ORGANIZATIONAL OVERVIEW
- Organizational Chart
- Strategy Map
- Budget Summary
- Divisional Focus

UNIT SPOTLIGHTS
- Information Technology Services
- Public Safety
ORGANIZATIONAL OVERVIEW

Division of Business & Financial Affairs
CSUCI 2018-2023 Strategic Initiatives
1. Educational Excellence
2. Student Success
3. Inclusive Excellence
4. Capacity and Sustainability

Business & Financial Affairs Strategy Map 2018

**Mission**
We transform the delivery of quality services to support the campus through continuous improvement

**Vision**
We are the recognized leader for the delivery of outstanding services

**Values:** Teamwork • Diversity • Integrity • Respect • Excellence • Collaboration • Fun

**Value to Our Customers**
- Provide responsive service that is quantitative and reflects value
- Facilitate innovative and sustainable solutions to solve complex problems
- Ensure the safety of our community

**BFA Goals**
- Improve Operational Excellence
- Attract and Retain a Diverse and Talented Staff
- Enhance Resources and Diversify Revenue Streams
- Enrich Communication
State-Supported Programs

<table>
<thead>
<tr>
<th>Division</th>
<th>Budget*</th>
</tr>
</thead>
<tbody>
<tr>
<td>VPAA</td>
<td>$61,430,248</td>
</tr>
<tr>
<td><strong>BFA</strong></td>
<td><strong>$33,055,721</strong></td>
</tr>
<tr>
<td>VPSA</td>
<td>$11,798,221</td>
</tr>
<tr>
<td>UA</td>
<td>$4,825,996</td>
</tr>
<tr>
<td>OOP</td>
<td>$1,878,524</td>
</tr>
<tr>
<td>Total</td>
<td>$112,988,709</td>
</tr>
</tbody>
</table>

*Operating budget includes student fees and lottery funds
Excludes Centrally Managed accounts
Self-Supported Programs

<table>
<thead>
<tr>
<th>Unit</th>
<th>Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>UAS*</td>
<td>$10,632,401</td>
</tr>
<tr>
<td>Parking Services</td>
<td>$2,347,522</td>
</tr>
<tr>
<td>Total</td>
<td>$12,979,923</td>
</tr>
</tbody>
</table>

*UAS includes dining, Seastore, Bookstore, OneCard, and copier program*
<table>
<thead>
<tr>
<th>Unit</th>
<th>FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilities Services</td>
<td>98</td>
</tr>
<tr>
<td>Information Technology Services</td>
<td>42</td>
</tr>
<tr>
<td>Public Safety</td>
<td>37</td>
</tr>
<tr>
<td>Administrative Services</td>
<td>28</td>
</tr>
<tr>
<td>Financial Services</td>
<td>22</td>
</tr>
<tr>
<td>Business Transformation &amp; Support</td>
<td>7</td>
</tr>
<tr>
<td>VP Office</td>
<td>6</td>
</tr>
<tr>
<td>Budget &amp; Planning</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>245</strong></td>
</tr>
</tbody>
</table>
*Other wages include overtime, student assistants, shift differential, and special consultants.

● Financial Services
  – Implement 23C Procurement initiative and elevate contract discussions to the system level
  – Implement CalUsource for sourcing and contracting

● Administration
  – Streamline the interactive process for workplace accommodations to encourage interactive discussions among employees and managers

● University Auxiliary Services
  – Partner with Student Affairs (Basic Needs) to provide workshops and cooking demonstrations focused on affordable and healthy foods

● Budget & Planning
  – Document standard processes to minimize operational redundancy and increase efficiency

● Shared Services
  – Increase staff and faculty bandwidth by implementing additional shared service models

● Facilities Services
  – Implement recommendations upon completing the Facilities Management Evaluation Program (FMEP)

● Information Technology Services
  – Implement best practices for delivering IT services
  – Roll out DUO multi-factor authentication for faculty and students
  – Upgrade campus computers to Windows 10
Organizational Effectiveness Program
Campus Process Improvement Efficiencies

