CAMPUS TECHNOLOGY USER GROUP (CTUG)

NOVEMBER 8, 2016

LSU BALLROOM B

AGENDA

- WELCOME

- GOOD TO KNOW – C. MANRIQUEZ

- HR/SA SPLIT SCHEDULE & PROJECT UPDATE – B. CHANG

- DATA ARCHITECTURE – C. MANRIQUEZ

- ATI REPORT – M. PAYNE

- ISO UPDATE – K. BOYER

GOOD TO KNOW - EDUCAUSE

- EDUCAUSE IS A NONPROFIT ASSOCIATION WHOSE MISSION IS TO ADVANCE HIGHER EDUCATION THROUGH THE USE OF INFORMATION TECHNOLOGY

GO TO:
educause.edu

GOOD TO KNOW - GARTNER

GARTNER IS A LEADING INFORMATION TECHNOLOGY FIRM THAT PROVIDES RESEARCH AND ANALYSIS SERVICES TO INFORM AND SUPPORT DECISION MAKING IN HIGHER EDUCATION AND OTHER INDUSTRY SECTORS. THE GARTNER CAMPUS ACCESS WEBSITE IS AVAILABLE AS AN ONLINE RESOURCE FOR FACULTY, STAFF AND STUDENTS.

GO TO:
Services/Gartner Campus Access & login via MyCSUDH

Services
- Academic Technology
- Accessibility
- Blackboard
- Business Intelligence and Reporting
- Campus Asset Rollout
- Computer Labs
- Consulting and Development
- Departmental Copier Program (DCP)
- Desktop Support
- Document Management
- Email
- Enterprise Resource Planning
- Forms
- Gartner Campus Access
- Horos Mobile

HR/SA SPLIT SCHEDULE

- SUBMITTED OUR CAMPUS PREFERENCES

- OUR FIRST CHOICE IS TO START MAY 2017 & GO-LIVE NOV 6, 2017

- FINAL SCHEDULE BY THANKSGIVING

  1. **NOV 6, 2017**
  2. **OCT 30, 2017**
  3. **NOV 13, 2017**
  4. **NOV 20, 2017**
  5. **OCT 9, 2017**

PROJECT UPDATES

- ABSENCE MANAGEMENT
  - ESTIMATED GO-LIVE FEB 2017
- FIM IDENTITY MANAGEMENT
  - AUTO PROVISION & DISABLING OF ACCOUNTS
  - ENSURE ACCURACY AND TIMELY UPDATES OF HR & POI DATA
- LIAISON & LIBRARY ALMA/PRIMO
  - GO-LIVE SUMMER 2017
- PROJECT PRIORITIES
  - MANY PROJECTS IN PROCESS AND IN PIPELINE

KEEP CALM AND GO LIVE

CTUG

CURRENT DATA DASHBOARD

ACCESS

DASHBOARDS

FUTURE PLANS/DW

For Faculty & Staff

- Specifically Chairs & Associate Deans
- Populated via PeopleSoft forms

- Admissions
- Degrees
- Enrollment
- Student Success
- Financial Aid

Coming Soon
- Financials

In Development
- Finance Budget/Resource
- Course Demand

- Transactional Data
- Longitudinal Data
- Institutional Data Model

CSUDH has made MAJOR progress in the past two years, beginning with the DW.

CURRENT DATA BI DASHBOARD (SCREENSHOT)

CURRENT DATA DASHBOARD : EAB VS BI COMPARISON

PS Finance DW

Campus Labs

S4

PeopleSoft

Educational Advisory Board

- Student-specific data
- Student snapshot

ANSWERS:
How likely is Student X to graduate on time?

FOR USE BY
- Advisors
- Faculty
- Administrators

BEST FOR
- Seeing Trends
- Setting Benchmarks
- Targeting Interventions

Optimizing Student Success

Business Intelligence Data Warehouse

- Global overview
- Operational/research data

ANSWERS:
What is happening @ CSUDH?

