



California State
University

Division Of
**TECHNOLOGY &
COMMUNICATION**

C H A N N E L
I S L A N D S

Technology & Communication Annual Report 2015-16

2015-16 In Review

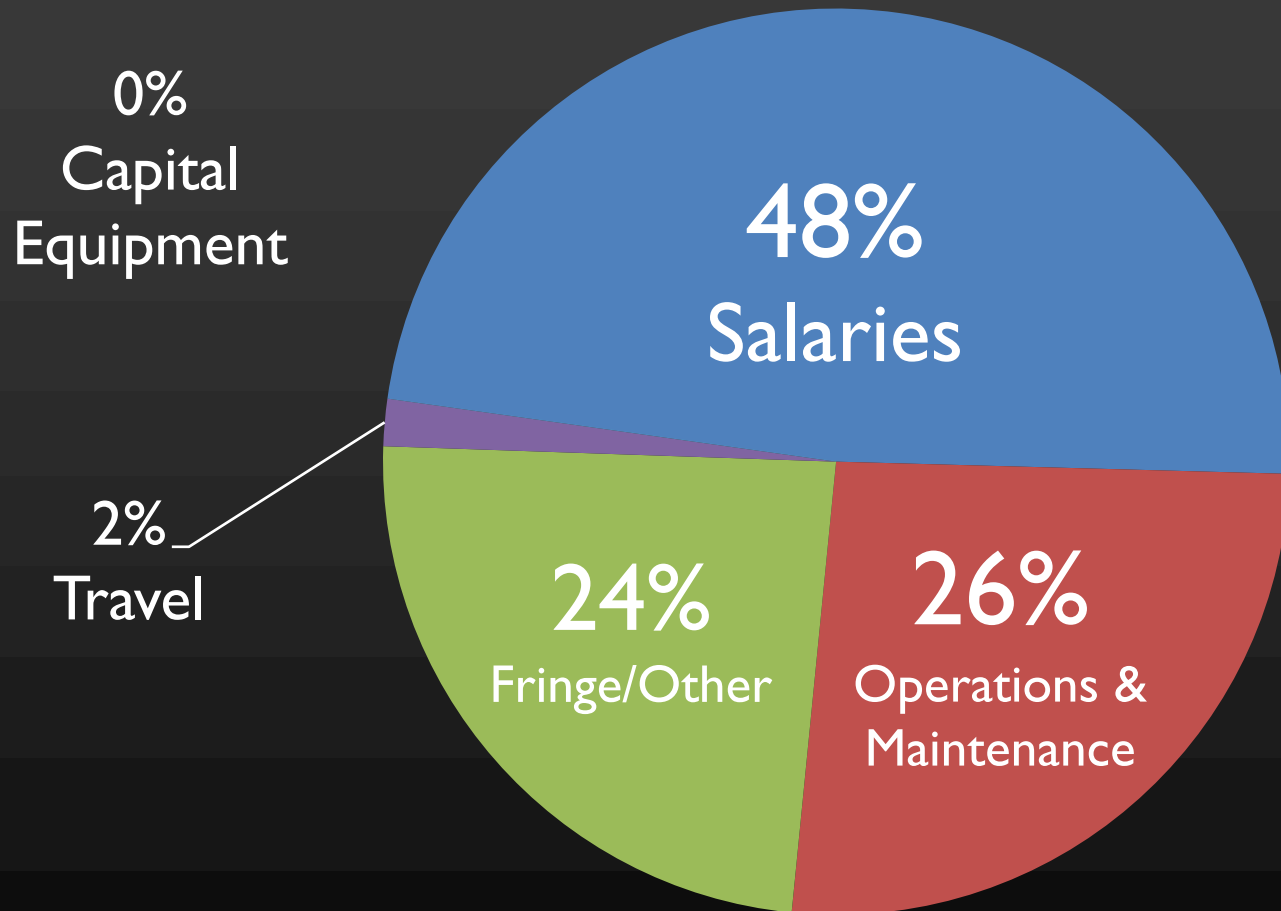
During an average week at CI, the women and men of Technology & Communication:

- Help students & faculty launch 15 new online domains using CI Keys
- Complete 25 service requests to Application Services
- Develop 18 media or graphic communication pieces
- Support 65,000 device connections to the campus network
- Answer nearly 1,000 calls in the Solution Center
- Launch a major project, and review the security for a major software purchase

This report summarizes the accomplishments for T&C for 2015-16, and presents a preview of our goals for 2016-17. I thank all the hard-working staff who dedicate their work each day to support the success of our students.

