



California State  
University

Division Of

**TECHNOLOGY &  
INNOVATION**

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

# Annual Report

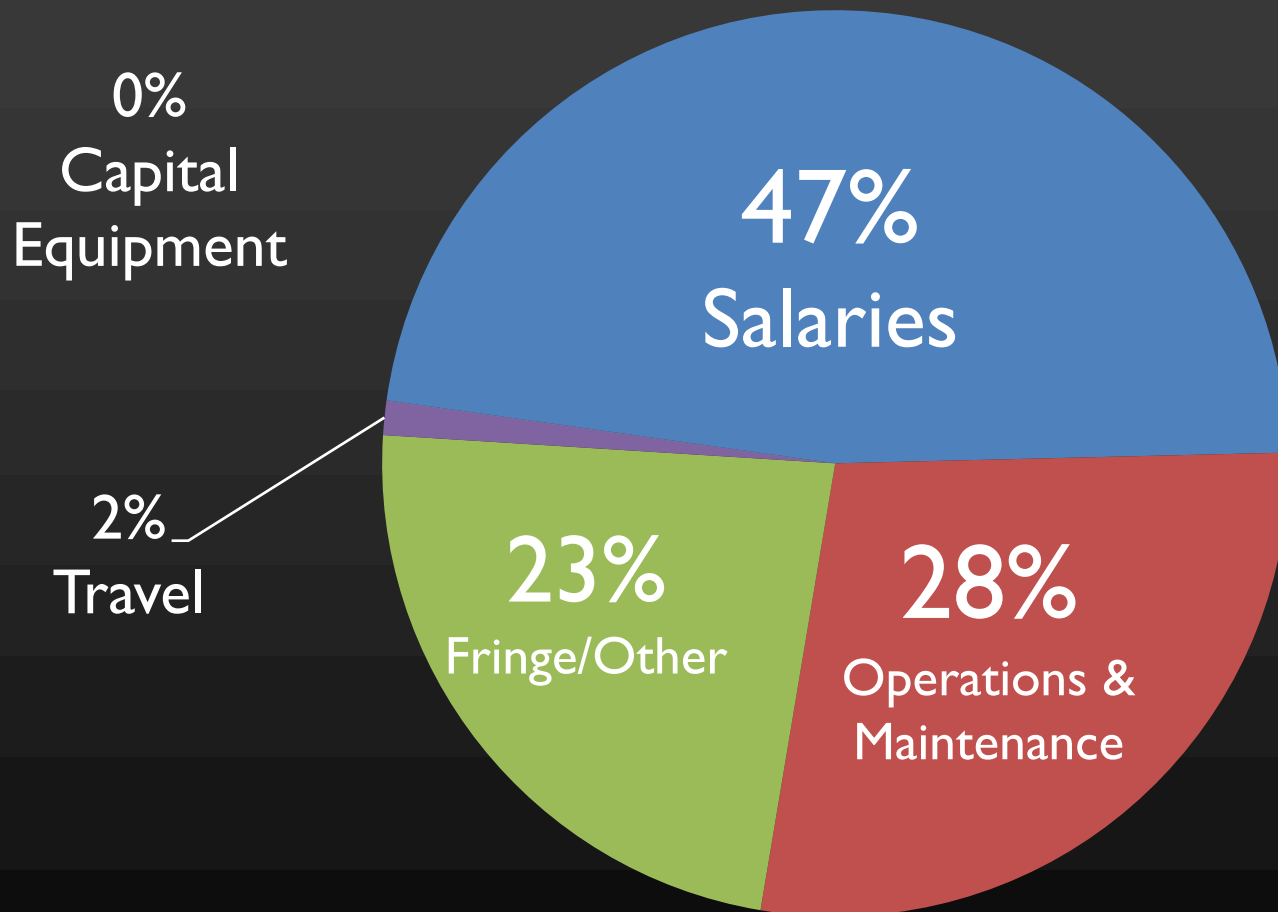
## 2016-17

# 2016-17 In Review

2016-17 was a transitional year for Technology & Innovation. The Marketing & Communications office, incubated and “digitally enhanced” by its residency within Technology & Communication moved to the Division of Advancement. The new Division of Technology & Innovation emerged, with a name recognizing both the absence of Marketing & Communication as well as the increasing role of innovation in the culture and activities of the division. New levels of maturity in project portfolio management and software purchase management was achieved, and important technology innovations helped pave the way for new and more flexible end-user tools to be implemented in 2017-18. Teaching and Learning Innovations continued to expand its influence on campus and beyond, earning major recognition as an NMC Center of Excellence. Throughout, a commitment to professionalism has driven the Division forward to support our mission of continuing to build a great university and providing better outcomes for our students.

– A. Michael Berman, Vice President

# \$8,176,360 Budget



# Expenditures by function

	Information Technology	Communication & Marketing	Subtotal	Change from 2015-16
<b>Capital Equipment</b>	-	Transferred to University Advancement	-	-
<b>Operations &amp; Maintenance</b>	2,390,980	-	2,390,980	12%
<b>Travel</b>	104,807	-	104,807	-27%
<b>Salaries</b>	4,045,435	-	4,045,435	4%
<b>Fringe/Other</b>	1,993,378	-	1,993,378	3%
<b>Subtotal</b>	<b>8,534,600</b>		<b>8,534,600</b>	-
<b>Income</b>	(358,240)	-	(358,240)	6%
<b>Total</b>	<b>8,176,360</b>	-	<b>8,176,360</b>	<b>6%</b>

# Unit Reports

Teaching & Learning  
