

# Campus Technology User Group

**November 4, 2020**



# Agenda

Deputy CIO Bill Chang

Natalie Alarcon

Mahabub Alam

## Welcome & Opening Remarks

- 1) Cloud Contact Center
- 2) IToros Mobile

## Enterprise Applications & Digital Transformation

- 1) Maintenance
- 2) Projects
- 3) Toro Success Collaborative

## Infrastructure Services

- 1) Indoor Wireless Expansion
- 2) Student Housing Phase III
- 3) Border Firewall Upgrade
- 4) Virtual Lab

# Agenda

Marci Payne

## **I.T. Finance & Auxiliaries**

- 1) Upcoming Projects & Statuses

Adelbert Baylis

## **Technology Enabled Spaces**

- 1) Upcoming Projects & Statuses

Reza Boroon

## **Academic Technology**

- 1) LMS/Blackboard Migration to Blackboard Ultra
- 2) IT Call Center

# Agenda

Farhad Mansouri

## **User Services**

- 1) Technology Loaner Program
- 2) Technology Pick Up Locations
- 3) Program Process Overview
- 4) FAQ

Alana Olschwang

## **University Effectiveness, Planning, & Analytics**

- 1) Supporting Data Use Insights
- 2) Resiliency & GIS Day

Sara Hariri

## **Information Security & Compliance**

- 1) Web Accessibility
- 2) EEAAP

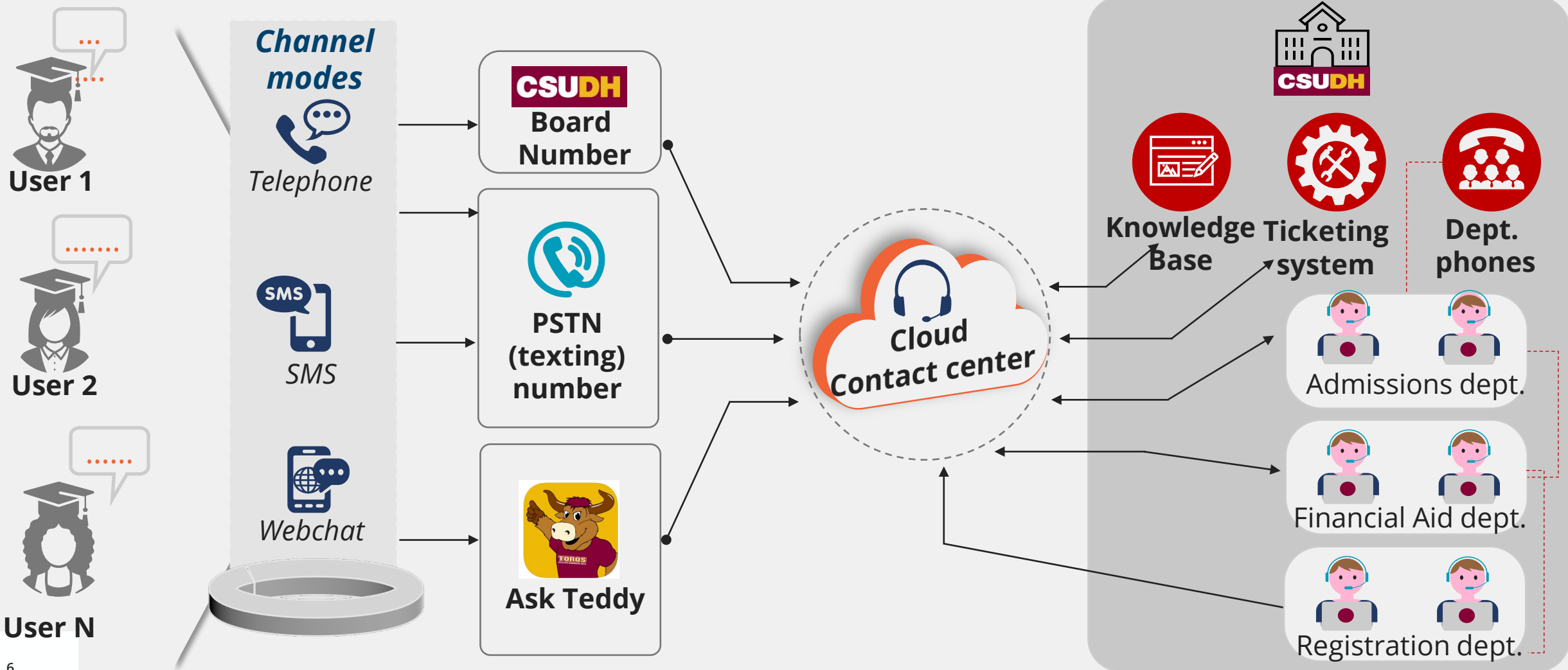
