



Information Technology Plan
2010 – 2011

September 2010

The FY10-11 IT plan was developed through collaboration with IT staff and engagement with IT governance groups. In the budget-constrained environment, the plan focuses on projects that streamline service delivery, continue to expand self-service, create technology cost savings and efficiencies, eliminate duplication and position us to further leverage newer technologies such as virtualization and Web2.0 technologies.

Over the next year, CSUN will engage in a participative process to create a digital master plan, **IT Vision@2015**. Much like the campus master plan establishes a blueprint for the future look of the physical campus; the digital master plan will establish a five-year direction for information technology. Jointly led by the Provost and Vice President for IT, the digital master plan will articulate the vision for how technology will support learning, scholarship, research, student support, and administrative operations in 2015.

The remainder of this document is organized in three sections. We begin by summarizing some of the key campus technology accomplishments completed last year. We then propose a set of strategies and initiatives to continue to move CSUN's agenda for technology forward including the development of a Digital Master Plan over this next year. The third section discusses how the IT division is evolving the use of metrics.

ACCOMPLISHMENTS FY 2009-2010

The following is a list of accomplishments that were completed during the FY 2009-2010 year. The FY09-10 IT plan was developed before the full extent of the impacts on CSUN of the economic recession and the state budget crisis were known. Budget cuts and staff furloughs curtailed the resources available to invest in the implementation of many of the planned initiatives. In addition, decisions were made to focus on some new priorities to facilitate cost savings, efficiencies and productivity gains across the university.

- Continued to expand **Faculty Technology Center** services, training and documentation.
 - **Faculty Associates** helped in the development of Moodle workshops and training documentation. They held office hours to provide support and instruction for faculty and developed best practices in the use of technology in effective teaching.
 - **Teaching and Learning Bytes**, a forum for faculty to share how they are using technology in their teaching, continued in reduced mode due to state mandated furloughs.
- Enhanced Hybrid and Online Learning.
 - Implemented Moodle as CSUN's **primary Learning Management System**. Migrated course content from WebCT and Blackboard to Moodle, developed and delivered a series of Moodle workshops, and developed training guides and tutorials.
 - Collaborated with the Library to **integrate library services into Moodle**.
- Improved Ease of Use and Support for **Smart Classrooms**.
 - Established a **consistent smart classroom computer environment** with a standard image for classroom computers.
 - Equipped **100% of smart classrooms with standard technology**, including projector, laptop computer connection, VCR/DVD and user-friendly control system.
 - Established a **single smart classroom phone number** for faculty to call to request classroom support IT Help Center staff triages the calls and forwards if necessary to the appropriate college or IT technicians.
- Focused on student enhancements in CMS SOLAR and enhanced SOLAR self-service providing increased functionality for students, faculty and staff, while reducing support/maintenance work where possible.
 - Developed a **new portal page for applicants and admitted** students using Web 2.0 functionality and design.
 - Implemented student (and employee) **Electronic Funds Transfer (EFT)** used for electronic refund checks.

- Implemented **Demand Pay** functionality that enables the collection of fees for classes during registration and reduces the time the university spends in collections efforts.
- Worked with parking permit software vendor and Department of Public Safety to implement functionality for students to purchase **parking permits online**.
- Continued enhancements to **My Academic Planner (MAP)** to permit new transfer students and first time freshman to use MAP. College major road map guides and prerequisite checking are now available.
- Reviewed **SOLAR student modifications** and identified those which could be replaced by functionality in the upcoming upgrade in order to reduce the overall support.
- Implemented a **new version of DARS** interfaces to ease future upgrades from the vendor.
- Implemented the PeopleSoft **recruiting module** to automate recruitment processes and provide managers access to applicant data in order to streamline the recruitment process.

