ITS Faculty Senate Report – June 12, 2018

As the academic year comes to a close, I want to appreciate the work of our faculty and the growing collaboration between ITS and the faculty community. Starting in August, I started meeting with all Faculty Senators and Department Chairs, and I am pleased to report that I have had meaningful conversations with 58 faculty members. I appreciate the faculty senators I have met with for their time and thoughts they have shared about how ITS can better support our faculty community. We look forward this summer to working with several of our faculty members in innovative and immersive technology projects that will be rolled out to the greater faculty community in the fall.

Below you will find a list of projects that your ITS Team will be working on this summer:

Academic Technologies and Innovation

Grants received
- ATI received $24,489 from the CSU system to continue to support the expansion of affordable course materials at CSU San Bernardino
- ATI received the following VETI grants:
  - Accessible Technology Blackboard Ally Pilot: Increase Accessibility of Course Content in LMS ($14,492.00): this project will fund the implementation of Blackboard Ally, an application that guides instructors in improving the accessibility of their Blackboard course materials
  - Virtual Reality Lab for Producing Engaging Instructional Content ($62,399.00): this grant will expand the immersive reality lab at ATI by enabling support for the production of AR/VR content for a wide variety of projects. Currently, the student developers are working for projects for the Department of Anthropology, Department of Nursing, and the College of Education.

Summer programs
- E-learning Academy: ATI in collaboration with TRC will run a 2-day institute (schedule TBD) that debuts a year-long E-learning Academy. This program partners instructors with graduate students to develop online sections of bottleneck courses, with a view toward course certification.
- ATI will work a cohort of faculty in the Department of Public Administration to develop online courses to be certified using the QLT rubric. This program is part of a Q2S-funded curriculum for redesigning online courses.

- On Sept. 13, ATI will hold a New Faculty Orientation to orient new faculty to the academic technology services provided by ATI and the Blackboard environment.
- ATI will be working with the Department of Communication Studies to redesign UH 043 for active learning and VR production.

Administrative Computing and Business Intelligence

ACBI Summer Projects:

Q2S PeopleSoft Technical Project

Q2S College Source Degree Audit (PAWS) and Degree Planner (MyCap) project

GI2025 project:

- Preload myCap with courses for a select group of students for Fall 2018
- MyCap courses to feed to Schedule Planner
- Register button added to Schedule Planner to automatically register student into PeopleSoft.

CFS Year-end Closing

CSU Data Center project for conversion of the etrust to the non-eTrust. July 14th go-live.

Common Human Resources System (CHRS) Project. Designed to create a single HR data management system for all of the CSU

Recruiting PageUp Project. Replace the recruiting portion of NeoGov with PageUp

SumTotal Project for replacing/upgrading the SkillSoft training database

Advance 2017 upgrade project

Analytics/Data Warehouse projects

MyCoyote Portal and Mobile Application Enhancements. Phase I to go live June 29, 2018.

Artificial Intelligence (AI) projects
For Admissions and Recruitment is starting to upgrade to Radius from Campus Management. ACBI to design and improve the Admit process for next year.

PeopleSoft modifications for the Office of the Registrar and Academic Scheduling:
- o Assigned classroom capacity greater than or equal to class section enrollment capacity
- o Assigned class section enrollment capacity less than or equal to assigned classroom capacity

Office of the Registrar automation Projects:
- o Online Grad Check – In Production, ready for group testing and full deployment in August
- o Credit by Exam – In Production, ready for testing and soft rollout
- o Online change of Major – in progress
- o OnBase OCR (Optical Character Recognition) program – OTR is in the process of purchasing equipment and consulting services for this project

- o Review Fresno State's PeopleSoft mod for Advisor Request Recordkeeping Component (ARRC). Online Course Substitution Workflow
- o Review Humboldt mod for course/exception substitution

Financial Aid automation tasks being reviewed to improve processes:
- o Summer Packaging processing
- o Cal Grant Processing and Repackaging Aid
- o Federal Loans Packaging and Processing
- o Process for electronic signing of Level 1 documents
- o Artificial Intelligence (AI) response system for Financial Aid
- o Scholarships process to integrate into PeopleSoft – Kickoff 2 weeks ago
- o DREAM Cal Grant Packaging
- o OnBase Scanning

Move all Oracle Databases to the new Oracle ODA Appliance

EMS Upgrade to current version

ACBI is engaged in several People Integration projects:
- o StarRez – Housing
- o TMA – Facilities
- o Online Directory
- o Fusion – Recreation & Wellness Center (soft go-live June 2018)
- o ITS – Cherwell Ticketing System
- o Raduis CRM – Admissions and Recruiting

CFS Data Warehouse Upgrade project (August – December 2018)

Forms & Workflow Projects using OnBase:

Fee waiver form and workflow – 80% complete

Academic Personnel Forms:

- Add TA/GA Appointment Forms & Process to existing Instructional SA Appt. Forms & workflow.
- Add Termination Section and process to SA/TA/GA form and workflow (50% complete)
- Add function to SA/TA/GA form & workflow which allows user to retrieve existing form, change some fields, then submit it as a new form. (90% complete)

EOP Forms. 7 to 8 forms. Some with workflow.