FOR USE BY
- Administrators
- Department Chairs
- Grant writers

BEST FOR
- Multi-college collaboration
- Operational/Process Changes
- Statistical Analyses

California State University, Dominguez Hills

IRAP REPORTS

A & R REPORTS
(moving to Dashboard)

PS REPORTS

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END TO END DESIGN FOR NEW DATA MODEL

Instructional

Financial / Commercial

Enrollment

Co-Curricular

Research

Admin

Activity (Event / Experience)

Collection Method (Transaction)

Assessment (Variables)

Output (R - D - A)

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Research

Grants

Financial

Publications
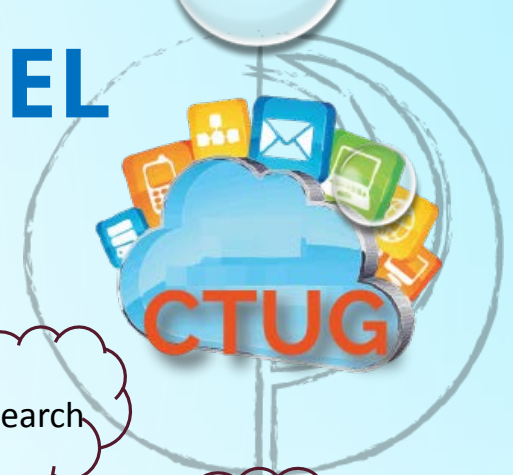
UNDERSTANDING THE LARGER INFORMATION ECOSYSTEM

Outputs

Reports

Dashboards

Analytics

Systems

Process / Collection

WHAT WE KNOW

- Global data is growing and is systems driven

- Increasingly technical and must be developed in a uniform way

New data sources coming in (Big Data)

Correct and appropriate data, viewed from the same lens

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ACTIVITY A: DISTRIBUTED ACCESS PROCESS

B IF SO, HOW DO WE TRACK CHANGES TO ROLES? (SYSTEMS)

CAMPUS PROCEDURE/ PROCESS WRITTEN **C**

A SHOULD SPECIFIC **ROLES** BE GRANTED AUTOMATIC ACCESS?
Dean, Associate Dean, Chairs, etc.

