

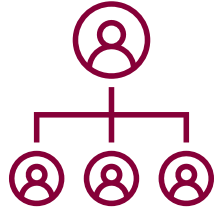
Information Technology Town Hall

Landscape Evolution

Chris Manriquez
VP Information Technology / CIO

September 19, 2023





TECHNOLOGY TOWN HALL – FALL 2023

I.T. Leadership



Chris Manriquez

Vice President,
/ CIO



Bill Chang

AVP,
Deputy CIO



Sara Hariri

AVP, Security
& Compliance,
Infrastructure



Alana Olschwang

AVP, University
Effectiveness,
Planning & Analytics



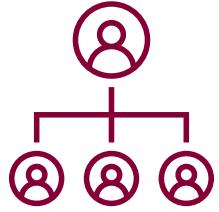
Natalie Alarcon

AVP,
Process & Project
Management



Jacqueline Kuenz

Executive Director,
I.T. Operations
& Finance



TECHNOLOGY TOWN HALL – FALL 2023

I.T. Leadership



Reza Boroon

Director,
Instructional
Technology Services
/ ATO



Bill Elbettar

Senior Director,
Infrastructure
Services



Israel Calderon

Director,
Enterprise Systems



Farhad Mansouri

Director,
Service Management



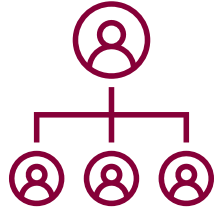
Krystal Rawls

Program Director,
Workforce Integration
Network (WIN)



Adelbert Bayliss

Director, Tech
Enabled Spaces



TECHNOLOGY TOWN HALL – FALL 2023

I.T. Leadership



Ryan Weitzman

Director,
Institutional Research



Kevin Buchmiller

Program Director,
Esports

Agenda



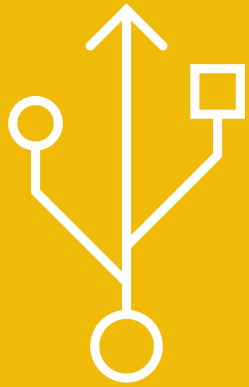
**VP Opening
Remarks &
Looking to the
Future**



**Upcoming
Major Releases
& Services
Available**



**Q&A with
IT Leadership**



I.T. LEADERSHIP

Vice President / CIO



Chris Manriquez

Vice President /
Chief Information Officer (CIO)



Technology Landscape Evolution

Over time, global organizations have adapted their IT operating models to respond to changing realities.

Technology operating models are connected to and are drivers for functional transformation

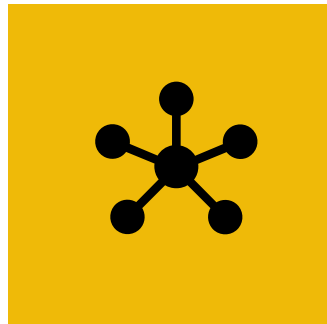
Prevailing IT operating models, by time period

	1990s	2005	2020s
Governance	Local	Centralized	Federated
Infrastructure	Mainframe	Single data center	Distributed cloud
Architecture	Monolithic	Enterprise service bus	Microservices
Decision making	Within business units	Central	Within agile teams

Core Forces & Drivers Accelerating Change



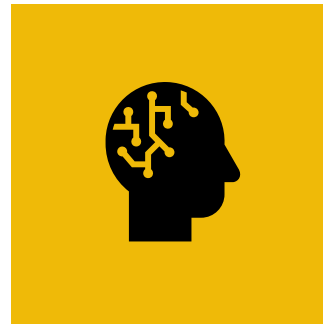
Customer
Service



Present Digital
Demands



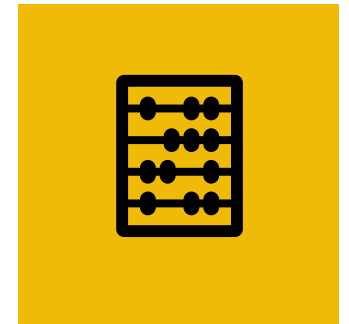
Inflationary
Costs



Data Training
for AI



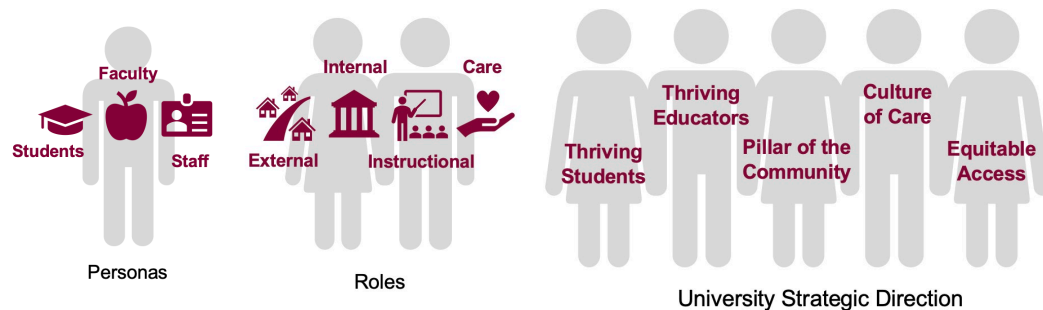
Professional
Development



Legacy
Technology

OneDigital@DH

Resolving our internal digital divide empowers us to comprehensively address the regional digital divide.



Digital Master Planning: Synthesizing present university capabilities and aspirations into a digital frame palatable for internal and external engagement

Engaging community partners and internal committees and forums on history, state and aspiration of the human led and tech powered university

Digital Accountability: Understanding and changing roles towards delivering today's digitally powered reality

- Institutional standards for digital engagement
 - Mechanisms beyond efforts but ways we operate as our baseline
 - Mature connections in institutionally stewarded areas (UPC, Strategic Plan)
- Digital Governance restructured
 - Focused on lifecycle capability and capacity

Digital Responsibility: Uncovering and transforming antiquated process into culturally and digitally relevant, modern practice

- In prioritized portfolio efforts, perform situational analysis within digital engagement
- Employ toolsets and methodologies (BPI) aimed at retention portion of university experience funnel.