# Welcome & Opening Remarks



**Bill Chang**

*Deputy Chief Information  
Officer*

# CSUDH Cloud Contact Center



# Commonly Asked Questions



**Channels**



Web Chat Telephone SMS

**No of agents**  
**25**

## 1. What happens when user sends an SMS ?

*If agent online:* Agent shall answer the SMS  
*If agent offline:* A automatic message saying “agents are offline” will be sent and the SMS is placed in agent queue, which will be answered by next online agent

## 2. What happens when user chats on web chat?

If Ask Teddy does not know the answer, then  
*If agent online:* prompts to connect to agent  
*If agent offline:* collects information, using which agent task is created in the queue, which will be answered by next online agent

#

## 3. What happens when user connects over phone?

*If agent online:* Lands to agent queue.  
*If agent offline:* Prompts the user to connect with AskTeddy

## 4. Can agent transfer to other agent?

Yes

## 5. Does the contact center have Knowledge Management?

No, but can integrate with incumbent CRM, ticketing system

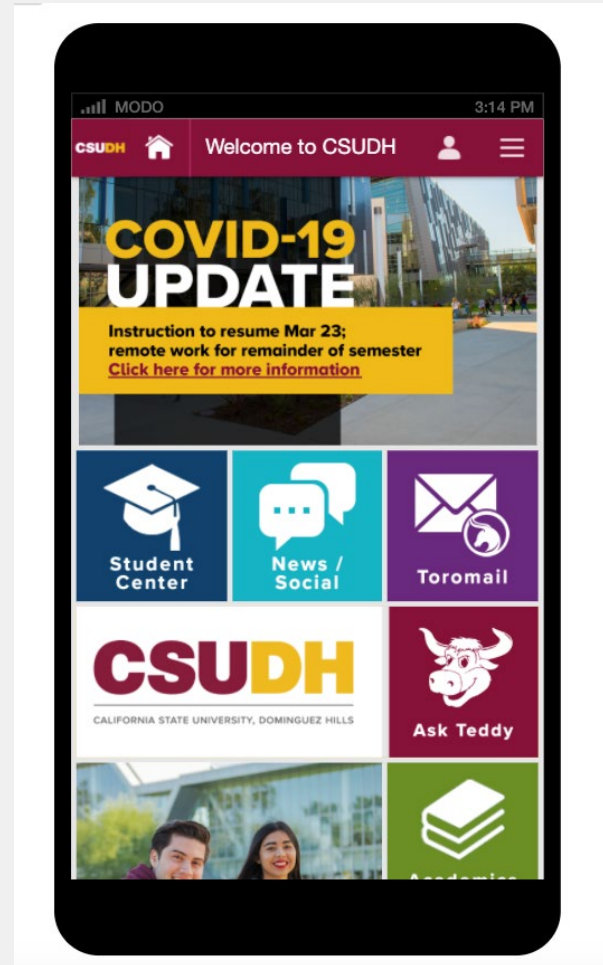
## 6. Can agent transfer to other dept (outward call)?