D AUTOMATED PROCESS
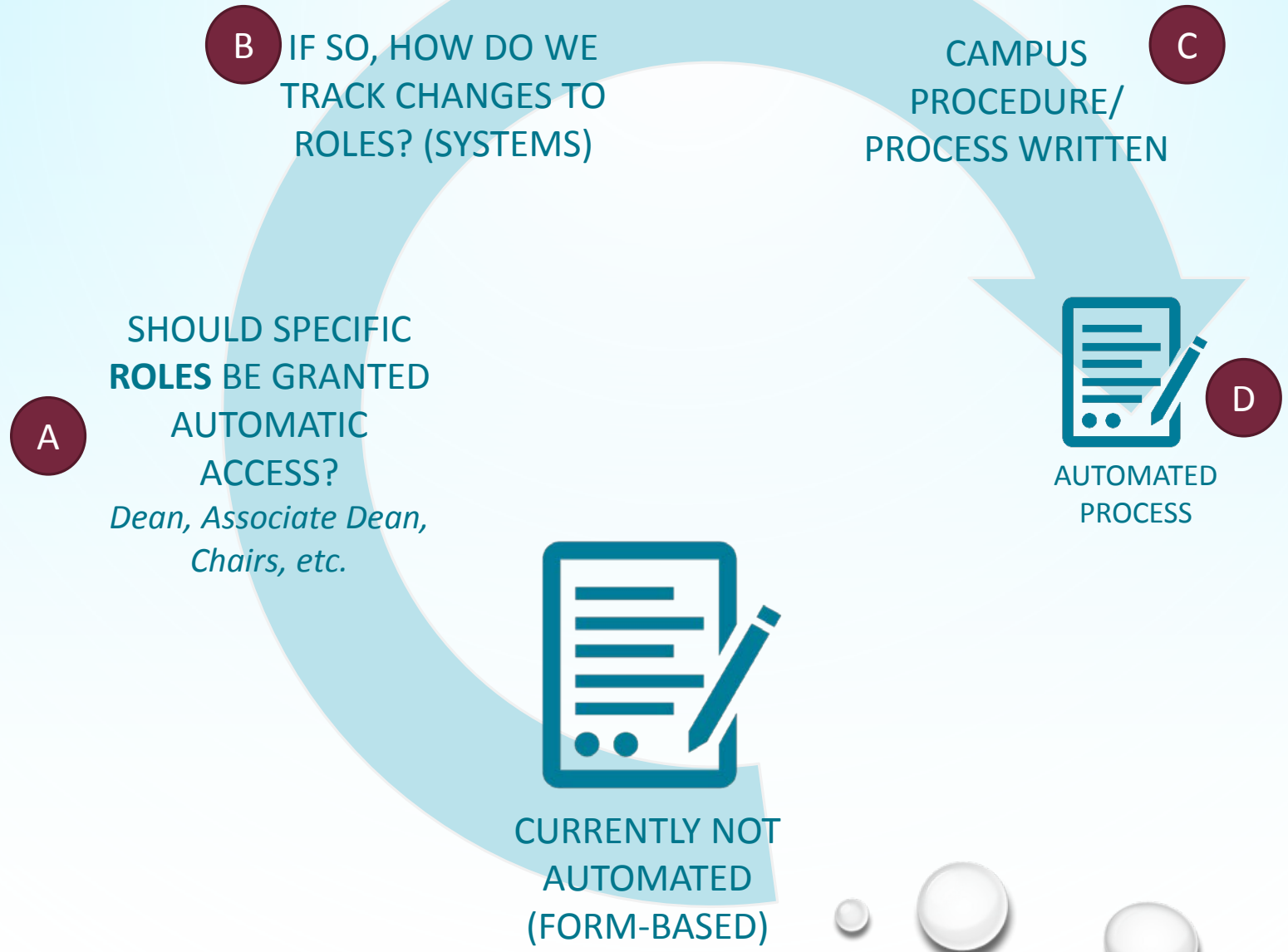
CURRENTLY NOT AUTOMATED (FORM-BASED)

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ACTIVITY B: DETERMINE DESIRED OUTCOMES

DRIVERS:
- GRADUATION INITIATIVE 2025
- CHRS/CMS UPGRADES
- NEW DATA MODALITIES

A — WHAT DATA TO PRESENT? WHERE? HOW? WHO?

Reports

Analytics

Dash boards

Is data clear? Was there an error at entry?

Was it calculated incorrectly? Was it put in the wrong field?

B — PROCESS ITERATION: CLEAN UP OF PROCESS

C — IDENTIFICATION OF SYSTEM OF RECORD

What system owns what element? Are there duplicate systems?