OneDigital@DH



Financial Strategy

- INTERNAL FUND SOURCE ENGAGEMENT
- EXTERNAL PARTNER SOURCE ENGAGEMENT

- Customer Service Focus Engaging (BPI)
- Engage employees in Digital Age
- Finalizing transformation hires**



PPM



Academic Technology

- Increase support for digital instructional demands
- Completion of Canvas Migration
- ChatGTP and instructional tools resetting



I.T. Operations

- Engaging university in DMP and post COVID 12.8M investment
- Reconciling 2.3M of institutional year over year investment needed
- Evolving partnerships to address role-based requirements for a digital age

- Cloud based Data practice**
- Prepare data pipeline for AI
- Rescaling support structures for present data demands



UEPA

- Zero Trust Architecture
- PCI/HIPPA
- Security Management
- Cloud Acceleration**



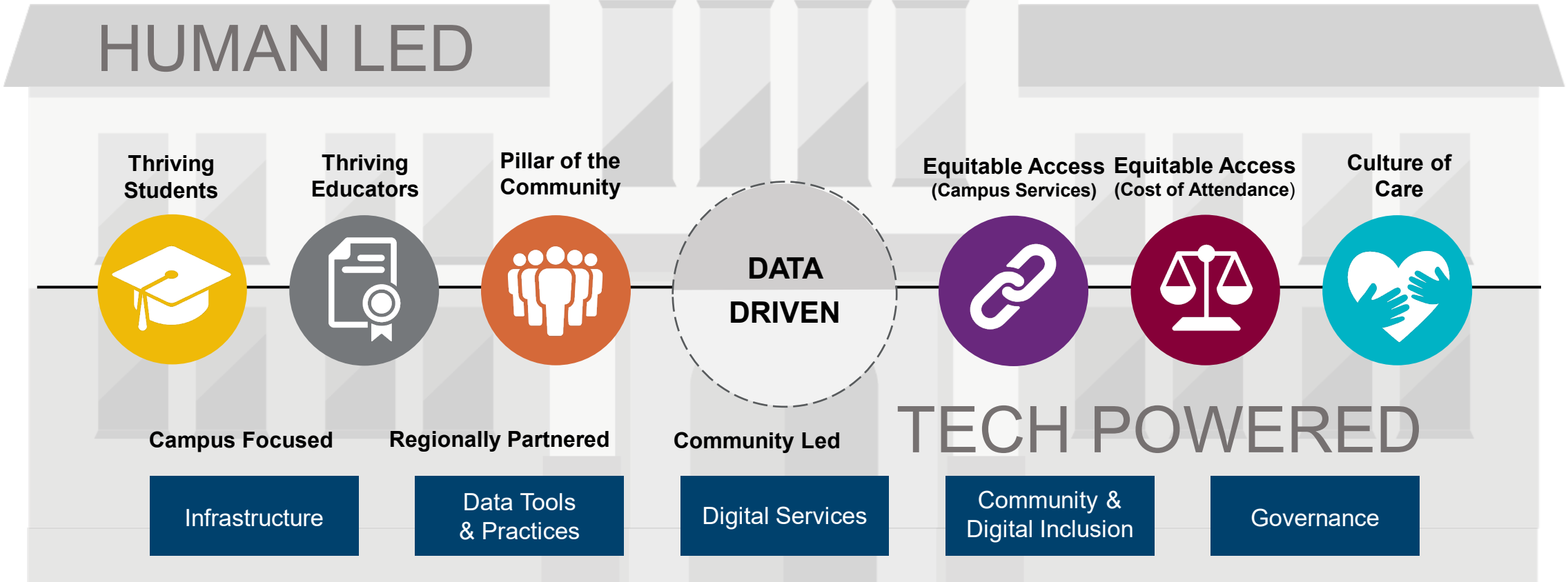
Infrastructure & Security



Esports & WIN

- Establishing funded budget
- Academic focus in pillars

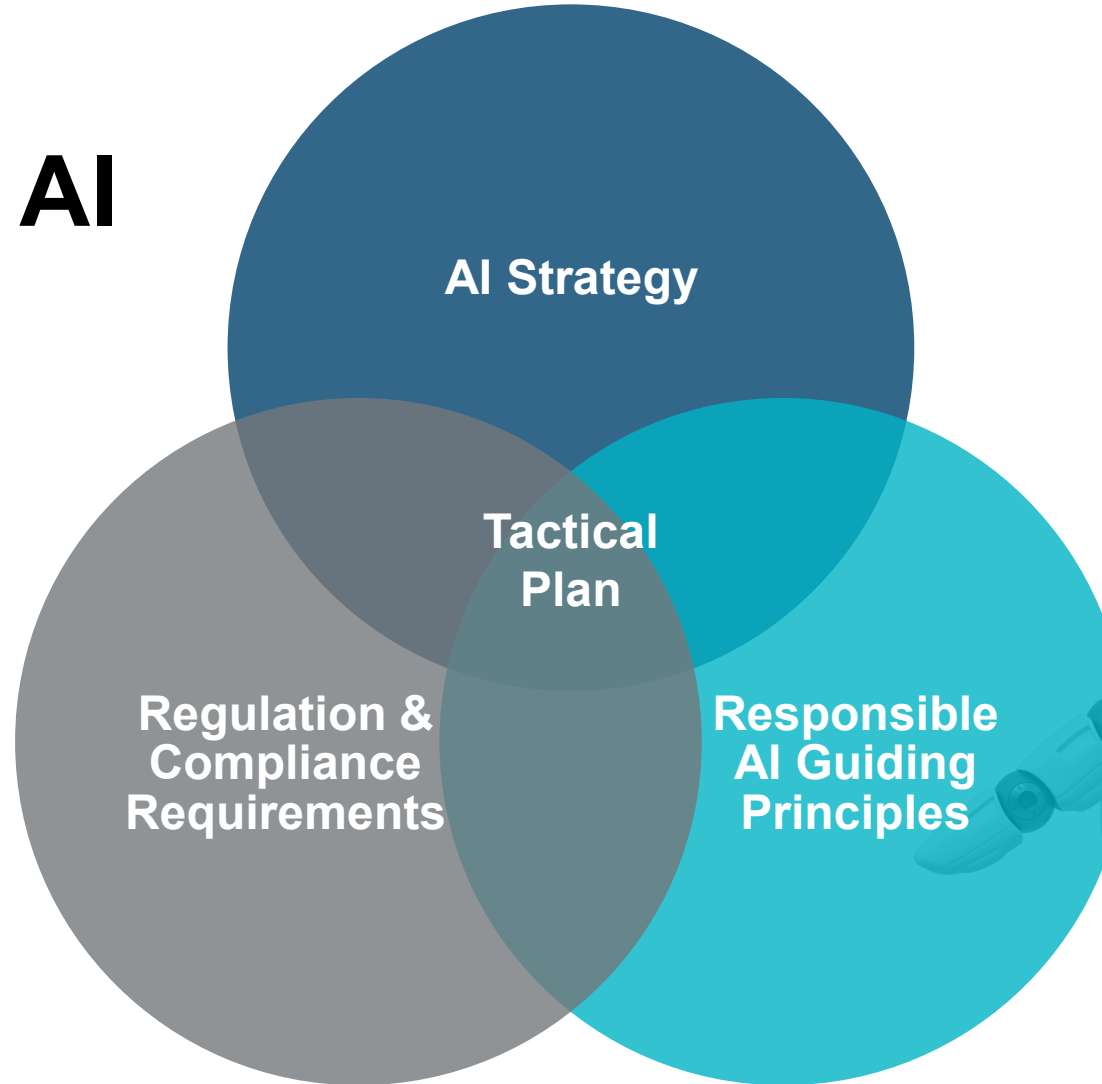
Strategic Plan & Digital Master Planning



Creating the Blueprint for AI



A tactical roadmap for executing generative AI initiatives

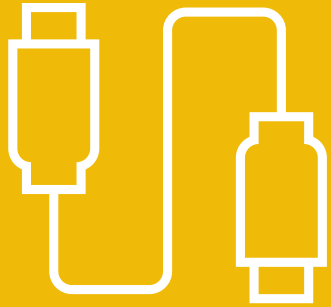


Upcoming Major Releases & Services Available



I.T. LEADERSHIP

Associate VP / Deputy CIO



Bill Chang

Associate Vice President /
Deputy Chief Information
Officer (CIO)



IT by the Numbers