Yes

#

# iToros Mobile

- Self-Screening Tool
- Employee Persona





# Enterprise Applications & Digital Transformation



**Natalie Alarcon**

*Associate Director*

# Maintenance

## **CFS MP 4.0 + PeopleTools Upgrade**

- When: November 13 – November 16, 2020

# Projects


## **CourseLeaf**

- Catalog Management System for Academic Affairs - Kick-Off coming soon

## **Business Process Re-engineering / Digitization of Forms**


- New way of looking at business Workflows
- Dell Flow - Moving paper forms into digital spaces

# Toro Success Collaborative




**TORO SUCCESS COLLABORATIVE**

Login to our Production TSC Site




**Students**

using self-service, schedule Tutoring and Advising appointments, virtually check in for appointments, and see communications.



**Advisors, tutors, and retention specialists**

collaborate effectively, communicate with students, schedule appointments, documentation interactions, and make referrals to other offices.



**Administrators**

leverage advanced predictive analytic technology and institutional reports to assist in developing new strategies, to support student success.

**STUDENTS** +

**STAFF** +

**RESOURCES** -

- [TSC - Calendar Syncing](#)
- [TSC - How to set up Availability](#)
- [TSC - Student Home for Scheduling Appointments](#)
- [TSC - How to Start a Scheduled Appointment for Advisors](#)
- [TSC - How to create an appointment using the Appointment Center](#)
- [TSC - Getting Started for Academic Advisors](#)

[Ask Teddy](#)

# Infrastructure Services



**Mahabub Alam**

*Associate Director*

# Indoor Wireless Expansion

## Library North

**Status:** complete

- Total WAP Replaced: 54
- Total new WAP added: 33

## Library South

**Status:** complete

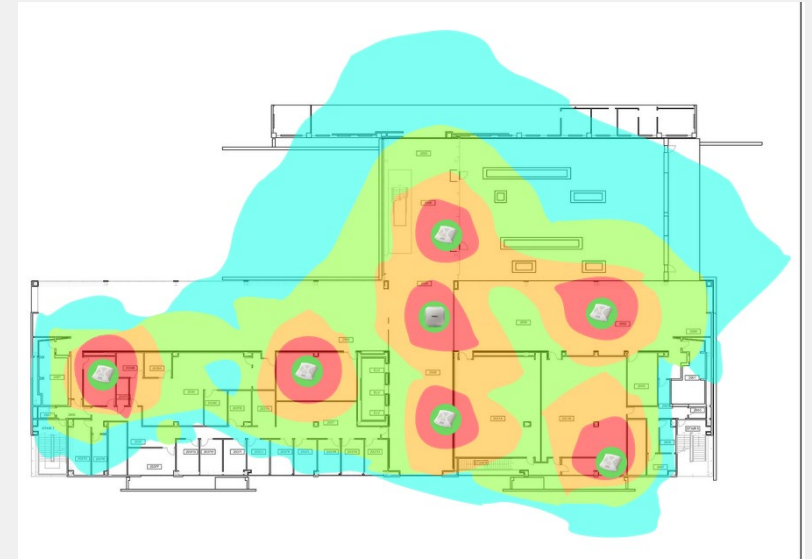
- Total WAP Replaced: 28
- Total new WAP added: 53

## Welch Hall

**Status:** Ongoing, due to complete by end of the year 2020

## Loker Student Union

**Status:** Ongoing, due to complete by the end of the year 2020



# Student Housing Phase III

- Total Wired port installed: 624
- Total WAP Installed: 190
- One WAP and one wired port per dorm room



# Border Firewall Upgrade

- Campus just upgraded border firewalls to a new set of Palo Alto 5250
- Twice the capacity of previous model

Performance and Capacities
Firewall throughput (App-ID, appmix)
Threat Prevention throughput (appmix)
IPsec VPN throughput
New sessions per second
Maximum sessions
Virtual systems (base/max <sup>3</sup> )