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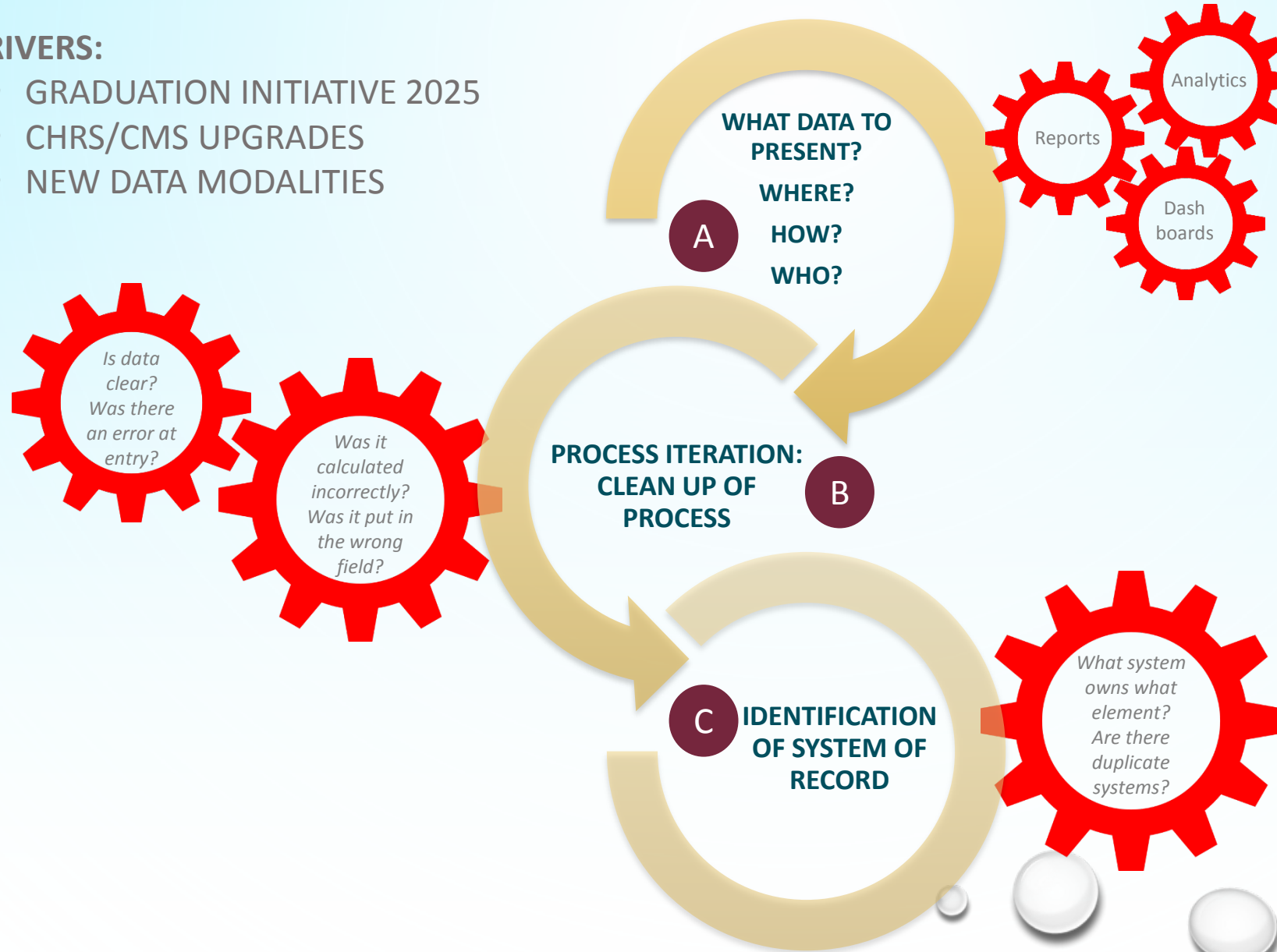
ACTIVITY C: NEW DATA MODALITIES