IT Virtual Support Center

33,000 Calls & Chats

58,597 AskTeddy



Clearspan

2,056,272 Calls

94,578 I.T. Calls



Help Portal

68,000 Calls & Chat

Project Management

77 Large Scale Projects



Information Security*

230 Virus Threats

17,675 Phishing URLs

55,073 Malware URLs

44,902,897 Spyware Threats

* January to July '23 data



UEPA Expanded Dashboards & Training

16,102 Views



@csudhit Social Media



628

Messages

867

New Followers



114,567

Impressions

29,595

Video Views



INFORMATION TECHNOLOGY

IT by the Numbers

 **CANVAS**
BY INSTRUCTURE **36,000**
Courses Migrated

690 Blackboard Organizations Migrated

 **Learning** **154,144**
Video Views

123,890 Video Completions

 **Toro Success Collaborative**
65,147 Appointments

 **Dropbox**

177 TB Storage Used

29,285 Active Users

zoom

33,000 Calls & Chats

58,597 AskTeddy



Adobe Sign

43,121 Transactions

31,607 Completed



iToros Mobile

9,300

Downloads



Tech Checkout

2,100

Laptops & Tablets

1,200 Duo Tokens

60 Mi-Fi



Siteimprove

2,000+

Outdated web
pages reduced



I.T. YEAR IN REVIEW 2022-2023

Esports



Achievements

Nation-wide competitions

- 13 Teams
- 80+ Players
- 8 Game titles
- 5 championship titles to date

Fall 2022

- 7 teams made playoffs

Spring 2023 – anticipating similar figures

- 8 teams made playoffs
- 1 National Championship win
- 1 Regional Championship win