Innovations/  
Academic Technology

# Key statistics:



61

# of faculty successfully prepared to teach  
by the T&LI team

# Top 3 Accomplishments

1. Successfully piloted and chose to adopt Canvas as new LMS for CI.
2. Expanded capacity for Faculty Innovations in Teaching Studio
3. Successfully launched openCI and saved students over \$400,000 in textbook costs.



# Top 3 Goals For 2017-18

1. Launch Canvas as new LMS
2. Expand openCI and use of Open Educational Resources
3. Increase the number of online classes being offered to improve student success

# Application Services

# Key statistic:



868

# of requests completed

# Top 3 Accomplishments

1. Implementation of OneCI Data Warehouse v2 for IRPE.
2. Implementation of PeopleSoft integration with Canvas LMS.
3. Completion of web services integration from PeopleSoft to ModoLabs for student registration.

# Top 3 Goals For 2017-18

1. Begin planning to streamline assignment and reporting of Application Services tasks and projects.
2. Documentation of all Application Services administrative processes and customizations.
3. Design more effective professional development opportunities for team.

# Technology Infrastructure

# Key statistic:

13,000+

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

# Top 3 Accomplishments

1. Increased security posture by enabling application-layer firewall rules and dynamic block list to prevent malicious attacks
2. Moved Campus Exchange to the cloud for increased access to employee email from anywhere
3. Dropbox: enabled Single Sign On and prepared CI Infrastructure to accommodate migration



# Top 3 Goals For 2017-18

1. Increase outdoor wireless coverage
2. Simplify wireless authentication by using Digital Certificates-SecureW2
3. Migrate myCI and web applications from Rackspace to Microsoft Azure to reduce operating expenses

