A VISION FOR INFORMATION TECHNOLOGY SERVICES @ CSUSB

Faculty Senate Presentation
March 13, 2014
INFORMATION TECHNOLOGY
THE PAST

- Siloed
- Not Customer Centric
- Duplicate Services
- Lack of Governance
- Funding Limitations
- Lack of Support and Recognition for IT Initiatives
- Ongoing confusion between the roles of ODL, ACM & TRC
Focused on Student Success

- World Class Customer Service
- Centralization & Standardization
- End User Empowerment
- Innovation
- Operational Sustainability & Excellence
- Information Security & Privacy
- Accessibility
Name Change to Information Technology Services
IT Governance Executive Committee & Sub Committees
1-3 Year Technology Roadmap Approved
ITS Organization Reorganized into Teams focused around specific areas of expertise
Institutional Data Team
One-Stop Technology Support Center
Collaborative Work with the TRC - Faculty Sandbox, Blackboard Upgrade
Team Up with the College Techs (TAG Team)
Distance Learning and PDC Initiatives
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<tr>
<th>Old Name</th>
<th>New Name</th>
<th>Administrator</th>
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<tbody>
<tr>
<td>Data Center and Help Desk Services (DCHS)</td>
<td>Technology Operations &amp; Customer Support</td>
<td>Mr. Gerard Au, Associate Vice President</td>
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<td>• Telecommunications and Network Services (TNS)</td>
<td>Mr. Jim O’Linger, Director of Enterprise Applications &amp; Technology Support</td>
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<td>Academic Computing and Media (ACM)</td>
<td>Creative Media Services (CMS)</td>
<td>Mr. Michael Ross, Director</td>
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<td>Administrative Computing Services (ACS)/ Common</td>
<td>Administrative Computing and Business Intelligence (ACBI)</td>
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<td>Information Security &amp; Emerging Technologies (ISET)</td>
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IT GOVERNANCE SUB COMMITTEES

- **Academic Technologies & Innovation** – Dr. Kim Costino (Director of the TRC) and Dr. Amy Leh (Interim Director of ATI) – Co Chairs

- **Technology Operations & Customer Support** – Gerard Au (AVP for Technology Operations and Customer Support) and David Nimri (IT Consultant College of SBS) – Co Chairs

- **Administrative Computing & Business Intelligence** – Lenora Rodgers (Director of Administrative Computing and Business Intelligence) and Grace Dempsey (Registrar) – Co Chairs

- **Information Security, Compliance & Accessibility** – Dr. Tony Coulson (Professor, Information and Decision Sciences) and Dr. Javier Torner (Director of Information Security and Emerging Technologies) – Co Chairs
Purpose: To ensure and enhance the integrity, accuracy, accessibility (availability), security and timeliness of institution wide data
ENTERPRISE DATA WAREHOUSE

FINANCIALS
- CFS (Financials) (GL, AR, BI, AP, PO, AM)
  - Current Data Warehouse DBLink?

HUMAN RESOURCES
- CHRS (HR) (Admissions, Campus Community, Fin Aid, Stu Financials, Stu Records)
  - Future Data Warehouse DBLink?

STUDENT
- SIS (Student) (Admissions, Campus Community, Fin Aid, Stu Financials, Stu Records)
  - Pilot Student Data Warehouse

OTHER
- International Students DB
- Career Center Health Center SSD...
- Paws

Library
- Library
- Library Info

Housing
- Housing
- Housing Info

Writing Center
- Writing Center

Underlying Architecture
- Metadata
- Reporting Tools

Integrated Web-Based Reports:
- Standard Reports
- Ad Hoc Reports
- Data Extracts

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PROJECTS IN MOTION

- Website Redesign and Movement to the Cloud
- EAB Student Success Collaborative – Predictive Analytics
- Office 365 Migration
- Identity Management System
- Single Sign On Portal
- Comprehensive Network Upgrade
- Workflow Management System
- Distance Learning Systems Upgrades
- Enterprise Data Warehouse
- PDC Initiatives
TRANSFORMATIONAL ITS

Current State

Mediocre → Responsive → Routinely Proactive & Innovative
Facilitate Seamless Support for Faculty on all areas of technology:

- Instructional Design
- Classroom and Student Engagement Technologies
- Blackboard and general Technology Support
- Development of Online and Hybrid Programs
- Quality of Online Courses
- Integration of Pedagogy and Technology
- Workshops, Seminars, Brown Bag Luncheons
- Faculty Led Innovation
- Faculty Sandbox(s)
- Research Networks
- High Performance Computing
The TRC will become the communication and coordination partner to ATI

ATI will enjoy the full support of the entire ITS organization

The ATI becomes the department that executes the vision of Academic Affairs in terms of Online/Hybrid Learning, Quality of Online Courses and Academic Technologies

ATI will work with the Deans in executing their vision for their Colleges and Programs

IT Governance Subcommittee (ATI) will bring recommendations to the IT Governance Executive Committee and Faculty Senate

Instructional Design, Training, Workshops will be coordinated with TRC and ITS
WORK AHEAD OF US

- Expansion of Faculty Sandboxes
- Super Computing and Research Networks
- Advanced Technology Initiatives
- Expansion and Distribution of Distance Learning Classrooms
- Growth in Online and Hybrid Learning Programs
- Quality and Student Success Initiatives in Online/Hybrid Programs
- Moving Services to the Cloud
- Mobile Computing Initiatives