CIA form, phase 3

ALMA Web Services Project: Remove PeopleSoft Service Indicators when library fees have been paid.

CLEO Harmony upgrade project. Upgrade from CLEO VLTrader to CLEO Harmony.

Campus Labs Project. Need PeopleSoft data for students, faculty, courses, etc. This will help break down all the silos and build a strong foundation for unified information, valuable insights, and better decisions. Rely on the capabilities within our Campus Labs® platform to transform your institution.

Enterprise and Cloud Services

- Restripe and architecture of SAN
- Moving ADFS to the cloud
- OnBase 17 upgrade
- Faculty Led Research – Work with Faculty Pilots on High Performance and High Throughput Computing
- Cloud Migration Strategy
- Technology Consulting Team launch

Information Security and Emerging Technologies

- Information Security Operations
  - Install Upgrade to Identity Finder
  - Desktop full disk encryption
  - Logrhythm project
  - Detach AWS account from CENIC
- Incident Handling
  - Proofpoint: finally enable URL rewrite?
  - Logging infrastructure: index SHC events
  - index dhcpv6d
  - IPS alerting via PAN threats
  - O365: Ediscovery search
  - import Azure and AWS API and console logs
  - O365: enable virus and/or secondary spam?
- Governance
  - Review Incident Response Standards
  - Cloud Security Architecture
- Information Security Compliance
  - Sensitive Data Risk Assessment
  - CSU HIPAA Assessment
  - PCIDSS Annual Validation
  - User Access Annual Authorization
  - Financial Aid Audit - NASFAA
- Information Security Awareness
  - Plan activities for Cybersecurity Awareness Month - October-2018
  - Material for incoming freshman
- Business Continuity and Disaster Recovery
  - Conduct annual test of Business Continuity Plans
- Identity and Access Management
  - ADFS transition to SAML2
  - Evaluate self-service solutions for IDMS
  - Implement De-provisioning processes

- o Self-service MFA
- o CIA Manager Interface Version 3.0
- o MFA for MPP's

Project Management and Assessment

- ATI Instructional Design Team - Project Management
- Tech Zones - SMSU Project
- Workflow Team -
- CSUSB Asset Management
- CSUSB Software Management
- LiveSafe Implementation
- MobileServe Implementation
- Interfolio RPT Implementation
- Faculty180 Implementation
- Engage Transition from OrgSync
- Cherwell ESM project
- RecSports New System Implementation
- CBORD Meal Plan Changes
- Hangry Implementation

Technology Support Center

Classroom Support:
- Completion of the installation of 2017-2018 upgraded projectors, screens, speakers
- Installation of new lectern podiums for SBS and CS buildings

Distributed Technologies:
- Working with college techs on their summer installations/upgrades in labs
- Sodexo move to the new Coyote Village

Technology Support Center:
- ITIL & KCS Training
- Cherwell Go Live for Incident Management, Service Request Management and Workflow for TSC, Web Services and TNS on August 1
- Cherwell Go Live for Knowledge Centered Services (KCS) on September 17
- Installation of computers Campuswide from the bulk purchase
- Housing move to the new Coyote Village starting July 16
- Medicat upgrade in the Student Health Center
- Class Climate server upgrade for SOTEs
- WebTMA (July 9) and SimpleK applications Go Live for Facilities Management
- Ink Printing Solution both at CSUSB and PDC

Telecommunications and Network Services

- Migration of Telesoft Work Order system to Cherwell ESM

- Connectivity for new Student Housing and Dining Commons (Phones, Network, Camera, Analog services, TV services)
- Connectivity for new SCE substation
- Network switch firmware upgrade

Web Services

- EMS to Drupal Implementation & Training
- Phonebook Launch Implementation and Training
- myCoyote desktop and mobile-friendly launch
- myCoyote Mobile App launch
- Academic Calendar into Drupal
- Faculty Website Templates and Pilot
- ThoughtFocus Chatbot Pilot