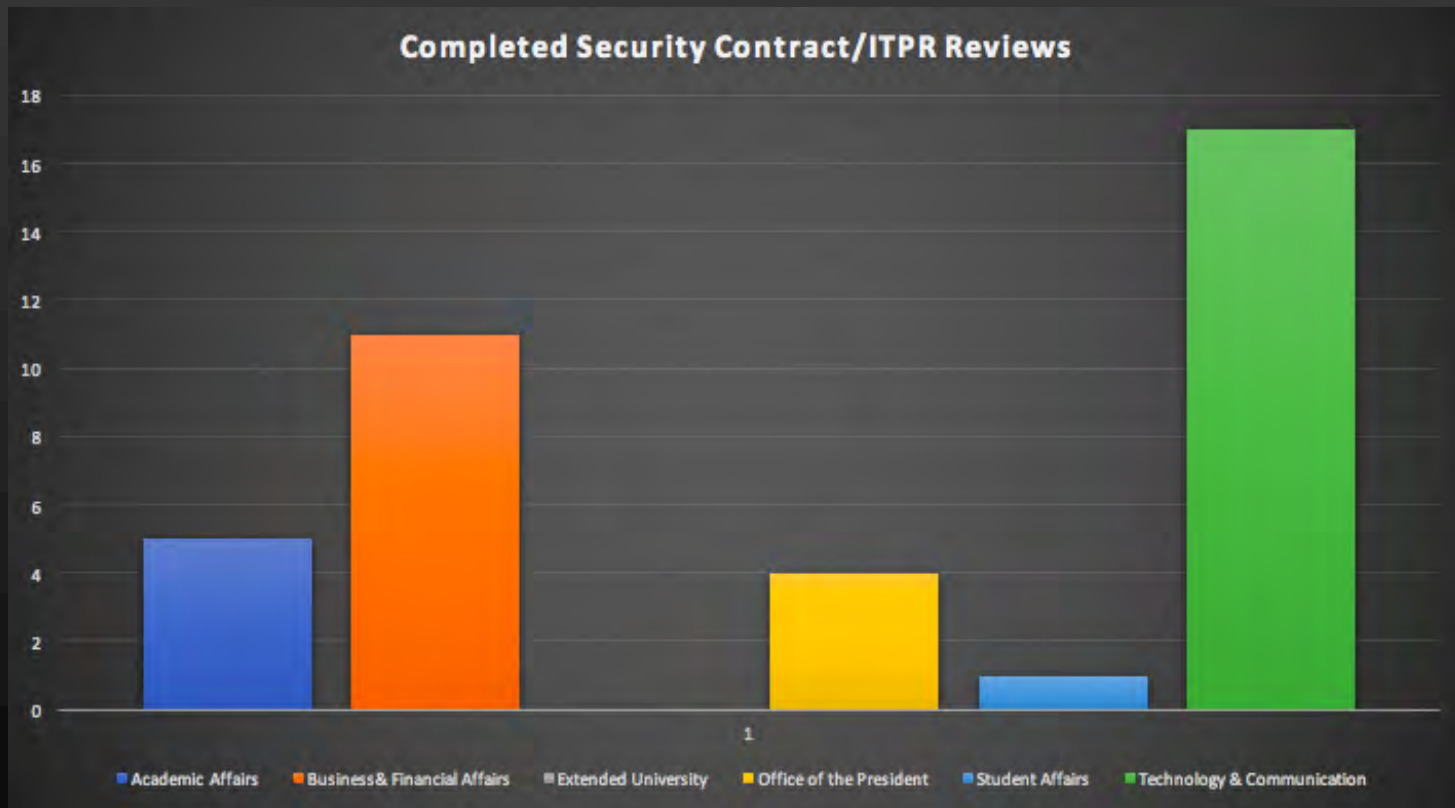


# Information Security

# Key statistic:

38

Security Procurement Reviews Completed



# Top 3 Accomplishments

1. Resolution of all 17 audit observations from the recent CO Information Security Audit
2. Implementation of Splunk Enterprise for Security and Infrastructure.
3. Implementation of “Phishing with Fisch”, monthly security awareness sessions, hosted by Training and Professional Development.