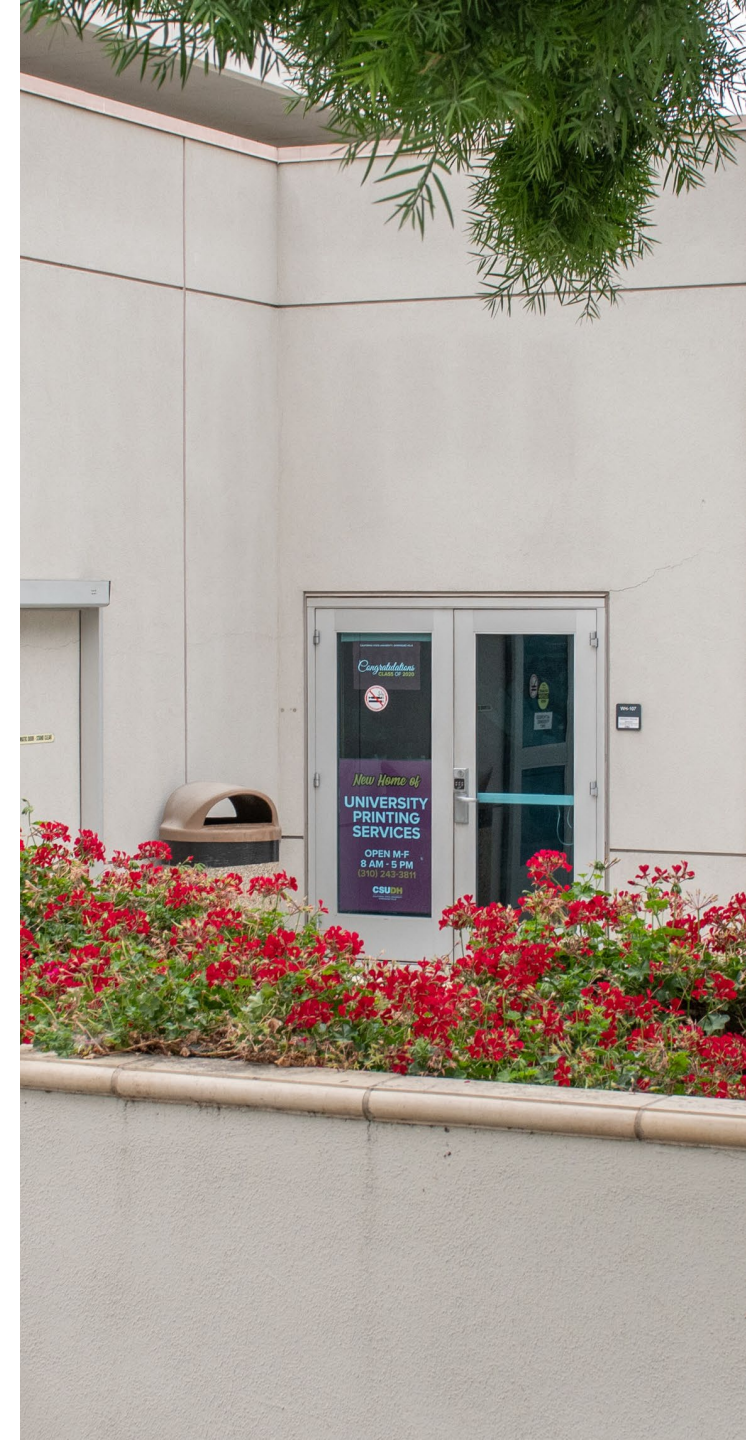
I.T. YEAR IN REVIEW 2022-2023

University Printing Services



Achievements

- Successfully expanded our inventory with a diverse range of new items and promotional products tailored for the needs of our campus' staff, faculty, and students
- Proactively assumed the responsibility for sign-making from the facilities department
 - Strategically installing numerous signs across the campus to enhance visibility and communication





GOALS 2023-2024

Making an Impact 2023-24

Esports

Fall & Spring

- CTC395 Introduction to Game Development
 - Esports Environment: Strategies, Design and Production Lifecycle
- Community & Youth Partnerships
 - Regional CSU Esports
 - KJLH Empowerment Day, “Delete the Divide”
 - Open for campus community to use Toro Esports Academy (TEA) Lab

Sponsors

- AMP Music
- Lenova + Intel
- Cloud 9 Sports*

*Thank you to Athletics for allowing us to partner with the Cloud 9 Sports

University Printing

Expanded Services

- Flags
- Backdrops
- New promotional items



I.T. LEADERSHIP

Infrastructure & Compliance



Sara Hariri

Associate Vice President,
Infrastructure & Compliance
Chief Information Security Officer





I.T. YEAR IN REVIEW 2022-2023

I.T. Operations

Achievements

AV & Infrastructure Upgrades

- Completed Esports Lab, I&I Building, & various conference rooms

Device Management & Deployment

- Checked out 2010 laptops/tablets

Server & Application Upgrades

- Transitioned 70+ Windows 2012 servers to newer versions
- Consolidated departmental servers for security

Network & Communication Enhancements

- Expanded campus WiFi

Security & Compliance Initiatives

- Implemented redundancy between data centers
- Improved patch mngmnt for Win servers

Digital Transformation & Automation

- Migrated systems like ASI and StarRez to the cloud

Azure Cloud Initiatives

- Established services on Azure (Domain Controller, DNS, and Disaster Recovery)
- Upgraded Azure AD Connect and integrated Cloud user provisioning

Web & Digital Presence

- Collaborated on Siteimprove rollout for accessibility review

Housing & Facility Management

- Migrated and upgraded housing-related systems like StarRez and Onity
- Enhanced housing inventory, application, and business processes



I.T. YEAR IN REVIEW 2022-2023

Security Operations & Compliance

Achievements

Software & Licensing Management

- Resolved a two-year Fusion licensing issue for the visually and hearing impaired
- Updated the CO phonebook to meet new requirements

Network & Data Infrastructure

- Established VPN connectivity between campus PeopleSoft and AWS-based Unisys data warehouse
- Set up the campus disaster recovery site with core

Security & Compliance Enhancements

- Enhanced campus security by deploying multiple tools and completing MFA enforcement
- Established a server patching schedule and automated patching processes

Training & Awareness Initiatives

- Offered training on WCAG and Section 508 compliance standards
- Celebrated GAAD 2023 to highlight the importance of accessibility

Collaborative Projects & Audits

- Collaborated with the IT Coms team for GAAD 2023
- Conducted an access control audit for Health Center applications



I.T. YEAR IN REVIEW 2022-2023

I.T. Support Operations

Achievements

Ticket Resolution & Support

- Resolved 68,000 Service Now tickets
- Supported and provided hundreds of laptops for 2 NSO sessions

Device Management & Upgrades

- Replaced computers running Windows 7 and upgraded old Mac OS devices
- Managed 1,800 devices through "Jamf Pro" and repaired 500 laptops

