Campus Technology User Group (CTUG)

May 8, 2018
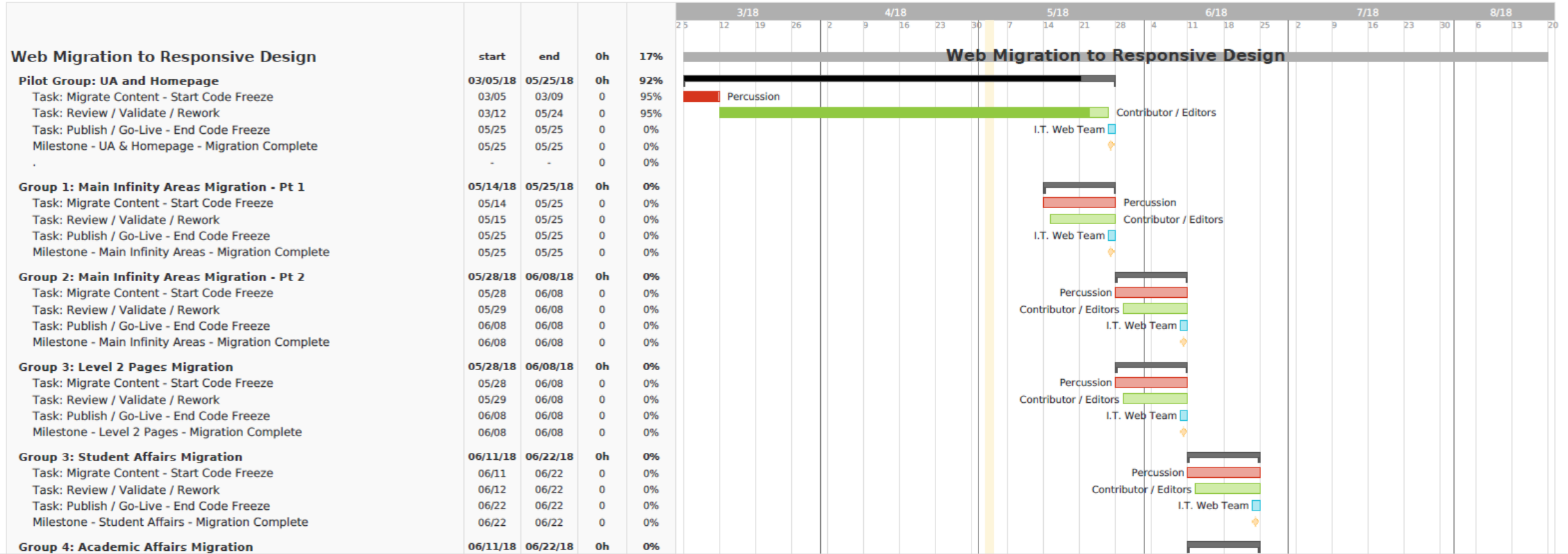**Zoom Meeting**

Now We're Zooming

- Taking CTUG to the Next Level
  - Excited to try this new method of communication and delivery
  - As presenters are speaking, if you have any questions, please use the Chat function. The chat will be monitored throughout the meeting.
  - You do NOT need headphones or a microphone, but they are highly recommended, especially in a office setting.
  - We will be recording this session.

Agenda

1. Welcome - C. Manriquez
2. Web Migration – C. Manriquez
3. Updates – C. Manriquez
4. Dynamic Distribution List – K. Boyer
5. Shared Accounts - K. Boyer
6. Business Continuity Plan - K. Boyer
7. IT Service Disruptions- K. Boyer
8. New Building Impacts - K. Boyer
9. New Construction Impacts on Infrastructure - K. Boyer
10. Academic Technology Updates - R. Boroon
11. ManageEngine – F. Mansouri
12. ServiceNow Release – F. Mansouri
13. Questions?