– A. Michael Berman, Vice President

\$8,728,159 Budget



Expenditures by function

	Information Technology	Communication & Marketing	Subtotal	Change from 2013-14
Capital Equipment	-	-	-	-\$148,602
Operations & Maintenance	2,131,238	244,067	2,375,305	5%
Travel	144,734	7,880	152,614	-9%
Salaries	3,880,783	500,257	4,381,040	6%
Fringe/Other	1,926,195	252,953	2,179,148	12%
Subtotal	8,082,950	1,005,157	9,088,107	5%
Income	(359,948)	-	(359,948)	5%
Total	7,723,002	1,005,157	8,728,159	5%

Unit Reports

Teaching & Learning Innovations/Academic Technology

Key statistics:

32 Faculty
prepared to teach
online/blended

753 domains
created in CI Keys

\$114,000 awarded
to T&L Innovations
in grant funds

Top 3 Accomplishments

1. Formalized the Online & Blended Pathways model for faculty development
2. Developed and shared Accessibility plan for Voicethread throughout the CSU
3. Launched Faculty Fellowship program with two faculty.

Top 3 Goals For 2016-17

1. Develop an assessment plan for faculty development efforts that includes assessing faculty feedback and student outcomes.
2. Pilot new LMS with faculty and students
3. Reduce the cost of textbooks for students in a minimum of 20 courses through the openCI initiative (Affordable Learning Solutions)

Application Services

Key statistic:



1267

of requests completed

Top 3 Accomplishments

1. Hired Foundation Analyst/Programmer for Human Capital Management Module and changes in Common HR System in the near future.
2. Implemented Blackboard Student Management Suite and integration of university “Data Cookbook.”
3. Completed 39 Maintenance Packs, 142 Clones for Development/Testing, and 40 new or retrofitted PeopleSoft customizations.

Top 3 Goals For 2016-17

1. Establish a consistent process for managing and prioritizing workload to include handling tickets, projects, common processes and documentation, and projects.
2. Hire Expert Level Programmer for Campus Solutions and work on Team Staffing Plan for next 3-5 years.
3. Provide updated PeopleSoft Services and Interfaces for Student Enrollment and Student Success initiatives.

Communication & Marketing

Key statistic:



900

of Creative Services and News Media
Relations requests completed
(88% increase from 2014-15)

Top 3 Accomplishments

1. Directed the virtual online tour production.
2. Implemented communication plan and marketing materials for President's retirement and onboarding of a new President.
3. Increased CI's visibility via news, social media interviews, academic program videos, and other campus videos featuring the President or Advancement initiatives.

Top 3 Goals For 2016-17

1. Strategy and implementation of year-long communication plan for introducing the new President.
2. Redesign C&M webpages to serve as a “newsroom” for journalists and the public including an experts directory and social media presence.
3. Oversee a new Market Research Study focusing on CI’s overall and prospective student marketing efforts.

Technology Infrastructure

Key statistic:

13,000+

of devices that connect to CI's data network
on a daily basis

Top 3 Accomplishments

- 1. Network Upgrades:** upgraded border firewalls and created redundant 10 Gig network for improved reliability, security and network monitoring.
- 2. Wireless Upgrades:** added outdoor capacity to outside areas, deployed wireless infrastructure in Sierra Hall and upgraded access points across campus with 802.11AC capabilities.
- 3. Enterprise Apps:** upgraded Pharos systems to enable online print stations, deployed Lync to expand communication capabilities and maintained a portfolio of 51 Single Sign On Applications.