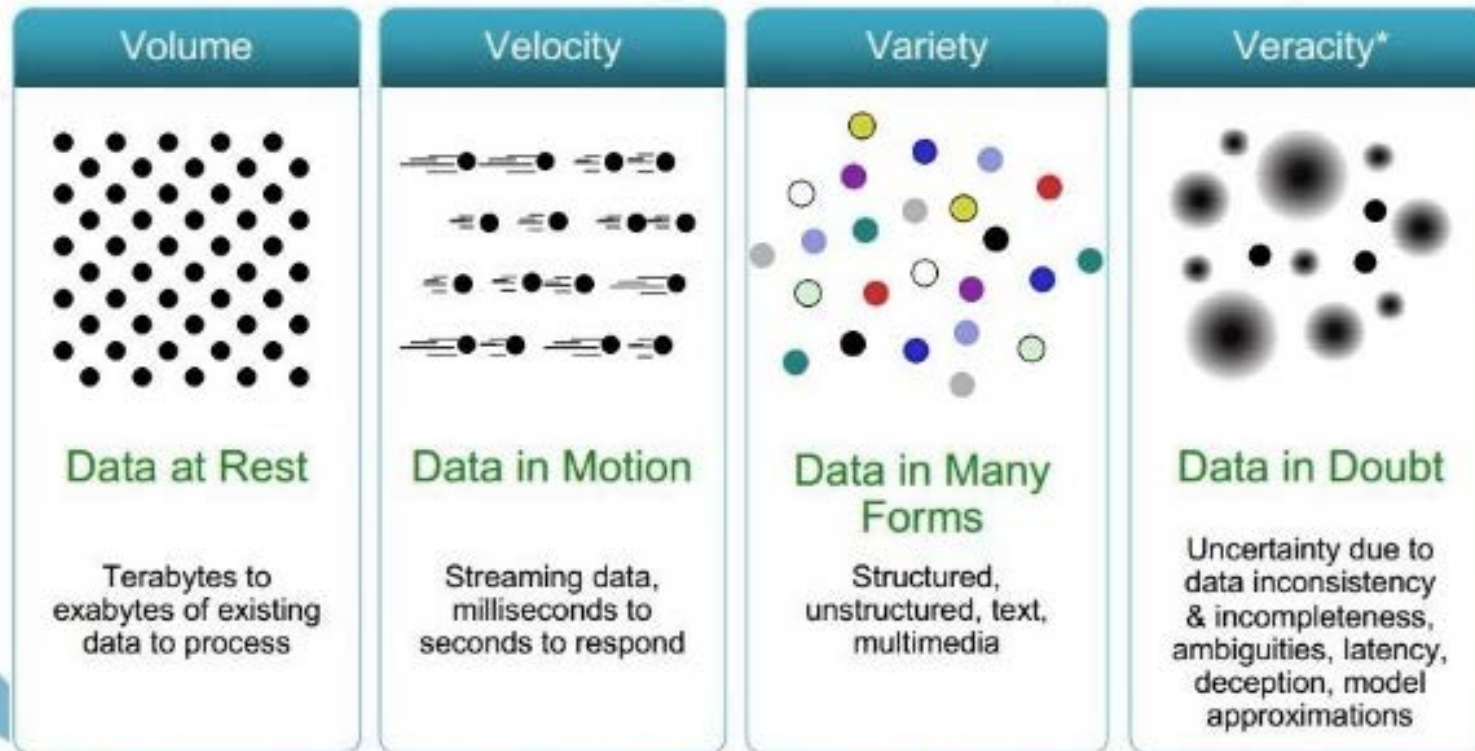
ATI ANNUAL REPORT TO THE CHANCELLOR'S OFFICE FOR 2015-16