PA-5250
37 Gbps
24 Gbps
19 Gbps
382,000
8,000,000
25/125

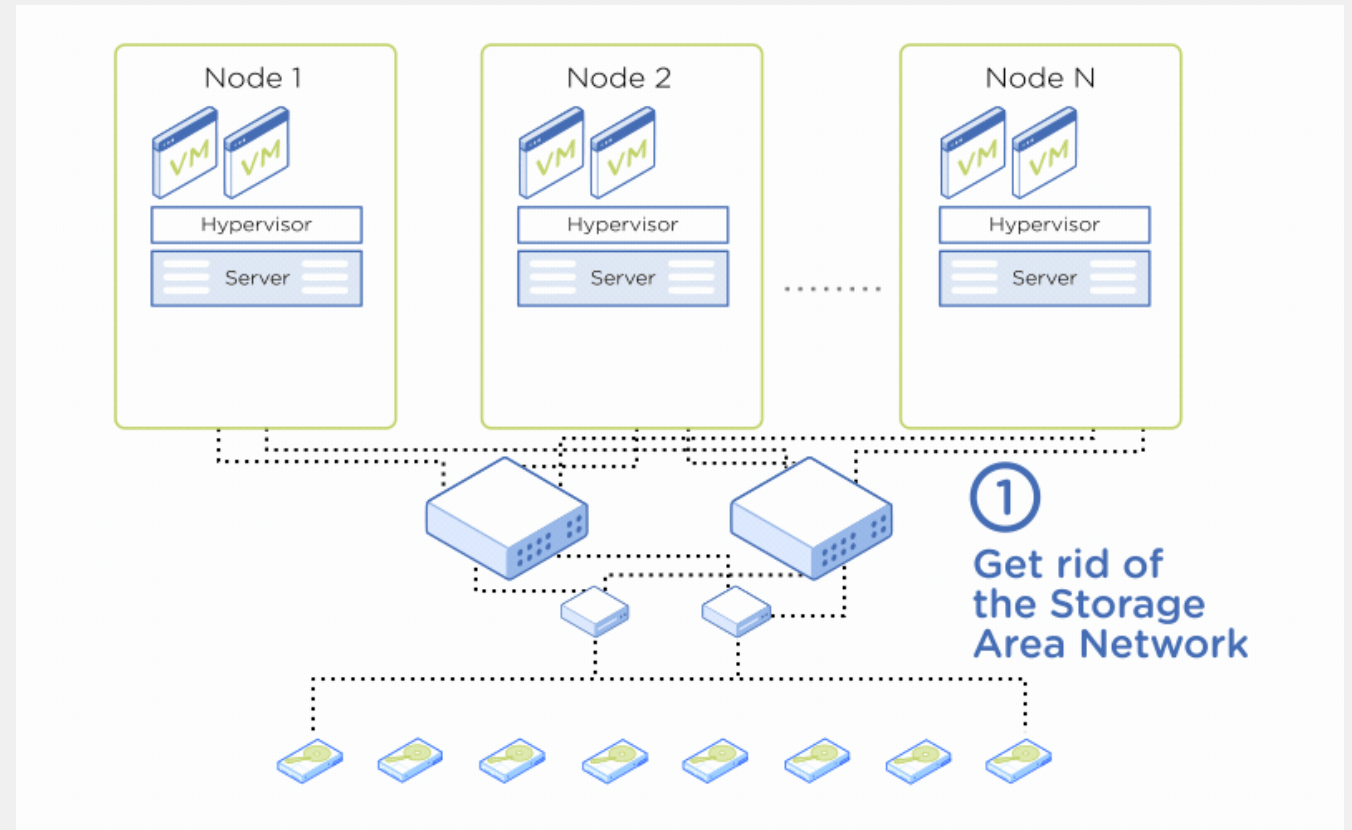
# Virtual Lab

- Hosted on site in Nutanix Frame technology (private cloud)
- Much faster response then public cloud instance
- Final stage of roll out