- Identified over thirty technology related initiatives that yield potential **cost savings and efficiencies**.
 - **Discontinued the use and maintenance of underutilized or aging technologies** such as Meeting Maker and the modem pool.
 - **Merged A&F and SA local desktop and server support staff** with the IT division to create consistent support processes.
 - Planned and completed **email migration projects for faculty (Exchange) and students (Gmail)**.
 - **Expanded Self-Help** options to enable users to answer their own technology questions via training guides and FAQ's (Microsoft, Moodle, Wireless Access, etc.). Expanded the number of searchable IT questions and answers in "Ask Matty!"
 - Implemented a **remote support tool** for use by the Help Center to troubleshoot users' computer questions by being able to view and navigate the user's computer remotely.
 - Piloted the **Virtual Information Security Center** to provide core IS services to eight campuses and eliminate the need for duplication of local services.
 - Piloted the **Virtual Computer Lab** using NCSU open source software to allow faculty and students to access specific software applications from any computer on or off campus.
 - Created a more efficient **telephone bill payment process** for the university by eliminating charge-backs.

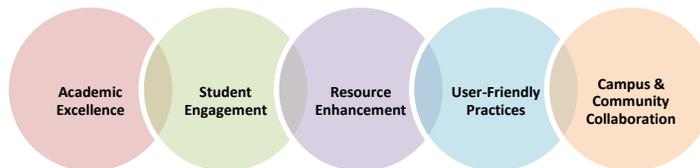
- Continued to improve and sustain a **secure and reliable infrastructure**.
 - Evaluated and implemented **encryption for server backups for confidential data**.
 - Implemented the (Chancellor's Office-mandated) **Federated Identify Management** project to provide connectivity system-wide to resources including the CFS data warehouse.
 - Planned the **network and telecomm installation in the Valley Performing Art Center**.
 - Enhanced the **wireless network** to increase coverage and density of existing network (including Bayramian Hall, Bookstore, Library and Sierra Center), cover some interior spaces not previously covered (Chicano House and Matador Hall), student housing, and exterior spaces not previously covered (G3 and tennis courts).

- Measured student, faculty and staff satisfaction and utilization of CSUN technology and technology services.
 - Administered the second **annual IT survey**.
 - Administered the **ECAR Study of Undergraduate Students and Information Technology**, a longitudinal study that seeks to understand how information technology affects the college experience.

IT PLANNING STRATEGIES, FY2010-11

This section describes the strategies that remain the priorities for CSUN Information Technology in FY10-11. Most are continuations of multi-year initiatives to improve the ability to use technology to meet the institution's strategic goals. Additionally, over the next year, CSUN will engage in a collaborative process involving students, faculty, and staff to create a digital master plan. The digital master plan, IT Vision@2015 will articulate our vision for how technology will support learning, scholarship, research, student support, and administrative operations by 2015.

The accomplishment and strategies sections are color coded to link back to the University Planning Priorities, identified by the following colored bullets.



1. Continue to enhance the tools and support for more extensive use of hybrid and online learning and continue improving technology in traditional classrooms.

- Refine support models for course redesign that **expands support for hybrid and online learning** by optimizing instructional design expertise throughout the campus. ●●●
- Continue **support, training and adoption of Moodle**, including expanded integration of other tools and services with Moodle to create a robust virtual learning environment. ●●●
- Develop **enhanced video production** services and related media services support. ●●●
- Expand **thin client** to all smart classrooms and deploy in some labs. ●●●
- Expand the use of **virtual application delivery systems**, such as the CSU Virtual Computing Lab to provide students with increased access to course lab software. ●●●

2. Enhance access to information and improve business processes.

- Complete much of the **HR/SA9.0 upgrade** (expected complete by October 2011). To reduce maintenance work, remove approximately 10% of the SA modifications and replace at least one legacy high impact student modification with a non-PeopleSoft (Java) web application. ●●
- Implement **Web 2.0 technologies in the portal** for existing students and expand to a fully unified portal for students, faculty and staff. ●●●
- Implement **mobile web access** for some SOLAR web pages for students to access campus information from web browsers on their phones. ●●●
- **Pilot conversion of campus forms to online web forms** to develop a model for broader expansion. This includes development of web applications to collect data from a web form to store in a database and enable data to be transmitted to another unit or system. ●●
- Implement a new **broadcast email tool** to help effectively communicate. ●●