WEB ACCESSIBILITY ACCOMPLISHMENTS

- WEB LEADS NOTIFYING EDITORS/CONTRIBUTORS TO CATALOG DIGITAL MEDIA CONTENT.
- TRAINING ON DIGITAL CONTENT ACCESSIBILITY FOR ALL NEW CAMPUS WEB EDITORS/CONTRIBUTORS
- CAMPUS RESOURCE WAS ADDED TO SUPPORT AND MANAGE WEB EVALUATION PROCESS.
- LARGE NUMBER OF TRAINED CAMPUS EDITORS/CONTRIBUTORS LEAD TO A SIGNIFICANT IMPROVEMENT IN THE OVERALL LEVEL OF COMPLIANCE ACROSS ALL CAMPUS WEBSITES.
- A NEW PROCESS GUIDE DEVELOPED AND DISTRIBUTED TO NEW EDITORS/CONTRIBUTORS FOR DESIGNING WITH ACCESSIBILITY IN MIND.
- REGULAR MONTHLY WEB ACCESSIBILITY LEAD'S MEETING ATTENDANCE INCREASED OVER 50% FROM THE PREVIOUS ACADEMIC YEAR.

ATI REPORT – INSTRUCTIONAL MATERIALS ACCOMPLISHMENTS

- E-TEXTBOOKS POSTED ON THE FREE E-TEXTBOOKS WEBSITE
  - (HTTP://WWW4.CSUDH.EDU/LIBRARY/SERVICES/EBOOKS/INDEX)
- 144 NEW STUDENTS ESTABLISHED SERVICES WITH THE STUDENT DISABILITY RESOURCE CENTER (SDRC),
  - TOTAL ACTIVE STUDENTS TO 638 IN FALL 2016
- ADOPTED FORMAL POLICY REQUIRING ALL COURSE SYLLABI TO BE AVAILABLE WITHIN THE LMS
- FACULTY USING FOLLETT DISCOVER TO SUBMIT BOOK ORDERS AND INSTRUCTIONAL MATERIALS
  - INCREASE IN COMPLIANCE OF MORE THAN 15%.

ATI REPORT – INSTRUCTIONAL MATERIALS ACCOMPLISHMENTS - CONT'D

- DEVELOPED ATI TRAINING VIDEOS
  - POSTED ON ACADEMIC TECHNOLOGY WEBSITE TO FACILITATE TRAINING ON DEMAND.
- FDC INCLUDES ACCESSIBILITY MODULE FOR EACADEMY PARTICIPANTS IN BEST PRACTICES IN TEACHING ONLINE.
  - INCOMING FACULTY PARTICIPATING IN THE FACULTY SUCCESS PROGRAM RECEIVE A SESSION WITH THE STUDENT DISABILITY RESOURCE CENTER.
- FDC SUPPORTED FACULTY PARTICIPATION IN QUALITY MATTERS WORKSHOPS
- AN ACCESSIBILITY CHECK IS RUN THROUGH ADOBE SOFTWARE WHEN THE LIBRARY STAFF POST MATERIALS THAT ARE REQUESTED TO BE PLACED IN COURSE RESERVES.
- THE PROGRAM REVIEW PANEL CHECKS AND VERIFIES COMPLIANCE WITH SDRC GUIDELINES.

ATI REPORT - PROCUREMENT ACCOMPLISHMENTS

- NO PROGRESS DUE TO MANAGEMENT TURNOVER AND STAFF VACANCIES IN PROCUREMENT.

- ADOPTING THE CSU E&IT PROCUREMENT PROCESS THAT MANY CSU CAMPUSES HAVE IMPLEMENTED AND PLAN TO HAVE IT FULLY IMPLEMENTED AT CSUDH IN THE COMING YEAR.

- P-CARD PROGRAM WAS TEMPORARILY TURNED OVER TO ACCOUNTING DUE TO MANAGEMENT TURNOVER AND VACANCIES IN PROCUREMENT.

  - IT APPROVAL IS REQUIRED FOR ALL IT GOODS AND SERVICES PROCURED VIA P-CARD.

PM 2016-01 INFORMATION SECURITY

THE CAMPUS HAS ADOPTED PM 2016-01 - INFORMATION SECURITY

- SUPERSEDES CSUDH PM 2009-13

- ALIGNS THE CAMPUS TO ALL OF THE CSU INFORMATION POLICIES AND STANDARDS

- DEFINES THE CAMPUS INFORMATION SECURITY PROGRAM ORGANIZATIONAL STRUCTURE AS REQUIRED BY ICSUAM 2015

REASONABLE SECURITY

- DATA BREACHES REPORTED TO THE CALIFORNIA ATTORNEY GENERAL'S OFFICE BETWEEN 2012 TO 2015 TOTALED NEARLY 50 MILLION RECORDS OF CALIFORNIANS WITH THE MAJORITY BREACHES RESULTING FROM SECURITY FAILURES.