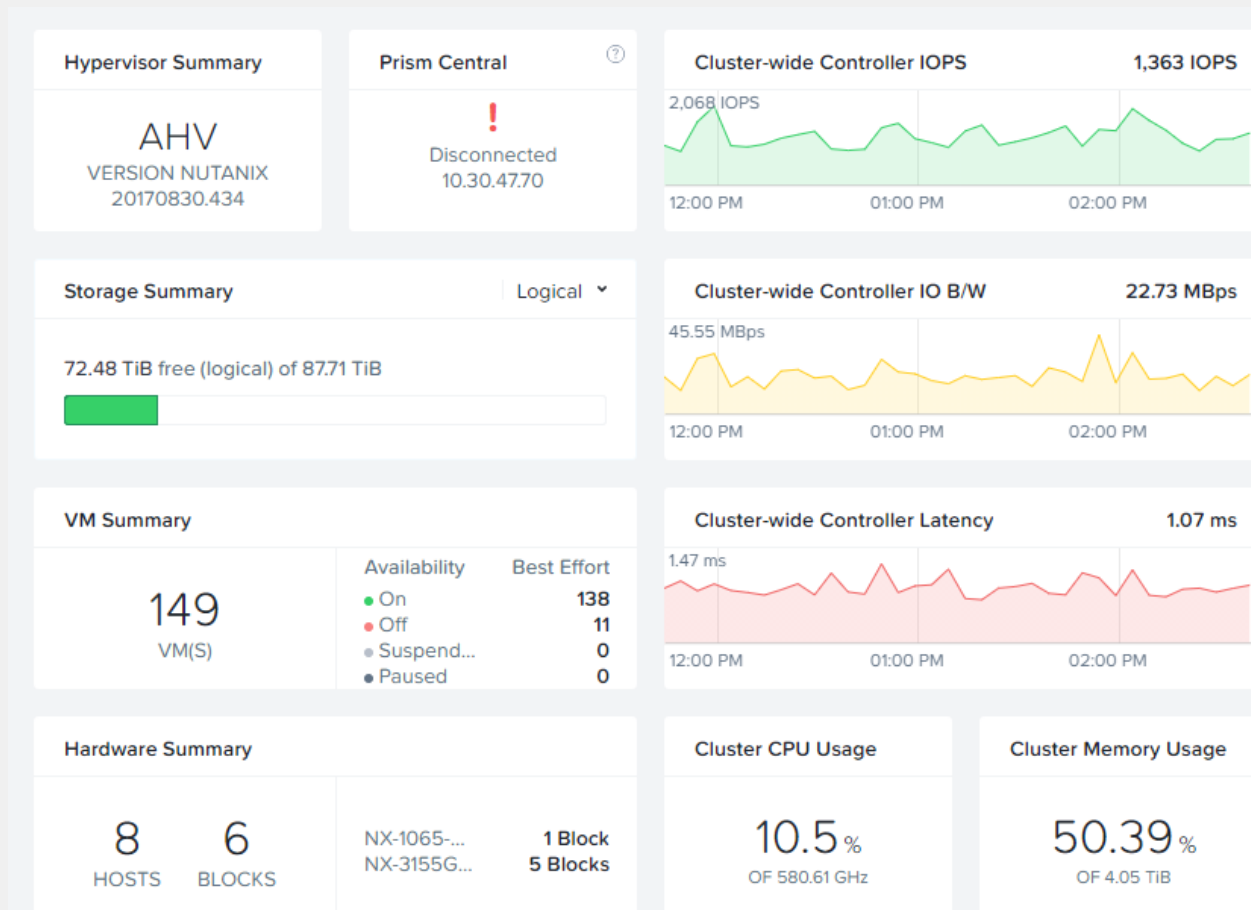


# Nutanix Hyperconverged Infrastructure (AOS)

- Intelligent Infrastructure for the Cloud Era
- Standardize on powerful, software-defined HCI to deliver all applications, services and data at any scale