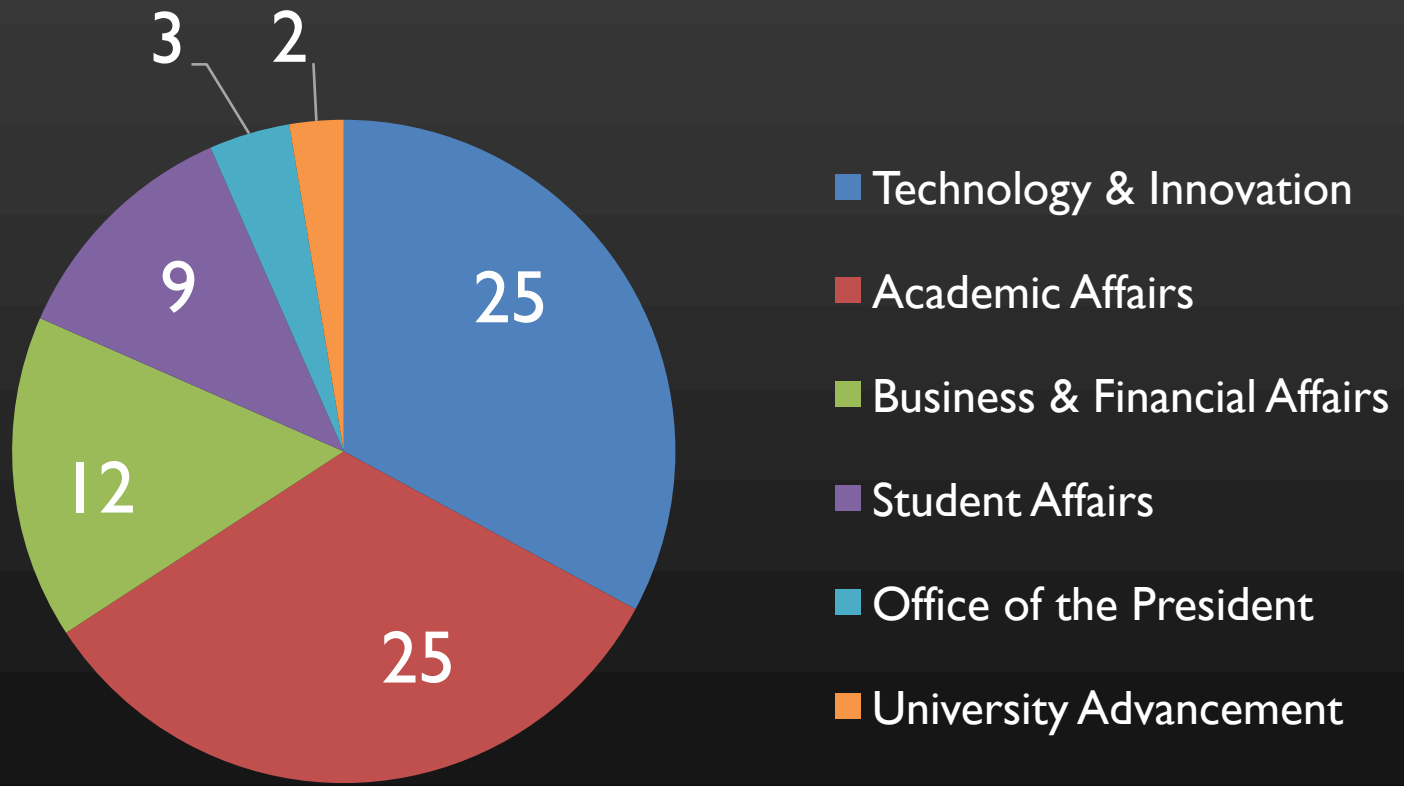
# Top 3 Goals For 2017-18

1. Begin Information Security Strategic Planning for CI.
2. Begin alignment process of CI security practices to ISO 27001 framework.
3. Implement and rollout multi-factor authentication to staff and faculty.

