INNOVATIONS THAT MATTER

POWERED BY PEOPLE

CALIFORNIA STATE UNIVERSITY
SAN BERNARDINO
Information Technology Services

We inspire hope every day in our team members so that they can embrace the vision of our University and use their passion for the greater good!

WHO ARE THESE PEOPLE?

- Our Students
- Our Faculty
- Our Staff
- Our ITS Teams - Central and Distributed
- Our Community

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Google

amazon

UBER

lyft

WHEN DOES INNOVATION OCCUR

Innovation occurs when

- There is a Clear Vision
- Strong Leadership
- An Environment that Fosters Innovation

EDUCAUSE TOP TEN ISSUES 2018

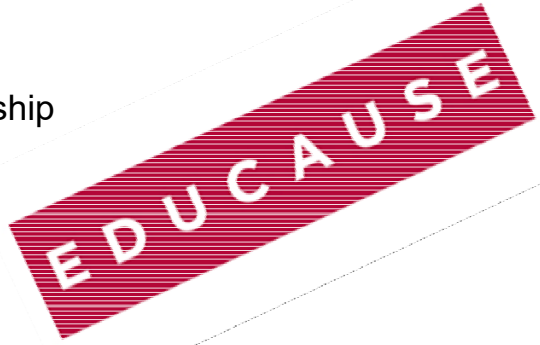
Information Security
Developing a risk-based security strategy that keeps pace with security threats and challenges

Student Success
Managing the system implementations and integrations that support multiple student success initiatives

Institution-wide IT Strategy
Validating the role of IT leadership as an integral strategic partner of institutional leadership in achieving institutional missions

Data-enabled Institutional Culture
Using BI and analytics to inform the broad conversation and answer big questions

Student-centered Institution
Understanding and advancing technology's role in defining the student experience on campus (from applicants to alumni)



EDUCAUSE TOP TEN ISSUES 2018 (CONT..)

Higher Education Affordability

Balancing and rightsizing IT priorities and budget to support IT-enabled institutional efficiencies and innovations in the context of institutional funding realities

IT Staffing and Organizational Models

Ensuring adequate staffing capacity and staff retention in the face of retirements, new sourcing models, growing external competition, rising salaries, and the demands of technology initiatives on both IT and non-IT staff

(tie) Data Management and Governance

Implementing effective institutional data governance practices

(tie) Digital Integrations

Ensuring system interoperability, scalability, and extensibility, as well as data integrity, standards, and governance, across multiple applications and platforms

Change Leadership

Helping institutional constituents (including the IT staff) adapt to the increasing pace of technology change

NMC HORIZON REPORT 2018

Key Trends Accelerating Technology Adoption in Higher Education

Long-Term Trends: Driving Ed Tech adoption in higher education for five or more years

Advancing Cultures of Innovation

Cross-Institution & Cross-Sector Collaboration

Mid-Term Trends: Driving Ed Tech adoption in higher education for the next three to five years

Proliferation of Open Educational Resources

Rise of New Forms of Interdisciplinary Studies

Short-Term Trends: Driving Ed Tech adoption in higher education for the next one to two years

Growing Focus on Measuring Learning

Redesigning Learning Spaces

INITIATIVES DRIVING INNOVATION ON OUR CAMPUS

- Graduation Initiative 2025
- Quarter to Semester Conversion
- University Strategic Plan Implementation
- ITS Strategic Plan Implementation

CSU The California State University

AREAS OF FOCUS IN ITS

- Analytics – Proactive and Predictive Institutional Intelligence delivered in a timely and personalized format to decision makers across the university
- Academic Technologies & Innovation – Fostering and Supporting Faculty Led Innovation and Research, Immersive Technologies (AR/VR, Adaptive Learning), Growth in Quality Online and Hybrid Courses and Programs, Affordable Learning Solutions (AL$), Active Learning Classrooms
- Digital Transformation – Next Gen Web, Mobility powered by AI/Machine Learning, Process Automation, Blockchain technologies
- Administrative Computing & Business Intelligence – Leveraging Common Management Systems and Student Success Ecosystems to provide intelligent academic pathways for student success, automation of all student facing processes, and removal of administrative roadblocks

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THE BACKBONE SUPPORTING INNOVATION

- Enterprise & Cloud Services – Providing next generation server/software and Cloud services in an automated and efficient format to all Campus constituents
- Telecommunications & Network Services – Providing world class wired and wireless connectivity and prompt, on demand network and telecommunication services
- Technology Support Center – 24x7x365 World Class Customer Services & Support using the ITIL Framework and Cherwell

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SUPPORT SERVICES

- Information Security & Emerging Technologies – Providing proactive and predictive services to secure data across the institution, Access & Compliance services
- Project Management – Provide Project Consulting, Coordination and Communication Services to the Campus Community

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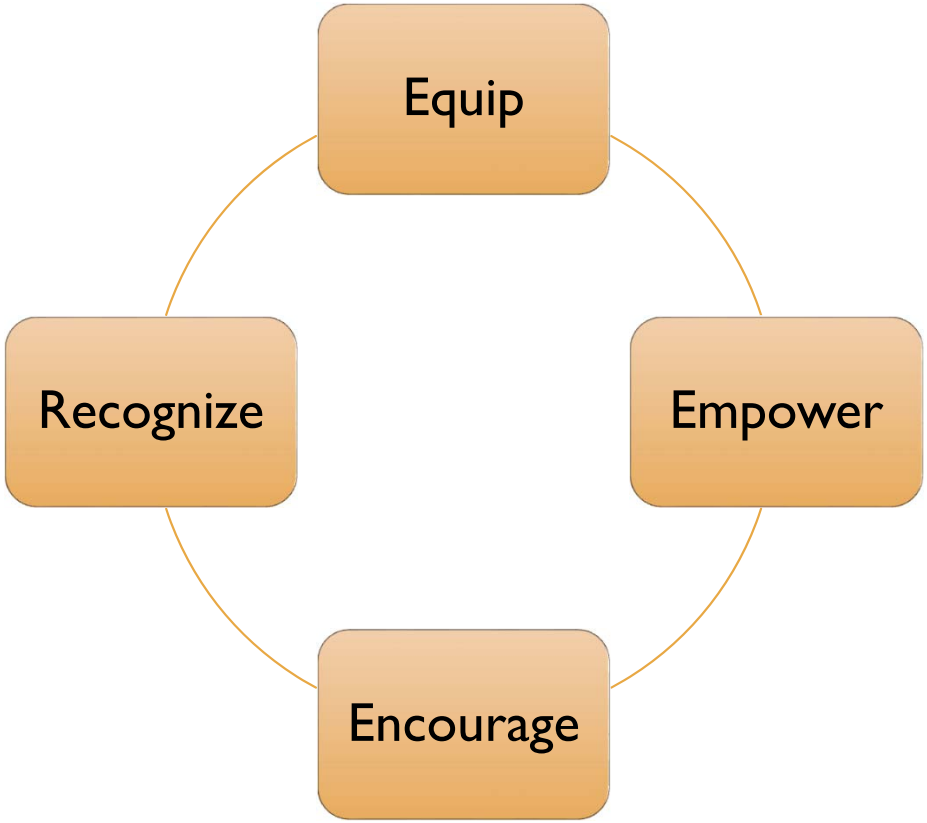

PEOPLE