# Summary of CSUDH Nutanix Hyperconverged Infrastructure



# IT Finance & Auxiliaries



**Marci Payne**

*Associate Vice President*

# Upcoming Projects & Statuses for CEIE, ASI, LSU, Foundation & Housing

- Fully migrate off the iDrive to Dropbox – tentatively planned for Thanksgiving break
- Digitizing all forms adding workflow where applicable – prioritizing phase
- Oracle upgrade & Dining terminals on hold – going out for RFP for contracted Dining services
- CO IT Audit of IT applications, systems, & processes – in process
- IT Assessment of IT applications & systems by Segal for CEIE, ASI, LSU, Foundation, & Housing
- P-card Program through Bank of America – rolling out soon
- OneSolution security roles review & restructure project – in process
- OneSolution upgrade to Finance Enterprise (HTML5 web-based) – tentatively planned for early 2021

# Technology Enabled Spaces



**Adelbert Baylis**

*Associate Director*

# Technology **Enabled Spaces**

- **Phase 1: 20 Preferred Rooms: Webcam Mounted to PC**
- **Phase 2: 50 Classroom A/V Upgrade**
- **NCSI A/V Install Update**



# Academic Technology



**Reza Boroon**

*Director, Instructional Technology & Design*

# LMS/Blackboard Migration to **Blackboard Ultra**

- Currently offering Training
- Trainings are available to all faculty, staff and TAs
- Initial adopters will be able to use Ultra course shells in Spring 2021



# LMS/Blackboard Ultra

Bb Ultra	
Move to SaaS - Done	Spring 2020
Move to Bb Learn Ultra Base Navigation - Done	Fall 2020
Initial Adopters	Spring 2021
First Wave	Summer/Fall/Winter 2021
Second Wave	Spring/Summer 2022
All Classes Taught in Bb Ultra	Fall 2022

# IT Call Center

## **IT Call Center**

**310-243-2500**

**Monday–Friday, 8:00 – 6:00 p.m.**

**Saturday & Sunday, 9:00 – 5:00 p.m.**

Option #1: All Login Issues (MYCSUDH, Email, Blackboard, etc.)

Option #2: Blackboard & Instructional Technology Issues

Option #3: All other technical issues

## **Live Blackboard Support via Zoom**

**Monday–Friday, 8:00 – 6:00 p.m.**

Please visit the Blackboard entry page [toro.csudh.edu](https://toro.csudh.edu) for links to join the Zoom

## **Faculty and Student Blackboard Support Line**

**310-243-3176**

## **Blackboard After Hours Support for Faculty and Students**

**After hours (6:00 p.m. – 8:00 a.m.), weekends, and holidays**

**310-243-3176**

After hours calls reroute to the Blackboard call center

## **24/7 Blackboard Support**

Open a Blackboard Help Desk ticket

# Service Management



**Farhad Mansouri**

*Director*

# Technology **Loaner Program**

## PICK-UP APPOINTMENT AND PROCESS

The Division of Information Technology, in cooperation with Facilities and Administration & Finance, has developed a process that adheres to distance and safety protocols for those who are on campus. The information below will help guide you through the process.

### 1. PICK-UP IS BY APPOINTMENT ONLY

- ***Without exception, walk-ups and those without an appointment will be turned away and advised to make an appointment for a future date.***

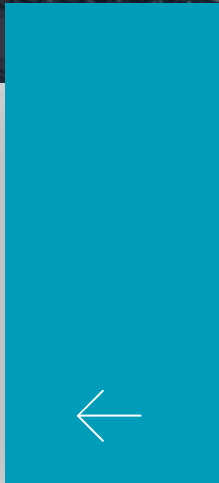
### 2. MAKE AN APPOINTMENT

- To get started, go to <https://techloaner.csudh.edu/>.
- Enter your campus username and password to verify eligibility.
- Complete the online form and schedule an appointment.