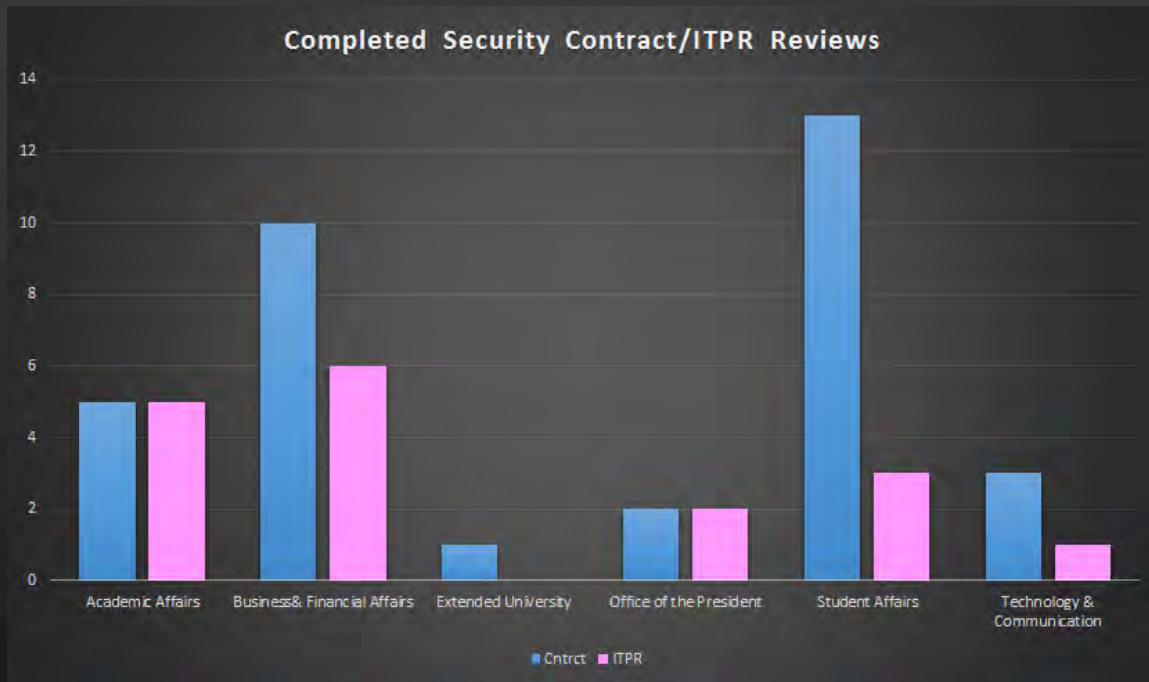
Top 3 Goals For 2016-17

1. Create account de-provisioning strategy and begin related automation.
2. Improve log management and retention for security purposes.
3. Implement disaster recovery for Enterprise email.



Information Security

Key statistic:



34/17

Security
Contract/Procurement
Reviews
Completed

Top 3 Accomplishments

1. Completed 34/17 Security Contract/
Procurement Reviews
2. Palo Alto Next Generation Firewalls Installed.
3. Procurement of Splunk Enterprise for log and
security monitoring.