Web Migration

teamgantt
Created with Free Edition

Printed: May 2, 2018

	start	end	0h	17%
Web Migration to Responsive Design			0h	17%
Pilot Group: UA and Homepage	03/05/18	05/25/18	0h	92%
Task: Migrate Content - Start Code Freeze	03/05	03/09	0	95%
Task: Review / Validate / Rework	03/12	05/24	0	95%
Task: Publish / Go-Live - End Code Freeze	05/25	05/25	0	0%
Milestone - UA & Homepage - Migration Complete	05/25	05/25	0	0%
.	-	-	0	0%
Group 1: Main Infinity Areas Migration - Pt 1	05/14/18	05/25/18	0h	0%
Task: Migrate Content - Start Code Freeze	05/14	05/25	0	0%
Task: Review / Validate / Rework	05/15	05/25	0	0%
Task: Publish / Go-Live - End Code Freeze	05/25	05/25	0	0%
Milestone - Main Infinity Areas - Migration Complete	05/25	05/25	0	0%
Group 2: Main Infinity Areas Migration - Pt 2	05/28/18	06/08/18	0h	0%
Task: Migrate Content - Start Code Freeze	05/28	06/08	0	0%
Task: Review / Validate / Rework	05/29	06/08	0	0%
Task: Publish / Go-Live - End Code Freeze	06/08	06/08	0	0%
Milestone - Main Infinity Areas - Migration Complete	06/08	06/08	0	0%
Group 3: Level 2 Pages Migration	05/28/18	06/08/18	0h	0%
Task: Migrate Content - Start Code Freeze	05/28	06/08	0	0%
Task: Review / Validate / Rework	05/29	06/08	0	0%
Task: Publish / Go-Live - End Code Freeze	06/08	06/08	0	0%
Milestone - Level 2 Pages - Migration Complete	06/08	06/08	0	0%
Group 3: Student Affairs Migration	06/11/18	06/22/18	0h	0%
Task: Migrate Content - Start Code Freeze	06/11	06/22	0	0%
Task: Review / Validate / Rework	06/12	06/22	0	0%
Task: Publish / Go-Live - End Code Freeze	06/22	06/22	0	0%
Milestone - Student Affairs - Migration Complete	06/22	06/22	0	0%
Group 4: Academic Affairs Migration	06/11/18	06/22/18	0h	0%

CALIFORNIA STATE UNIVERSITY
DOMINGUEZ HILLS

100K   4th   11:1   8th

UNIVERSITY NEWS

UPCOMING EVENTS

FUTURE STUDENTS   CURRENT STUDENTS   STUDENT SERVICES

UNIVERSITY ADVANCEMENT

Advancement Services

External Relations

Government & Community Relations

Commencement

University Ceremonies & Events

University Communications & Public Affairs

University Development

Advocacy Action Center

Contact Us

LATEST NEWS

EVENTS

SATURDAY, MARCH 17, 2018

TRIO Upward Bound Workshop ▼

MONDAY, MARCH 19, 2018

Justice Corps Community Engagement Symposium ▼

The Division of University Advancement offers campus-wide leadership to support and promote the academic mission of CSU Dominguez Hills through philanthropic activities, government and community advocacy, building broad and diverse networks of volunteer and alumni support, and enhancing the image of the university in the local, state and national arenas. The division includes these university offices: Advancement Services, Alumni Relations, University Ceremonies and Events, University Communications and Public Affairs, Development, Government and Community Relations, and Philanthropic Foundation.

The main University Advancement Office is located in Welch Hall on the fourth floor (WH 490). If you need assistance, please do not hesitate to contact us at (310) 243-3787.

Considering making a gift?

We invite our friends and supporters to join us in building on a legacy of excellence at CSU Dominguez Hills. Please make a gift online or email or call us at (310) 243-2182 for assistance.

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GOVERNMENT & COMMUNITY RELATIONS

Government Relations ▼

Community Relations

Events

Publications

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University Advancement

LATEST NEWS

EVENTS

The Office of Government and Community Relations is dedicated to building partnerships with business, government and community-based organizations that are mutually beneficial. In this role, we are committed to developing a climate where CSU Dominguez Hills is viewed as the educational centerpiece in the South Bay region and worthy of investment and support from members of the greater community.

Government Relations

As part of the University Advancement team, the Office of Government and Community Relations coordinates the university's legislative and advocacy efforts at the federal, state, and local levels.

REGISTER TO VOTE

Community Relations

This office also serves as the university's liaison to the broader community. We work with:

- Local business organizations
- Chambers of commerce
- Non-profit groups
- The community at large in the South Bay region and metropolitan Los Angeles County

As a liaison to these groups, we keep our community constituents informed about programs and activities at the university that would be beneficial or of interest to them, identify community needs and explore avenues to provide university resources to meet those needs, and create partnerships between these organizations and the university.

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Updates

- Ad Astra
  - Preliminary Higher Education Space Index study and reports completed
  - Engagement with Ad Astra Scheduling Begun first week of may
  - Platinum Analytics to follow after Scheduling software is deployed

- University Effectiveness Planning & Analytics
  - On campus interviews for three AVP finalists completed
  - Interview process for two data analysts completing
  - Installation and setup of Tableau