Training & Collaboration

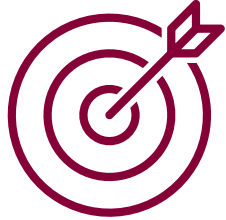
- Collaborated with Computer Science's SICE program to train student interns
- Participated in various IT projects, upgrades, and releases

Inventory & Resource Management

- Took SHC inventory and added items to a newly created Access DB
- Checked out 1,200 Duo Tokens and 60 Mi-Fi devices

Projects & Web Resources

- Implemented virtual tours for all housing phases
- Developed the csudhedu/resources website for the health center



GOALS 2023-2024

Streamlining and Optimizing IT Systems



Optimization & Legacy Consolidation: The Dropbox Transition

From: On premise hosted File Servers accessed through mapped drive

To: Dropbox

Benefits:

- Unified Data Storage
- Cost Savings
- Enhanced Accessibility
- Compliance with required Data Classification regulations
- Secure with CSUDH Single Sign On & MFA
- Desktops and Laptop backup system
- Campus Password Manager



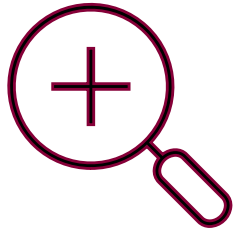
Revamping CSUDH Password Management: The Office 365 Transition

From: OneLogin

To: Campus Office 365 System

Advantages:

- Integrated Platform
- Trusted by Campus
- Simplified User Experience
- Cost-Efficiency



PEEKING INTO THE FUTURE

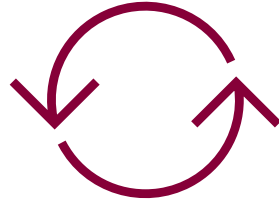
The Next Step in IT System Optimization

Hint...

"A platform we all connect on..."

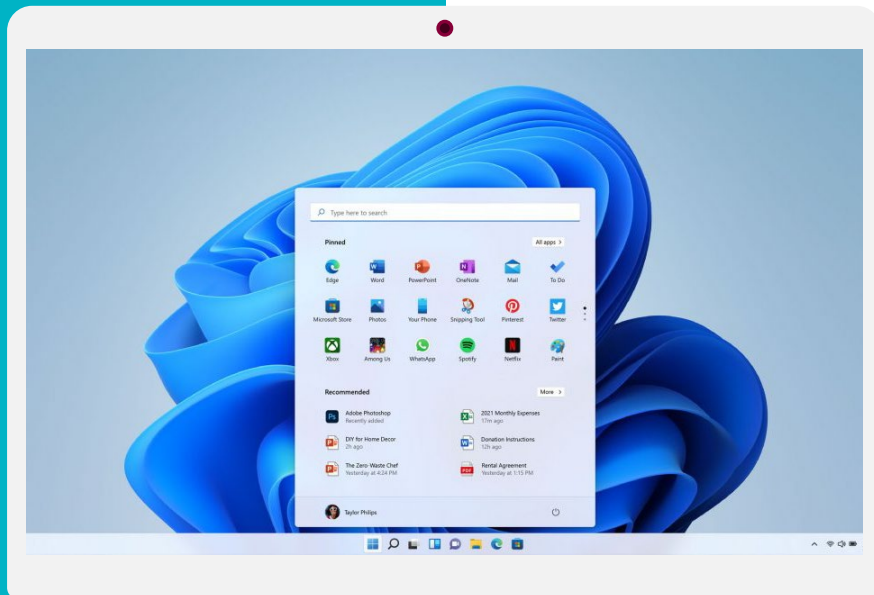
"Stay tuned!"





INFRASTRUCTURE & COMPLIANCE - UPDATES

Coming Soon



Windows 11

Calling for Windows 11 Volunteers

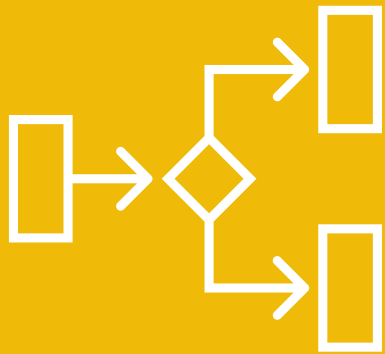
Are you interested in being among the first campus community members to upgrade to Windows 11? If so, please submit a request for the Windows 11 upgrade, and someone from IT will be in touch. We look forward to your participation!

Mac OS Sonoma

Compatibility testing in IT

I.T. LEADERSHIP

Process & Project Management



Natalie Alarcon

Associate Vice President
Process & Project Management





I.T. YEAR IN REVIEW 2022-2023

Process & Project Management

Achievements

- Implemented Siteimprove for quality assurance, accessibility, and SEO monitoring for websites
 - Established new business processes and standards
 - Reduced outdated web content by over 2,000 pages
- Completed migration of Percussion CM1 to AWS cloud
- Launched the Student/Patient portal and Immunization module in the Student Health Center
- Integrated Student Financial Services into the Cloud Contact Center to improve customer service
- Enhanced and broadened the AskTeddy content to improve access
 - Incorporated API integration to the ServiceNow Knowledge base

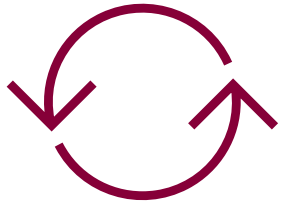


I.T. YEAR IN REVIEW 2022-2023

Process & Project Management

Achievements (Continued)

- Completed the CSUDH Pilot Business Process Improvement (BPI) training program
- Adopted new technology and digital business process forms with complex workflows
- Completed 77 technology projects and 2 nontechnical projects
- Established CSUDH Web Content Standards and Business Process Roles & Responsibilities
- Established, activated, and supported the Strategic Plan Working Groups
- Integrated the first non-IT department (UCM) into ServiceNow
- Instituted standards and structures for DIT Social Media