- Number of Improvements & Savings By Division
  FY 18-19 Total: $563,498
  - AA: $317,292
  - BFA: $230,361
  - OTP: $15,845
  - SA: $5,945
  - UA: $0

- Green Belts By Division
  2018-2019 Total: 81
  - AA: 16
  - BFA: 52
  - OTP: 9
  - SA: 2
  - UA: 2

- Green Belt Training Cost By Division
  2018-2019 Total: $17,600
  - AA: $3,200
  - BFA: $1,600
  - OTP: $1,600
  - SA: $1,600
  - UA: $11,200

Channel Islands
California State University
UNIT SPOTLIGHTS

Division of Business & Financial Affairs
Spotlight: Information Technology Services

Jim August
Chief Information Officer & Associate Vice President for Information Technology
Information Technology Services Strategy Map 2020

Mission
Provide and support easy to use technology solutions that enhance the educational experience and University operations.

Vision
A trusted advisor and partner providing technical solutions, support, and responsible stewardship of University resources.

Values: Proficient • Customer Focused • Collaborative • Proactive • Efficient

Value to Our Customers
- Provide responsive service that is quantitative and reflects value
- Facilitate innovative and sustainable solutions to solve complex problems
- Ensure the safety of our community

BFA Goals
- Improve Operational Excellence
  - Align services provided with operational spending
  - Reduce friction in IT processes used to track work
  - Move toward metric based management
- Attract and Retain a Diverse and Talented Staff
  - Align job descriptions with work needed instead of work currently being performed
  - Create employee training plans that support service offerings
  - Take advantage of CSU and in-state training
- Enhance Resources and Diversify Revenue Streams
  - Examine and update cost transfers for IT services
  - Improve the use of systems we already own
  - Increase the use of metrics to identify cost saving opportunities
- Enrich Communication
  - Up to date ITS and Information Security Websites
  - Increase faculty involvement in ITS decisions through committees
  - Proactively communicate to avoid surprising users

ITS Strategy Map
## ITS Departments

<table>
<thead>
<tr>
<th>Department</th>
<th>FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate Vice President/CIO Office</td>
<td>2</td>
</tr>
<tr>
<td>User Services</td>
<td>11</td>
</tr>
<tr>
<td>Infrastructure</td>
<td>11</td>
</tr>
<tr>
<td>IT Strategy</td>
<td>8</td>
</tr>
<tr>
<td>Application Services</td>
<td>8</td>
</tr>
<tr>
<td>IT Security</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>42</strong></td>
</tr>
</tbody>
</table>

## ITS Departments

<table>
<thead>
<tr>
<th>Department</th>
<th>Budget*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Tech Services</td>
<td>$ 4,398,797</td>
</tr>
<tr>
<td>ITS Maintenance</td>
<td>$ 1,086,937</td>
</tr>
<tr>
<td>ITS Infrastructure</td>
<td>$ 225,012</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$ 5,710,746</strong></td>
</tr>
</tbody>
</table>

*Operating base excluding benefits*
The Information Technology Services Unit is responsible for providing and supporting technology and innovative solutions that enhance the educational experience and University operations.

- **User Services:** Computer and technology support for desktops, classrooms and shared spaces
- **Infrastructure:** Network, server, telecommunication and wireless support, Help Desk and Solution Center
- **IT Strategy:** IT Portfolio and project management, change management, assessment and IT procurement
- **Application Services:** Application support for CI Records, CI Financials, and CSU Common Management System (CMS)
- **IT Security:** Information security, audit, risk and compliance support
Current and Recently Completed Information Technology Projects

Educational Excellence
- AWS Amazon Workspaces Virtualization Pilot (CSU AWS Grant)
- AWS Grant: ESRM Virtualization Project
- Azure Virtualization for School of Business (CSU Azure Grant)
- SI Grant: Improving Accessibility & Quality of Web Content

Student Success
- Assessment Management System (Via by Watermark)
- Expand Deployment of LabStats
- Singularity Migration to Lexmark Perceptive Content
- LYNX- 25 Live Transactional Upgrade

Inclusive Excellence
- Annual Cyber Security Fair
- ADG Online Orientation Implementation
Current and Recently Completed Information Technology Projects