- SECURING INFORMATION IS THE ETHICAL AND LEGAL RESPONSIBILITY OF THE ORGANIZATIONS WITH WHICH INDIVIDUALS ENTRUST THEIR PERSONAL INFORMATION.

- THE LEGAL OBLIGATIONS TO SECURE PERSONAL INFORMATION INCLUDE AN EXPANDING SET OF LAWS, REGULATIONS, ENFORCEMENT ACTIONS, COMMON LAW DUTIES, CONTRACTS, AND SELF-REGULATORY REGIMES.

- CALIFORNIA'S INFORMATION SECURITY STATUTE REQUIRES BUSINESSES TO USE "REASONABLE SECURITY" PROCEDURES AND PRACTICES.

ATTORNEY GENERAL'S RECOMMENDATIONS

- THE 20 CONTROLS IN THE CENTER FOR INTERNET SECURITY'S CRITICAL SECURITY CONTROLS IDENTIFY A MINIMUM LEVEL OF INFORMATION SECURITY THAT ALL ORGANIZATIONS THAT COLLECT OR MAINTAIN PERSONAL INFORMATION SHOULD MEET. THE FAILURE TO IMPLEMENT ALL THE CONTROLS THAT APPLY TO AN ORGANIZATION'S ENVIRONMENT CONSTITUTES A **LACK OF REASONABLE SECURITY**.

- ORGANIZATIONS SHOULD **MAKE MULTI-FACTOR AUTHENTICATION** AVAILABLE ON CONSUMER-FACING ONLINE ACCOUNTS THAT CONTAIN SENSITIVE PERSONAL INFORMATION. THIS STRONGER PROCEDURE WOULD PROVIDE GREATER PROTECTION THAN JUST THE USERNAME-AND-PASSWORD COMBINATION FOR PERSONAL ACCOUNTS SUCH AS ONLINE SHOPPING ACCOUNTS, HEALTH CARE WEBSITES AND PATIENT PORTALS, AND WEB-BASED EMAIL ACCOUNTS.

- ORGANIZATIONS SHOULD **CONSISTENTLY USE STRONG ENCRYPTION** TO PROTECT PERSONAL INFORMATION ON LAPTOPS AND OTHER PORTABLE DEVICES, AND SHOULD CONSIDER IT FOR DESKTOP COMPUTERS

- ORGANIZATIONS SHOULD ENCOURAGE INDIVIDUALS AFFECTED BY A BREACH OF SOCIAL SECURITY NUMBERS OR DRIVER'S LICENSE NUMBERS TO PLACE A FRAUD ALERT ON THEIR CREDIT FILES AND MAKE THIS OPTION VERY PROMINENT IN THEIR BREACH NOTICES. THIS MEASURE IS FREE, FAST, AND EFFECTIVE IN PREVENTING IDENTITY THIEVES FROM OPENING NEW CREDIT ACCOUNTS.

UNIFORM ELECTRONIC TRANSACTION ACT (UETA)
AND
GOVERNMENT CODE SECTION 16.5

- UNDER CALIFORNIA LAW, AN "**ELECTRONIC SIGNATURE**" MEANS AN ELECTRONIC SOUND, SYMBOL, OR PROCESS ATTACHED TO OR LOGICALLY ASSOCIATED WITH AN ELECTRONIC RECORD AND EXECUTED OR ADOPTED BY A PERSON WITH THE INTENT TO SIGN THE ELECTRONIC RECORD. THE UNIFORM ELECTRONIC TRANSACTION ACT (UETA) AUTHORIZES USE OF AN ELECTRONIC SIGNATURE FOR TRANSACTIONS AND CONTRACTS AMONG PARTIES IN CALIFORNIA, INCLUDING A GOVERNMENT AGENCY.