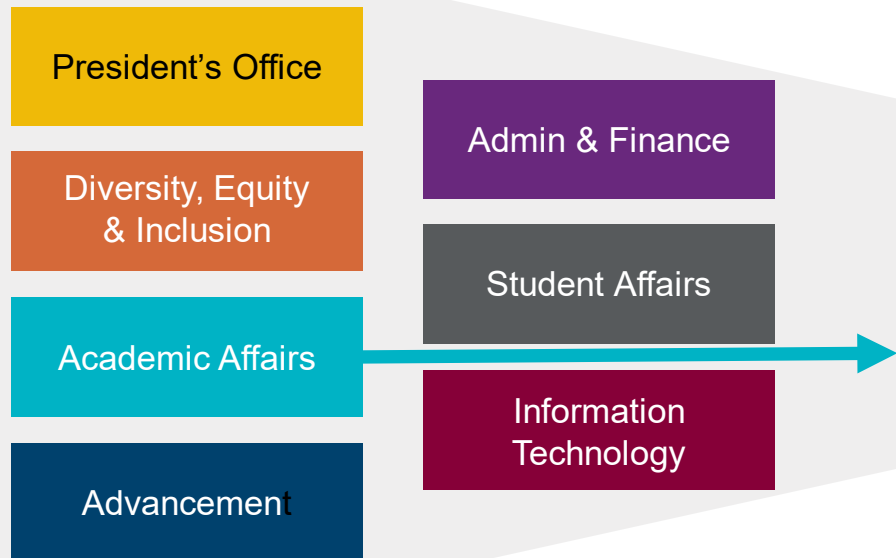


GOALS 2023-2024

University Planning Committee

The scope of this multidisciplinary Committee is to holistically focus on the CSUDH shared vision, mission, and strategic priorities to achieve greater alignment in planning and decision making.

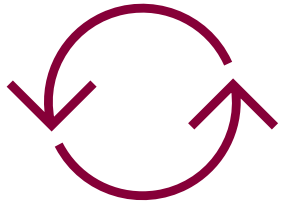
Ideas originate on and off campus. Stakeholders propose cabinet agenda items through division Vice Presidents



Proposed State Decisions at Cabinet



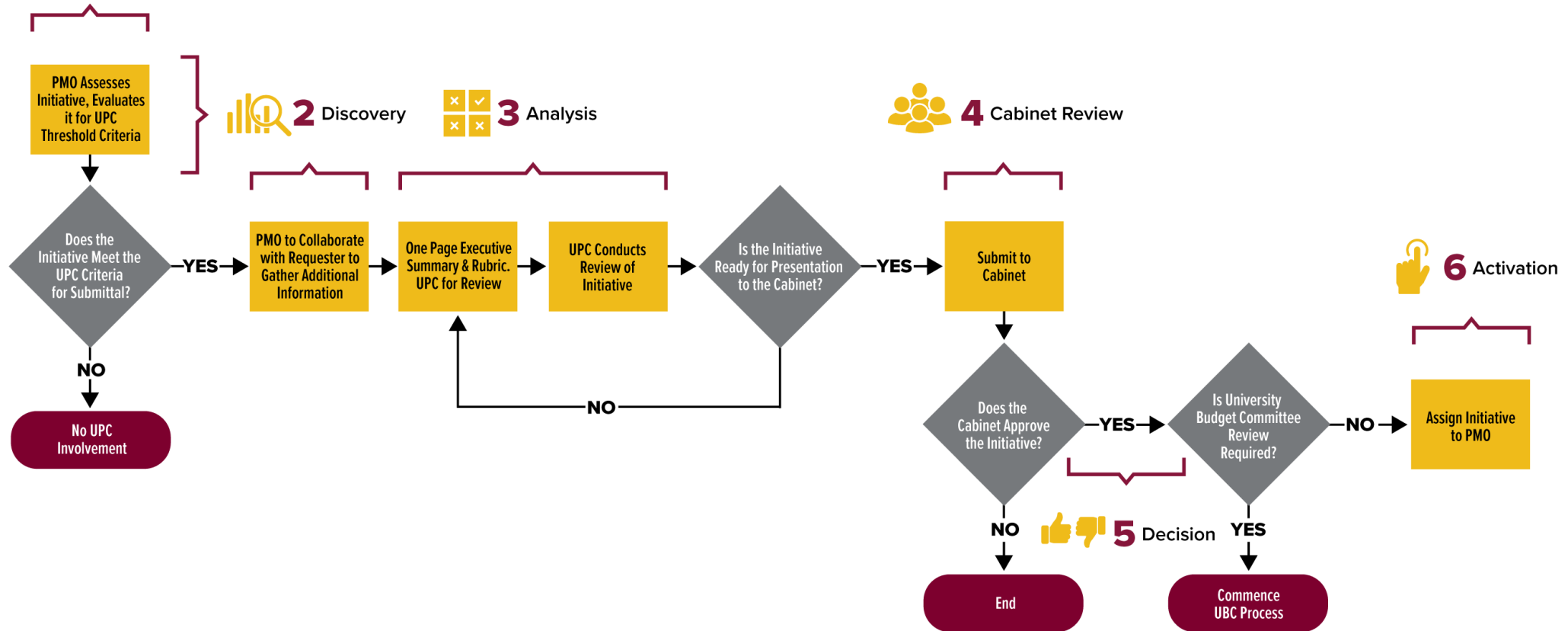
Proposals that involve three or more divisions, or more than a quarter of the campus community, to through UPC.