Infrastructure

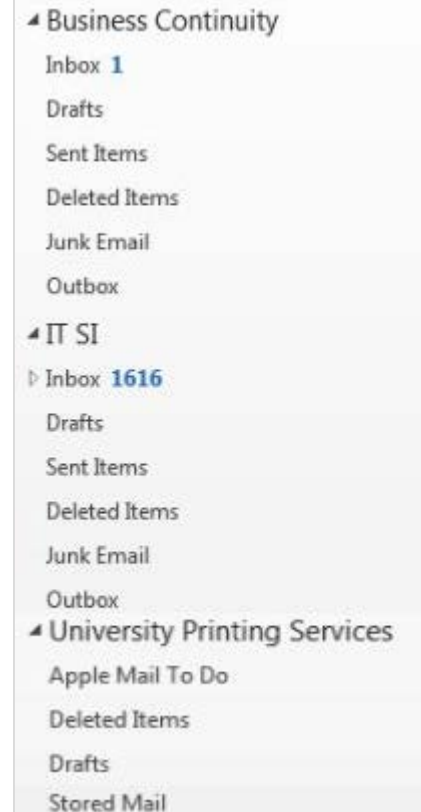K. Boyer

Dynamic Distribution List

- PeopleSoft Driven based on attribute fields:
  - Email Address,
  - Existing Distribution Group

Dynamic Group Name	Email Address	Existing Distribution Group
All Employees	allemployees@csudh.edu	all@csudh.edu
All Staff	allstaff@csudh.edu	allstaff@csudh.edu
All Faculty	allfaculty@csudh.edu	allfaculty@lists.csudh.edu
FT Faculty	ftfaculty@csudh.edu	ftfaculty@lists.csudh.edu
PT Faculty	ptfaculty@csudh.edu	n/a
FT Staff	ftstaff@csudh.edu	n/a
PT Staff	ptstaff@csudh.edu	n/a
Emeritus Faculty	emeritus@csudh.edu	n/a
Emeritus Staff	emeritusstaff@csudh.edu	n/a
Division of Academic Affairs	doaa@csudh.edu	divisionofacademicaffairs@csudh.edu
Division of Administration & Finance	doaf@csudh.edu	administrationandfinance@csudh.edu
Division of Information Technology	doit@csudh.edu	divisionofinformationtechnology@csudh.edu
Division of Student Affairs	dosa@csudh.edu	studentaffairs@csudh.edu
Division of University Advancement	doua@csudh.edu	universityadvancement@csudh.edu

Shared Account vs. Shared Email Mailbox

- CSU Security Policy Compliance Measure:

  - Departmental accounts that allow multiple users to access a departmental email mailbox will be transitioned to a Shared Email Mailbox with the appropriate rights assigned to specific users.

  - Shared accounts do not permit interactive logon; users will need to authenticate as themselves and then the appropriate access will be applied.

  - The shared mailbox will mount in each user's Outlook tree. It is also available through OWA by using the "Open another mailbox…" option.

  - At this time, the shared mailboxes cannot be added as an additional mailbox on mobile devices.

▲ Business Continuity
  Inbox **1**
  Drafts
  Sent Items
  Deleted Items
  Junk Email
  Outbox
▲ IT SI
  ▷ Inbox **1616**
  Drafts
  Sent Items
  Deleted Items
  Junk Email
  Outbox
▲ University Printing Services
  Apple Mail To Do
  Deleted Items
  Drafts
  Stored Mail

Business Continuity – Disaster Plan

- Disaster Recovery Plan

- Business Recovery Process
  - Opportunity to consider cloud-based and local infrastructure.

IT Service Disruptions

- November/December 2017
  - Facilities was to schedule an urgent safety issue related to two high voltage switches in the tunnel.
  - The work would have affected multiple buildings, most notably Welch Hall.
- Initial scheduling discussions expectations: the generator to perform as designed.
  - However, it was later discovered that a Power Panel in Welch Hall, which feeds power to IT equipment essential to the operation of campus, did not have an external backup generator power.
- IT is attempting to schedule this upgrade as soon as possible after classes end.

New Construction – Infrastructure Impact

- Three new building will be in some form of construction over the period of September 2018 (Housing) – June 2021 (Innovation and Instruction).

- Work will be impacting areas of the campus that IT Infrastructure currently services. Stay tuned to more information from the campus

Academic Technology

R. Boroon

Academic Technology Updates

- LMS Re-Evaluation & Recommendation
- Student Evaluation System

SCANTRON®

campuslabs™
Data Driven Innovation

EvaluationKIT
Student Feedback Made Simple®

Desire2Learn®

Bb™

canvas
BY INSTRUCTURE

User Services

F. Mansouri

Manage Engine

- Desktop Central – an integrated desktop and mobile device management software that helps in managing servers, laptops, desktops, smartphones, and tablets from a central location.

- Automate your regular desktop management routines like installing patches, distributing software, imaging and deploying OS, managing your IT Assets, taking control of remote desktops, and more.

Supported OS

Desktops/Laptops/Servers	Windows	Mac	Linux
Smart Phones/Tablets	iOS	Android	Windows

ServiceNow

- Update to our ticketing system
- Slated for this summer.

Questions?