed in support of The Mobile Campus initiative

1. Expanded WiFi range
2. Increased campus wireless & wired bandwidth
3. CI web refresh: mobile-friendly & responsive
4. Web and social media strategy
5. Social media program & support (Tom Emens)
6. Uversity implementation
7. goCI v1.0-2.0 mobile app (Blackboard & Modo Labs)
8. Mobile campus tour
9. Eduroam implementation
10. Mobile course registration & payment implementation begun
How did T&C ensure that technology tools enable processes which result in less paper, less hassle, and a more streamlined way of doing business?
Here were the top 10 tactics that were completed in support of The Paper Less Campus initiative

1. Self-service for student applicants
2. Electronic catalog (Acalog)
3. myCI unofficial transcript tool
4. College Scheduler
5. CI Docs
7. CI Conferences System
8. CashNet eMarket
9. T2 Parking Management System
10. CMS Compliance Authorization Workflow
How did T&C help ensure that CI’s systems and processes support a high degree of protection from the release or compromise of personal data, and are designed for rapid recovery and availability in all emergency scenarios?
Here were the top 10 tactics that were completed in support of The Secure Campus initiative

1. Hired ISO and launched Campus Security Awareness Program
2. Move core IT services to Rackspace
3. Transfer www.csuci.edu to Rackspace Cloud
4. Upgrade to Windows 7
5. Launch AudibleMagic copyright infringement alert system
6. Launch ClearPass for guest wireless access
7. Regular updates to IT Disaster Recovery & BC Plan
8. Automate CMS PSAR Process
9. Student Housing physical security upgrades
10. Web applications code repository (Subversion + Github)
How did T&C help ensure that faculty and students have access to the tools, training, and support they need to make it easy to incorporate technology into the educational process, from the classroom to blended to online courses?
Accomplishments

1. FIT Studio
2. New Executive Director
3. Expand instructional technology staffing
4. Develop video-based best practices repository (ATS web site)
5. CI Keys
6. Evaluate, select & implement video streaming system (Sharestream)
7. Lynda.com & Atomic Learning
8. Blackboard & Moodle Pilot
9. TK20 Implementation
10. CI Learn Mobile

Here were the top 10 tactics that were completed in support of Teaching and Learning with Technology initiative

1. FIT Studio
2. New Executive Director
3. Expand instructional technology staffing
4. Develop video-based best practices repository (ATS web site)
5. CI Keys
6. Evaluate, select & implement video streaming system (Sharestream)
7. Lynda.com & Atomic Learning
8. Blackboard & Moodle Pilot
9. TK20 Implementation
10. CI Learn Mobile
There were also 4 communication & governance initiatives defined in the plan. The following slides describe the tactics and outcomes of those initiatives.
The Leadership & Governance initiative was focused on improving governance structures, policies and practices to facilitate communication and openness and increase accountability.

Here were some of the tactics accomplished in support of this initiative:

Merger with Communication & Marketing (AIT ➔ T&C) & IT Strategic Plan
Campus Computer Inventory and program
IT Project & Portfolio management program
IT assessment program
Perform IT baseline cost assessment (Gartner)
The Communication & Service initiative focused on improving customer service and communication quality, frequency and availability for current and future IT operations and projects.

Here were some of the tactics accomplished in support of this initiative:

- Solution Center: University Operator & Help Desk consolidation
- Catalog of Systems & Services
- Business practice development program
- Host Student Technology Fair and EduSoCal conference
- Service-oriented T&C web site update
Collaboration & Integration

- OneCard self-service (DOCK Online)
- PeopleSoft and Acalog integration
- 25Live integration
- Benefits Administration implementation
- Textbook title upload into AIMS

The Collaboration and Integration initiative supported efforts to collaborate with strategic campus stakeholders to integrate data, systems, and technology into services that are more meaningful and useful than their individual components.

Here were some of the tactics accomplished in support of this initiative:

OneCard self-service (DOCK Online)
PeopleSoft and Acalog integration
25Live integration
Benefits Administration implementation
Textbook title upload into AIMS
Efforts supporting the Sustainability initiative helped ensure current and future systems and services are selected, developed, implemented and maintained with sustainability in mind.

Here were some of the tactics accomplished in support of this initiative:

Implement Absence Management
Automatic Evaluation for Admissions
Financial Aid Part-Time Calculation
Dynamic role security in PeopleSoft
Pharos guest printing
What else has changed?

So what else has changed?
The T&C budget has steadily increased. These figures represent the total budget for the Division, including salaries and operating expenses.
The number of services and computing devices has steadily increased, and so have the number of students & faculty. However, IT staff has not grown at the same rate, pointing to the ongoing challenge of providing IT support services in the face of tremendous growth.

<table>
<thead>
<tr>
<th></th>
<th>Sept 2012</th>
<th>Sept 2015</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td># of IT systems &amp; services</td>
<td>169</td>
<td>217</td>
<td>28%</td>
</tr>
<tr>
<td># of campus computers</td>
<td>2,579</td>
<td>3,588</td>
<td>39%</td>
</tr>
<tr>
<td># of campus iPads</td>
<td>225</td>
<td>433</td>
<td>92%</td>
</tr>
<tr>
<td>CI Students (headcount)</td>
<td>4,175</td>
<td>6,154</td>
<td>68%</td>
</tr>
<tr>
<td>CI Faculty</td>
<td>282</td>
<td>414</td>
<td>47%</td>
</tr>
<tr>
<td>IT staff</td>
<td>39</td>
<td>47</td>
<td>21%</td>
</tr>
</tbody>
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These projects and requests are in progress (or are being evaluated) as T&C enters its next strategic planning cycle.
Here are some of the major projects underway:

1. Electronic Document Management & Imaging System (migration from Hershey)
2. Mobile registration & payment for goCI
3. Transfer Credit Batch Process Enhancement for CI Records
4. Blackboard Analytics implementation
5. iData data governance implementation
6. New Department numbering in CI Financials
7. Campus instant messaging pilot (Lync)
8. Ticketing platform for campus organizations pilot
9. Account deprovisioning
10. Dropbox pilot
11. Textbook adoption automation
Here are some of the major project requests:

1. CO data standardization for HR
2. Unified Library management system
3. Learning outcomes assessment system selection
4. Electronic curriculum management system (Curriculog)
5. S4 service learning system pilot
6. Portfolium student portfolio system pilot
7. Email migration (MS Office365 vs Google)
8. Migration to new Help Desk ticketing system
9. Title IX system replacement
T&C provides a monthly report which shows all open project requests as well as active projects at this URL: https://goo.gl/jgw7DX

This information is also available on the T&C projects web site at http://www.csuci.edu/tc/projects/
Please direct any questions about this report to Michael Berman or Peter Mosinskis.

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