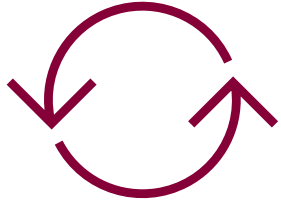


UPDATES ON SYSTEMS & PROJECTS

University Planning Committee

1 Forms Submission





UPDATES ON SYSTEMS & PROJECTS

Process & Project Management

CourseLeaf Curriculum Management System

- Just went live
- Transforms paper-driven curriculum process to digital
- Features workflow & ERP integration

Supplemental Admissions Application (COE)

- Going live next month
- Online process for credential applicants
- Supports varying documentation for program progression

Questica – Financial Reporting

- Going live this month
- Integrates with core ERP for financial data
- User-friendly interface

Project Management Webpage – Campus Projects

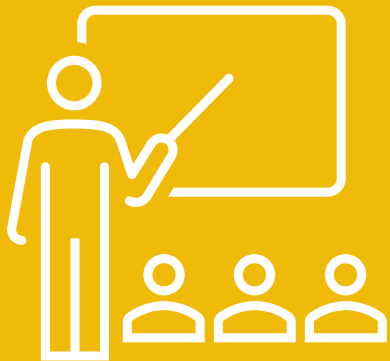
- Displays major campus projects
- Shows project status

Digital Forms – Automated Workflow

- Replaces paper forms like Petition for Exception, Late Drop/Withdrawal, Change of Major/Minor

Student Portal – Beta Release

- Reimagined student experience
- User-friendly, adaptive interface
- Minimizes clicks for information access



I.T. LEADERSHIP

Instructional Technology Services / ATO



Reza Boroon

Director
Instructional Technology
Services / ATO

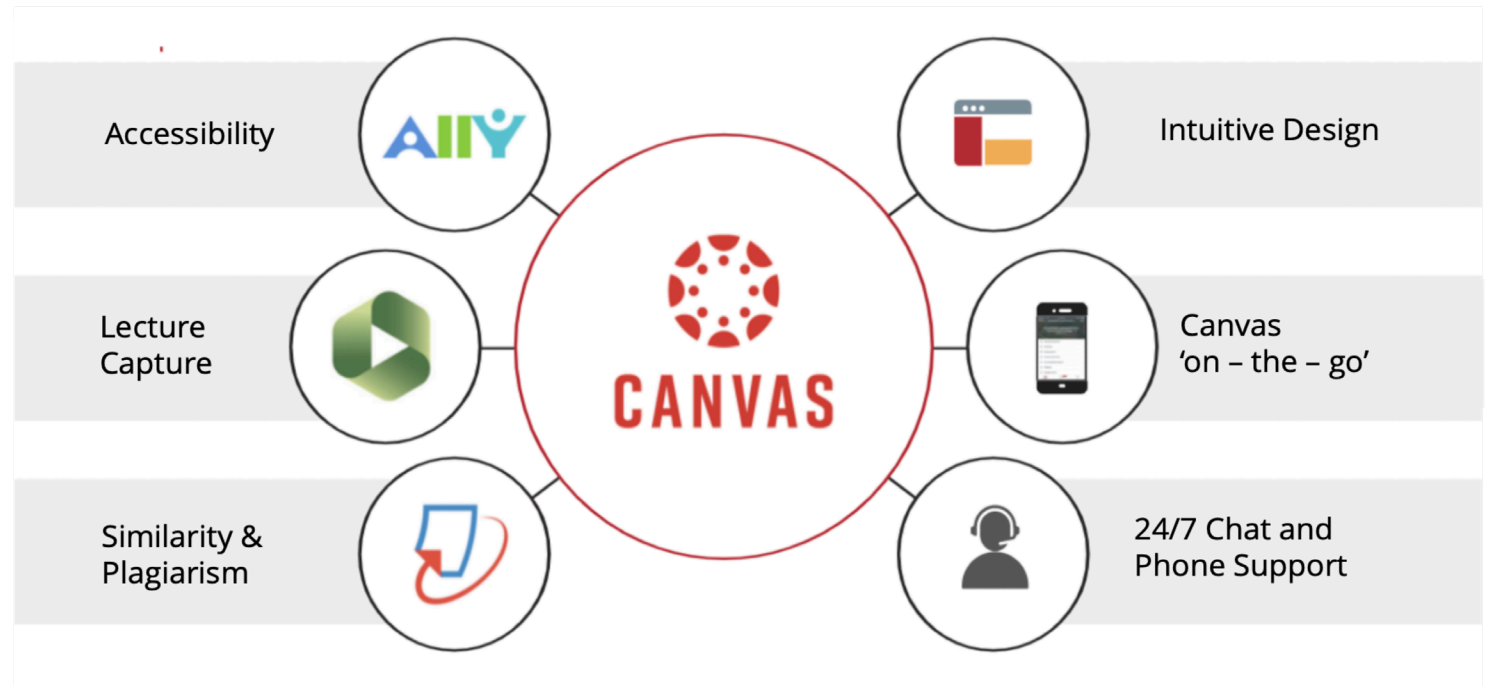


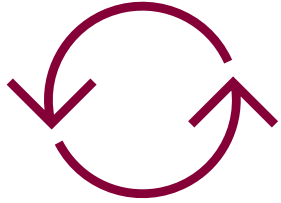
I.T. YEAR IN REVIEW 2022-2023 / ATO

Learning Management System - Canvas

Achievements

- Every college and program has transitioned to using Canvas
- 36,000 Bb courses have been migrated to Canvas from Blackboard
 - From 2016 to 2023
 - Faculty can access previous Blackboard courses from 2020 to 2023 within the Canvas platform.
 - For archived courses, you can get access upon request.
 - Approximately 58 third-party learning and publisher tools integrated into the Canvas platform.





INSTRUCTIONAL TECHNOLOGY SERVICES / ATO

Canvas Mobile App Features



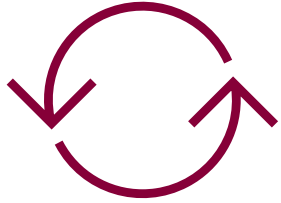
Students and Instructors can use Canvas's apps to do many actions available on the full web version.