### 3. PICK-UP LOCATIONS & DIRECTIONS

- On the day of your appointment, please remember that masks or proper face coverings are required while on campus.
- ***REMINDER: Bring your campus issued identification card (or government-issued ID) to present at the time of pick-up.***

# Work from Anywhere Concept



# Technology Pickup Locations – Web & Map

CSUDH IT  
CSUDH logo ices

Loaner Pickup Location Support

## Welcome to the Technology Loaner Program

Enter your CSUDH username and password  
to get started

User name

Password

VERIFY ELIGIBILITY

# Program Process – General Overview

## Equipment Options

Employees: Dell or Mac laptop , port replicators, monitors, MIFI

Freshmen: Dell Latitude , MIFI

1. Based on credentials, user will be routed to either the rollout option or the Techloaner option when initiating request.
2. User selects equipment type and pick-up date.
  - We are open M-F from 9:00 am to 5:00 pm (Appointment only)
3. Once user submits a request, they will receive confirmation email with ticket number and contract and URL with instructions to sign the loaner contract online.
4. Reminder emails will be sent in 48, and 24-hour increments, with pick-up instructions as well as reminder to sign contract if user has not already done so.

*Important: As a safety measure, and to promote social distancing, four pick up rooms will be designated for pick-up locations.*

# FAQ

## **What about requesting items not on the web site?**

We are working currently on a request and review hardware/software site

## **What happens if I lose something?**

Device replacement costs are detailed in the contract/loan agreements.

## **Where do I checkout and return the devices at the end of the term?**

Devices will be checked back into the same location they were checked out from.

## **What if I cannot pick up devices from the campus ?**

If this is the case, please note it in the request. We have been able to make exceptions to allow for another person to pick up devices for you or if it's justified, we'll ship it to them.