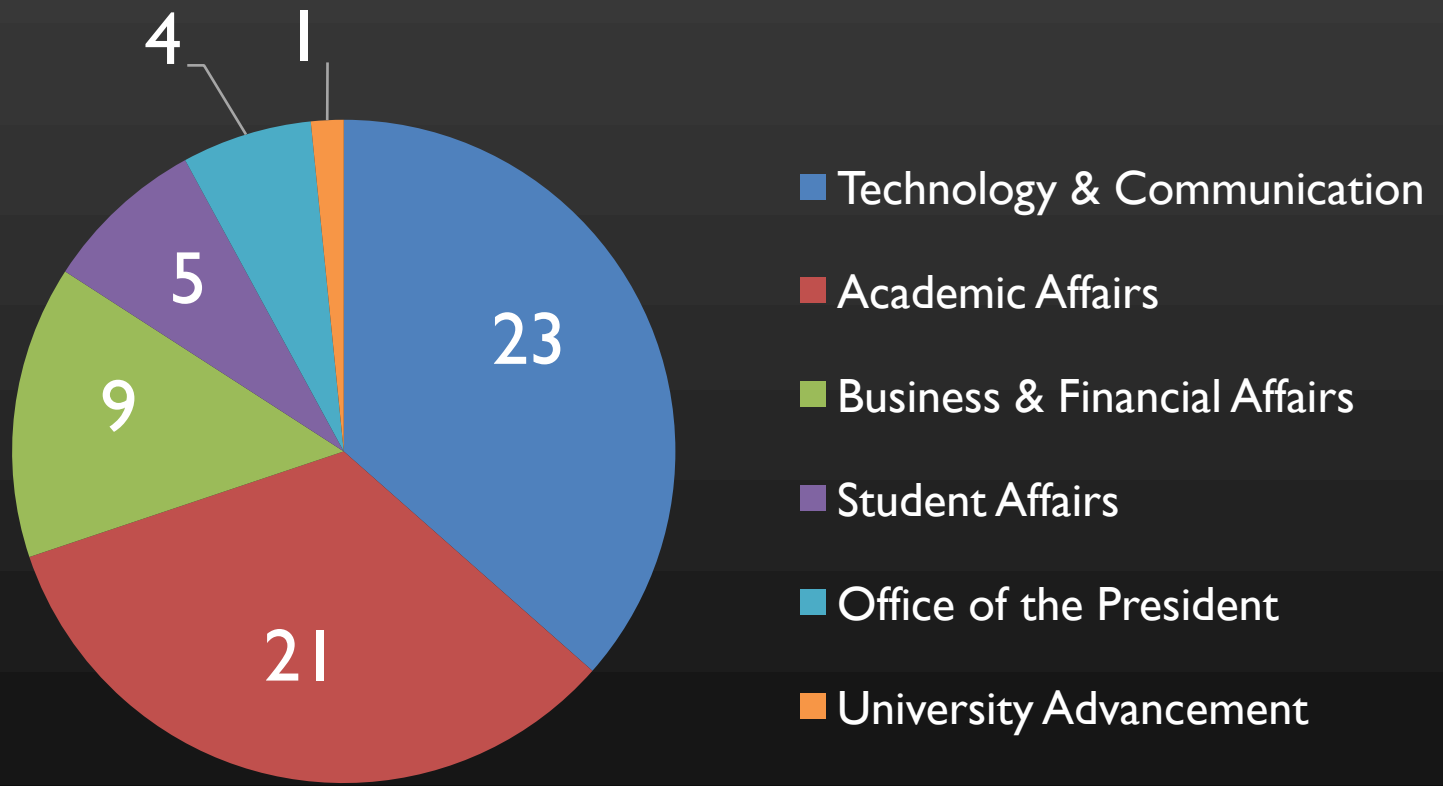
Top 3 Goals For 2016-17

1. Implement Splunk Enterprise for Security and Infrastructure.
2. Rollout full disk encryption for laptops.
3. Implement monthly “brown-bag” security sessions hosted by Training and Professional Development.

Project Management

Key statistic

62 active projects



Top 3 Accomplishments

1. Hire new Project & Service Management Specialist
2. Complete Electronic Document Imaging and Workflow system evaluation
3. Major project intake/prioritization and IT procurement process updates & automation

Top 3 Goals For 2016-17

1. Develop service management awareness & improvement program
2. Expand use of TeamDynamix service management platform
3. Campus collaboration tools training initiative

User Services



Key statistic:

Average # of calls answered
per month by the
Solution Center:

3510



Top 3 Accomplishments

1. CI Solution Center growth/ adding Commencement and EPIC extensions
2. Moving from Ghost to System Center (SCCM) to improve software deployment
3. Hiring a new ITC for Housing & Residential Education

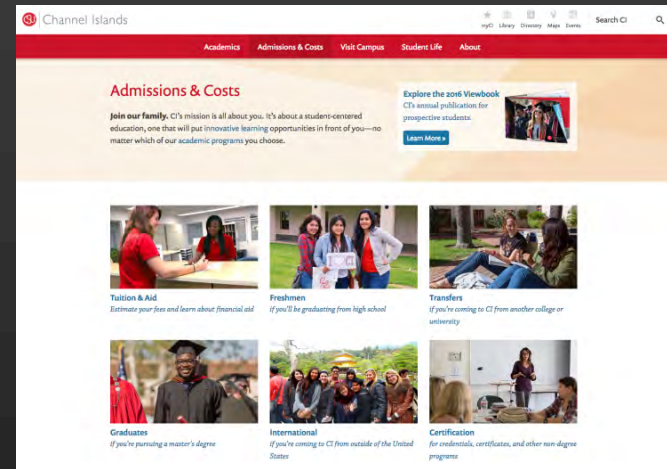
Top 3 Goals For 2016-17

1. Migrate campus network file shares to Dropbox for increased storage & flexibility
2. Planning for Gateway building
3. Preparing for a possible migration to Windows 10 / Office 2017

Web Services

Key statistic:

+69%



Change in “Admissions”
page views 1 year after
CI web refresh launch

Top 3 Accomplishments

1. Mobile-friendly web site refreshes for 4 academic programs and Giving/Advancement
2. Developed & launched web systems for Social Stream, EOP/SSS, Chemistry, Orientation, and Campus Recreation
3. Upgraded web directory, events calendar, and faculty accomplishments infrastructure

Top 3 Goals For 2016-17

1. Expand web analytics and digital marketing program
2. Expand electronic document management and workflow processes
3. myCI enhancements

Thank You!