3. Enhance data and tools to better support analysis and decision-making.

- Implement a **Student Data Warehouse** to allow us to more easily analyze data drawn from multiple systems (including SOLAR SA) to support data driven decision-making, assessment and planning. The student data warehouse will also serve as a data repository to feed other applications. ●●
- Continue to implement features in **My Academic Planner (MAP)** such as deploy the roadmaps for transfer students, migrate legacy student plans into production, and enable students to see multiple schedules that will satisfy their planning requirements and automatically feed their planned courses into SOLAR as they register for a particular semester. ●●●●

4. Implement cost effective and efficient management of desktop and lab computer environment.

- Refresh desktop and lab **hardware and software standards** and use consistently across campus where possible. This includes focus on licensed software servers, virtual labs, and thin client hardware. ●●
- Develop **standard hardware and software procurement processes**, enabling cost effective vendor negotiations and effective management of campus hardware and software inventories. ●●
- **Consistently manage University desktop and laptop** Windows computers using Active Directory. ●●
- Deploy **desktop power management** to all Windows desktop machines and implement best power management practices for Apple desktop machines. ●●
- Continue to **expand self-help resources** (training guides, etc.) on the IT website for the applications supported by IT, such as Moodle, SOLAR, and Microsoft Office. ●
- Transition IT, Advancement, A&F and SA staff to use the **IT Help Center** as the primary help resource. ●●

5. Continue to enhance and sustain a secure and reliable infrastructure.

- Refresh CSUN's **business continuity plan**. ●●
- Implement and test a means to support the **minimal technology services needed for teaching and learning in the event of a disaster**. ●●●●
- Identify and segment all **Payment Card Industry devices** into one network zone. This applies to systems processing or storing credit card information. ●●
- Implement **single sign-on to multiple campus systems**. ●●
- Implement post-pilot, first year operations of the eight-campus **Virtual Information Security Center**. ●●
- Implement the **CSU system wide IS policies** with procedures/standards. ●●
- Expand CSUN use of **private CSU cloud services** and public cloud services. ●
- Finish **consolidating duplicative services across campus** such as domain, virus and patch and web servers. ●●
- Enhance **file services (uDrive)**; develop best practices for management and backup of user files. ●●
- **Virtualize server applications** wherever feasible. ●●
- Implement **data center automated monitoring/alerting tool**. ●
- Enhance **video streaming and video-on-demand infrastructure**. ●●●
- **Encrypt hard drives** that store (level 1) confidential data. ●
- **Enable the "n" wireless standard** in all state-owned buildings. ●●●

METRICS

Metrics enable us to review the effectiveness of IT services, provide evidence to inform decision-making and enable us to track the outcomes of our strategies. Becoming a measurement-driven organization has been an evolutionary process. The table below describes what has been done to date, our priorities for this year, and our future direction.

CONCLUSION

Throughout the FY2010-2011 year, the University's IT governance and advisory committees will use the framework of this plan to help develop recommendations for project priorities and to develop an understanding and projection of the future use of technology at CSUN.

The IT plan will continue to be reviewed and revised annually as part of the institution's regular goal setting and budget planning processes. However, the major technology planning focus in FY2010-2011 will be the development of the digital master plan.

| Time | Metrics |
|-------------------------|--|
| Phase I (FY2007-2008) | <ul style="list-style-type: none"> • Inaugural constituent satisfaction survey |
| Phase II (FY2008-2009) | <ul style="list-style-type: none"> • Continue constituent survey • Comparative benchmarking of IT staffing and investment levels using the EDUCAUSE core data service |
| Phase III (FY2010-2011) | <ul style="list-style-type: none"> • Continue constituent survey • Join longitudinal ECAR study – Study of Undergraduate Students and Information Technology |
| Phase IV (FY2010-2011) | <ul style="list-style-type: none"> • Continue constituent survey and ECAR student study • Comparative benchmarking of IT staffing and investment levels using the EDUCAUSE core data service • Introduce IT performance and utilization metrics for major technologies and services • Pilot outcome measures for major IT projects |
| Future Phases | <ul style="list-style-type: none"> • Continue survey, benchmarking and IT performance metrics • Institute outcome measures for all major IT projects |