# University Effectiveness, Planning, & Analytics



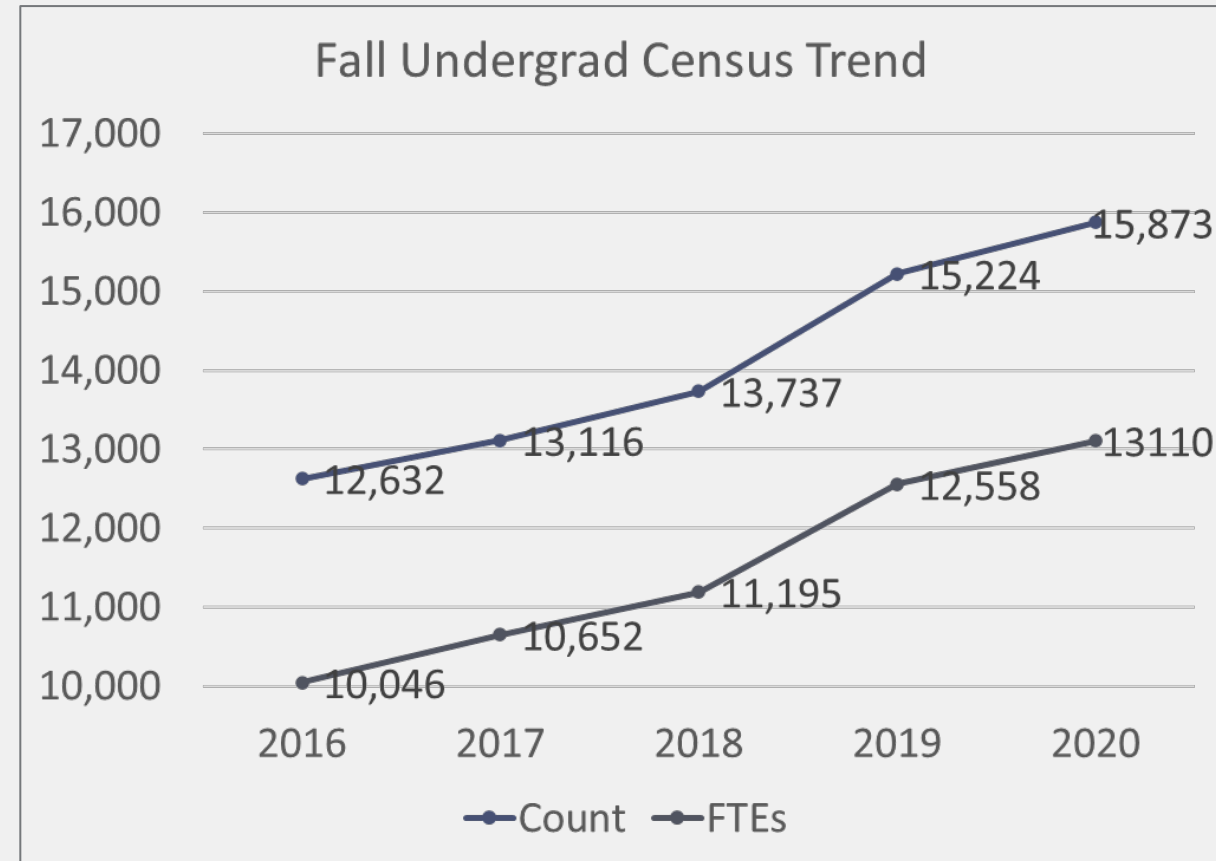
**Alana Olschwang**


*Associate Vice President*

# Supporting Data Use **Insight to Action**

## HIGHLIGHTS FOR FALL

- Support Programs: Planning, Review, Development
- Committees: Strategic Planning, Student Success
- Collaboration: Integrated Assessment for DHFYE
- Curriculum Development: Skills Mapping, Skillabi
- CARES: Financial Aid Leveraging
- Surveys: TechLoaner, NSO, Student Leaders
- CalStatePays: Alumni earnings and employment
- Connect to Community: intersegmental studies
- Enhance data: ecosystem, governance, architecture





# HOW RESILIENT ARE YOU?

**A CSUDH PRESIDENTIAL CHALLENGE PROJECT**

Help us understand our resilience, sense of community, and ability to thrive in the midst of COVID challenges

**\$25**  
GIFT CARD

Be entered win one of five \$25 gift cards

**CSUDH**

## NOMINATION FORM

### SHARING STORIES OF RESILIENCE

Click on the link below to nominate. 10 students, 6 staff, and 6 faculty will receive recognition and a stipend.

**Due 11/7**

<https://bit.ly/2Tfby4C>



# DISCOVERING THE WORLD THROUGH GIS

## GIS day

**NOVEMBER 18**  
**10AM – 12PM**

Discover how GIS is used to help solve spatial problems and visualize the campus and beyond during this virtual event

**CSUDH**  
INFORMATION TECHNOLOGY

# Information Security & Compliance



**Sara Hariri**

*Information Security Officer*

# WEB ACCESSIBILITY

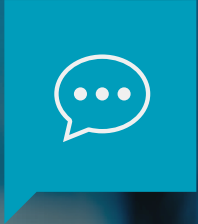
- Each **Division, College, Department,** and **Office** should identify **website owners** responsible for the website's accessibility.

Important: When you publish to the website, you are **committing DH to potential liability**

- **Site Owners** will receive accessibility status reports and report back on remediation efforts on an ongoing basis.
- **Site Contributors** will receive enhanced accessibility training from IT.

# EQUALLY EFFECTIVE ALTERNATIVE ACCESS PLAN (EEAAP)

- When systems, software or processes do not meet requirements of Section 508, an EEAAP must be developed to address the accessibility issue.
  - Especially for high impact products and services.
- Plan approval from the Campus executive responsible for the ICT as well as the compliance officer is required before the procurement can commence.
- A key factor to a successful EEAAP is communicating the contents of the EEAAP to all stakeholders, faculty, staff, students and members of the public.



# Questions?