# Project Management

# Key statistic

**76 active projects**



# Top 3 Accomplishments

1. Completed year 1 of IT service management improvement program
2. Complete procurement & begin implementation of electronic document management system
3. Expanded use of TeamDynamix service management platform



# Top 3 Goals For 2017-18

1. Develop digital signage standard
2. Initial implementation of service catalog
3. Support Enrollment Management with electronic document management system migration

# User Services



# Key statistic:

Typical call volume to  
Solution Center numbers in  
August:

7500+



# Top 3 Accomplishments

1. Supported users in migrating campus network file shares to Dropbox for increased storage & flexibility
2. Supported users in migrating mailboxes to Office365
3. Hired one FTE for the Solution Center desk located in the Library

# Top 3 Goals For 2017-18

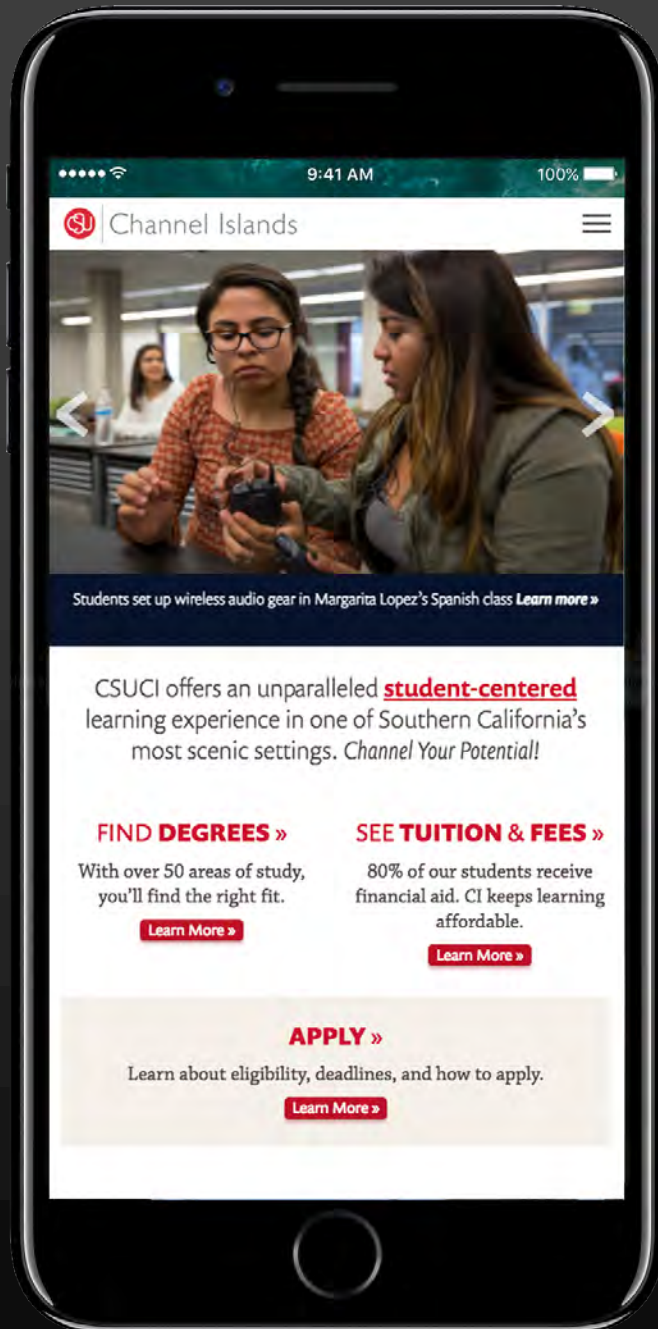
1. Prepare to migrate all desktops to Windows 10
2. Prepare to migrate all desktops to Office 2017
3. Acquire additional campus physical space to centralize desktop support and audio-visual services

# Web Services

# Key statistic:

+24%

Increase in # of mobile & tablet  
pageviews of [www.csuci.edu](http://www.csuci.edu)  
over 2015-16



# Top 3 Accomplishments

1. Mobile-friendly web site refreshes for CI Home Page, Extended University and 9 other sites
2. Developed & launched updated web system for emergency messaging
3. Expanded electronic document management and paperless workflow processes using Frevvo and DocuSign



# Top 3 Goals For 2017-18

1. Launch myCI 3.0 enhancements
2. Begin campus calendar pilot
3. Expand web analytics and digital marketing program

# Thank You!