Capacity and Sustainability

- Business Process Improvement / Service Expansion
  - Campus Energy Management System Software – EcoVox
  - DocuSign to Adobe Sign Migration
  - ESM Solutions Campus Marketplace
  - HRE StarRez Upgrade, Server Migration, & Portal X Implementation
  - Implement Shared Services for BFA w/ Cisco Phone & TeamDynamix
  - Multi-campus business process automation POC (BP Logix)
  - TeamDynamix - Help Desk for Financial Services
  - BlackBoard Transaction - eAccounts

- Information Security/Compliance/Audit
  - Duo 2-Factor Authentication for Faculty/Staff
  - PC upgrades to Windows 10
  - Chancellor's Office Information Security Audit - 2020.01
  - Implement Grey Heller ERP Firewall for PeopleSoft
  - CI Records (CS) Security Audit and Data Availability
Spotlight: Public Safety

Michael Morris
Chief of Police
Public Safety Strategy Map 2019

Mission
We transform the delivery of quality public safety services to support the campus through continuous improvement

Vision
We are the recognized leader for the delivery of outstanding public safety services

Values: Teamwork • Diversity • Integrity • Respect • Excellence • Collaboration • Fun

Value to Our Customers
- Provide responsive service that is quantitative and reflects value
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Divisional Goals
- Improve Operational Excellence
- Attract and Retain Diverse and Talented Staff
- Enhance Resources and Diversify Revenue Streams
- Enrich Communication

- Create additional police lieutenant position
- Implement Police Department reorganization
- Implement improved injury/illness reporting tool

- Create additional police officer position
- Increase diversity among police officers
- Implement career development program

- Transition to new parking permit sales vendor
- Grow perpetual fundraising campaign for student scholarships
- Update Public Safety web presence
- Increase use of social media

Each department in the Public Safety Unit has a comprehensive fiscal year work plan that flows from a Strategy Map developed in response to Division and University goals.
## Public Safety
### Budgets By Unit

#### State-Supported Programs

<table>
<thead>
<tr>
<th>Program</th>
<th>FTE</th>
<th>Budget*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td>22</td>
<td>$2,430,964</td>
</tr>
<tr>
<td>Environmental Health &amp; Safety</td>
<td>5</td>
<td>$351,089</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>27</td>
<td><strong>$2,782,053</strong></td>
</tr>
</tbody>
</table>

#### Self-Supported Programs

<table>
<thead>
<tr>
<th>Program</th>
<th>FTE</th>
<th>Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation &amp; Parking</td>
<td>10</td>
<td>$2,347,522</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>10</td>
<td><strong>$2,347,522</strong></td>
</tr>
</tbody>
</table>

*Operating base excluding benefits*
The **Public Safety Unit** is responsible for the safety and security of the campus environment as well as management of campus transportation and parking.

- **University Police:** Responsible for the around-the-clock maintenance of public order and the prevention and detection of crimes on property owned or controlled by the university.
- **Transportation & Parking Services:** Self-support work group responsible for managing all policies, programs and regulations governing parking, alternative transportation, bicycles, and pedestrians on campus.
- **Emergency Management:** Responsible for creating the framework within which the university reduces vulnerability to hazards and responds to disasters.
- **Environmental Health & Safety:** Responsible for creating a systematic approach to complying with environmental regulations and organizing efforts and procedures for identifying hazards and reducing accidents and exposure to harmful situations and substances.
Capacity and Sustainability

● Police Department Reorganization
  ○ Following the retirement of the long-time director of Transportation & Parking Services, the police department engaged in a structural reorganization. Through a reallocation of resources, the Public Safety Unit improved overall efficiency and effectiveness within the police operation and added two additional sworn peace officer positions without the need for any additional State funding. (Capacity & Sustainability)

● Increased participation in Carpool Program, by semester (Target = 15%)
  ○ Fall 2019 (406) compared to Fall 2018 (248) - 64% increase
  ○ Spring 2020 (357) compared to Spring 2019 (342) - 4.4 % increase (as of Feb. 19, 2020)
Thank you