- UNDER CALIFORNIA LAW, A **DIGITAL SIGNATURE** HAS THE SAME FORCE AND EFFECT AS A MANUAL SIGNATURE. A DIGITAL SIGNATURE MAY BE AFFIXED TO ANY WRITTEN COMMUNICATION WITH THE UNIVERSITY IN WHICH A SIGNATURE IS REQUIRED SO LONG AS IT COMPLIES WITH THE REQUIREMENTS OF CALIFORNIA GOVERNMENT CODE SECTION 16.5 AND THESE STANDARDS AND PROCEDURES.

ICSUAM **8100.00**
ELECTRONIC AND DIGITAL SIGNATURES

- AN **ELECTRONIC SIGNATURE** IS AN ELECTRONIC SOUND (E.G., AUDIO FILES OF A PERSON'S VOICE), SYMBOL (E.G., A GRAPHIC REPRESENTATION OF A PERSON IN JPEG FILE), OR PROCESS (E.G., A PROCEDURE THAT CONVEYS ASSENT), ATTACHED TO OR LOGICALLY ASSOCIATED WITH A RECORD, AND EXECUTED OR ADOPTED BY A PERSON WITH THE INTENT TO SIGN THE RECORD.

- A **DIGITAL SIGNATURE** IS A SPECIFIC TYPE OF ELECTRONIC SIGNATURE THAT USES CRYPTOGRAPHIC TRANSFORMATION OF DATA TO PROVIDE AUTHENTICITY, MESSAGE INTEGRITY, AND NON-REPUDIATION.

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California State University
Dominguez Hills

Digital and Electronic Signature Guideline
California State University, Dominguez Hills

THE CLOUD

Designed by **Vecteezy**

- CLOUD COMPUTING SERVICES ARE APPLICATION, PLATFORM AND INFRASTRUCTURE RESOURCES THAT ARE ACCESSED THROUGH THE INTERNET.

- CLOUD SERVICES PROVIDE A WIDE RANGE OF ACADEMIC AND ADMINISTRATIVE ACTIVITIES, SUPPORTING, AMONG OTHER THINGS, COMMUNICATION; COLLABORATION; PROJECT MANAGEMENT; SCHEDULING; DATA ANALYSIS, PROCESSING, SHARING, AND STORAGE.

- THERE ARE A NUMBER OF INFORMATION SECURITY AND DATA PRIVACY CONCERNS ABOUT USE OF CLOUD COMPUTING SERVICES BY UNIVERSITY PERSONNEL, DEPARTMENTS, AUXILIARIES AND CENTERS.

- THE PURPOSE OF THIS STANDARD IS TO ALIGN WITH CURRENT OR EMERGING CSU CLOUD POLICY AND TO ENSURE THAT CSU SENSITIVE DATA IS NOT INAPPROPRIATELY STORED OR SHARED USING PUBLIC CLOUD COMPUTING AND/OR FILE SHARING SERVICES.

How to Identify
Cloud Services & Usage Guideline
CSU Protected Levels of Data   PL-1, PL-2 and PL-3)

FERPA Name with:	HIPAA Name with:	PII Name with:	GLBA Name with:	CREDIT CARD	Law Enforcement Records Name with:	Campus Access Credentials	Campus Financials
Grades DOB Photo Advising	Health Records or Insurance Records	Personally Identifiable Information (SSN) (Passport) (Visa)	Financial Information (Bank Accounts) (Tax Returns)	Payment Card Information	Driver's License Criminal Background	Account And Password	
PL2	PL1	PL1	PL1	PL1	PL1	PL1	PL2
Campus Attorney client communications	Employee Information Name with: (Home Address) (Home Phone) (Personal Email) (Marital Status) (Gender) (Evaluation) (Personnel Actions)	General Information publically available Publications Web					
PL2	PL2	PL3					

QUESTIONS?