Canvas Student App

- View courses and grades
- Submit assignments
- Take quizzes
- Post messages to course discussions
- Send and receive messages
- Watch videos and other content
- Communicate with your Instructors, TAs, and peers
- Review and update your course and personal calendars

Canvas Teacher App (for Instructors)

- Edit course settings
- Email students
- View student progress in your course
- Post announcements
- Participate in discussions
- Grade assignments



INSTRUCTIONAL TECHNOLOGY SERVICES / ATO

Learning Online with Learning

LinkedIn Learning for Students

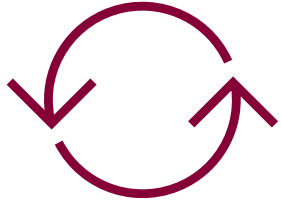
- Pursue additional certifications & continuing education credits
- Watch videos on your computer or any mobile device
- Share your LinkedIn Learning certificates with potential employers through your personal LinkedIn profile
- Network with potential employers in their field of interest

log in to MYCSUDH using your campus username and password & click on "LinkedIn Learning" tile



LinkedIn Learning for Faculty/Staff

- Use LinkedIn Learning to help your students gain the essential skills they need to excel in your course, or to address specific soft skills needed within a workplace setting.
- LinkedIn Learning offers a variety of official certifications and continuing education opportunities.



INSTRUCTIONAL TECHNOLOGY SERVICES / ATO

Academic Technology Workshops

- Canvas Workshops
 - Canvas Discussions and Gradebook
 - Panopto on Canvas
 - Canvas Virtual Drop-In Session
- Accessibility
- Survey Tools
- Qualtrics – Part 2
- I.T. Training
- Tech Bytes
- Social Media

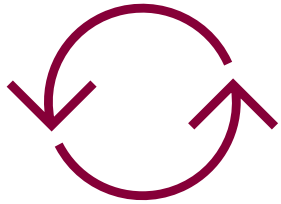
Summer and Fall 2023 Training Schedule

LIVE TRAINING

Topic	Delivery	Date	Time	Registration Link	Audience
JULY Accessibility: Creating Accessible Documents Using Office 365	Live	Wednesday, July 12, 2023	10-11 AM	Registration	All
SEPTEMBER Paperless Series: Dropbox Tips and Tricks	Live	Wednesday, September 13, 2023	2-3 PM	Registration	All

Fall 2023 Sessions

TOPIC	DATE	AUDIENCE
Qualtrics: Survey Tool Overview	September 15	Student, Faculty, Staff
University Printing Services	October 6	Student, Faculty, Staff
Panopto: Record, Manage, and Share Videos	October 20	Student, Faculty, Staff
Alumni Data	November 3	Student, Faculty, Staff
Sneak Peek at Windows 11	November 17	Faculty, Staff



INSTRUCTIONAL TECHNOLOGY SERVICES / ATO

TV & Media Production



Our TV & Media Production plays a significant role in promoting a sense of community, engagement, and connection among students and the campus community.

- Promotion of Academic Resources and Campus Events
- Producing Interactive Content
- Covering Cultural and Diversity

Production

- Capture audio, video, courses or presentations
- Recording Lectures
- Podcasting
- TV studio – Broadcast on Cable TV, Social Media and worldwide on the web.

Post Production

- Offering editing, video editing, sound editing, and visual effects
- Incorporating video & content

Broadcast

Working and partnering with university & community entities for events and live streaming and broadcasting.





atmedia@csudh.edu

I.T. LEADERSHIP

University Effectiveness, Planning & Analytics



Alana Olschwang

Associate Vice President
University Effectiveness, Planning,
& Analytics (UEPA)





I.T. YEAR IN REVIEW 2022-2023

UEPA

Achievements

Build institutional capacity for collecting, integrating, analyzing, and disseminating data among key stakeholders to inform decision-making

- Transitioned dashboards to the website for easier access
- Enhanced data governance and training
- Provided decision support in over a dozen committees and working groups
- Continued training on Faculty Student Success Dashboards to inform equity work

Modernize data infrastructure and systems

- Audited data models and warehouse for redesign, reducing customizations
- Participated in CSU user group to co-design data models and reporting
- Prepared to rebuild the data infrastructure in CSUDH's own AWS cloud
- Improve dashboard designs
- Develop models for predictive analytic



I.T. YEAR IN REVIEW 2022-2023

UEPA

Achievements (Continued)

Workforce Integration and Development

- Began implementation for \$5.3 million dollar grant to address digital equity
- Completed public sector aggregator to help students find jobs
- Developed interactive website by role with engaging tools
- Provided paid internship and upskilling for 32 students
- Developed project plans and relationships with 10 community partners
- Led a faculty community of practice to build a digital literacy course overlay

Support student success efforts, program review, grants, and initiatives

- Supported the development of an Enrollment Based Budgeting model
- Developed new dashboards for diversity and equity
- Built a system of reports for tracking holds on student accounts
- Streamlined dashboards for outreach for new student orientation
- Created visualization of the geography of the application funnel
- Conducted studies on factors influencing student success
- Support development of student engagement dashboards
- Developed an indoor/outdoor wayfinding with accessibility considerations
- Support smart campus and facilities committees



I.T. YEAR IN REVIEW 2022-2023

UEPA

Goals

- Develop and disseminate our data strategy
- Advance readiness to integrate generative AI in data infrastructure
- Leverage compliance reporting for insights and opportunities
- Integrate data elements to advance data ecosystem
- Deepen support for integrated assessment
- Improve coordination and awareness of survey efforts and calendar
- Continue and expand data literacy and analytics training
- Support Student Success and Key Initiatives including GI2025 Equity Priorities
- Continue grant support, grant writing, and capacity for grant reporting
- Test evaluation and research models for closing the digital divide

Q&A with I.T. Leadership





TORO

STRONG