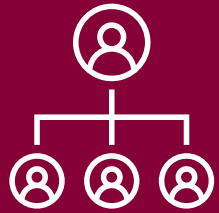




Our Road Here & Ahead

TECHNOLOGY TOWN HALL





Information Technology



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

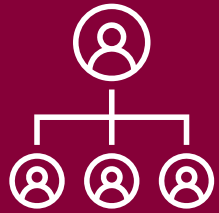
AVP,
Process & Project
Management



Jacqueline Kuenz

Executive Director,
I.T. Operations
& Finance

LEADERSHIP



Information Technology



Bill Elbettar

Senior Director,
Infrastructure
Services



Reza Boroon

Director,
Instructional
Technology Services
/ ATO



Israel Calderon

Director,
Enterprise Systems



Farhad Mansouri

Director,
Service Management



Krystal Rawls

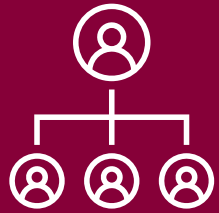
Director,
Workforce
Integration Network
(WIN)



Ryan Weitzman

Director,
Institutional
Research

LEADERSHIP



Information Technology



Adelbert Bayliss

Director,
Tech Enabled
Spaces



Kevin Buchmiller

Program Director,
Esports



LEADERSHIP

VP / CIO

Chris Manriquez

Vice President,
Chief Information Officer



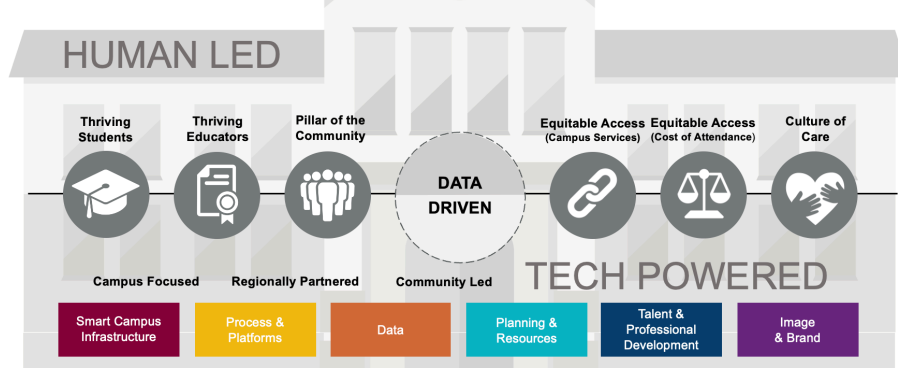
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Our Road Here & Ahead

Centrally funded models for technology infrastructure, prevalent through the 1990's and 2000's in the CSU, are no longer a viable reality in the 2020's. CSUDH will approach building a sustainable financial model for digital and technology using a planned framework based on shared resourcing.

I.T. STRATEGIC PRIORITIES 2024-25

Strategic Plan & Digital Master Planning



WILL NOT
GET US
THERE

Mt. Aspiration

WHAT GOT
US HERE...

Post Covid Data Aggregation

121.43%

Increase in apps in colleges in support of the instructional mission.

17%

Increase in the use of telecommunication and chat-aided support.

92%

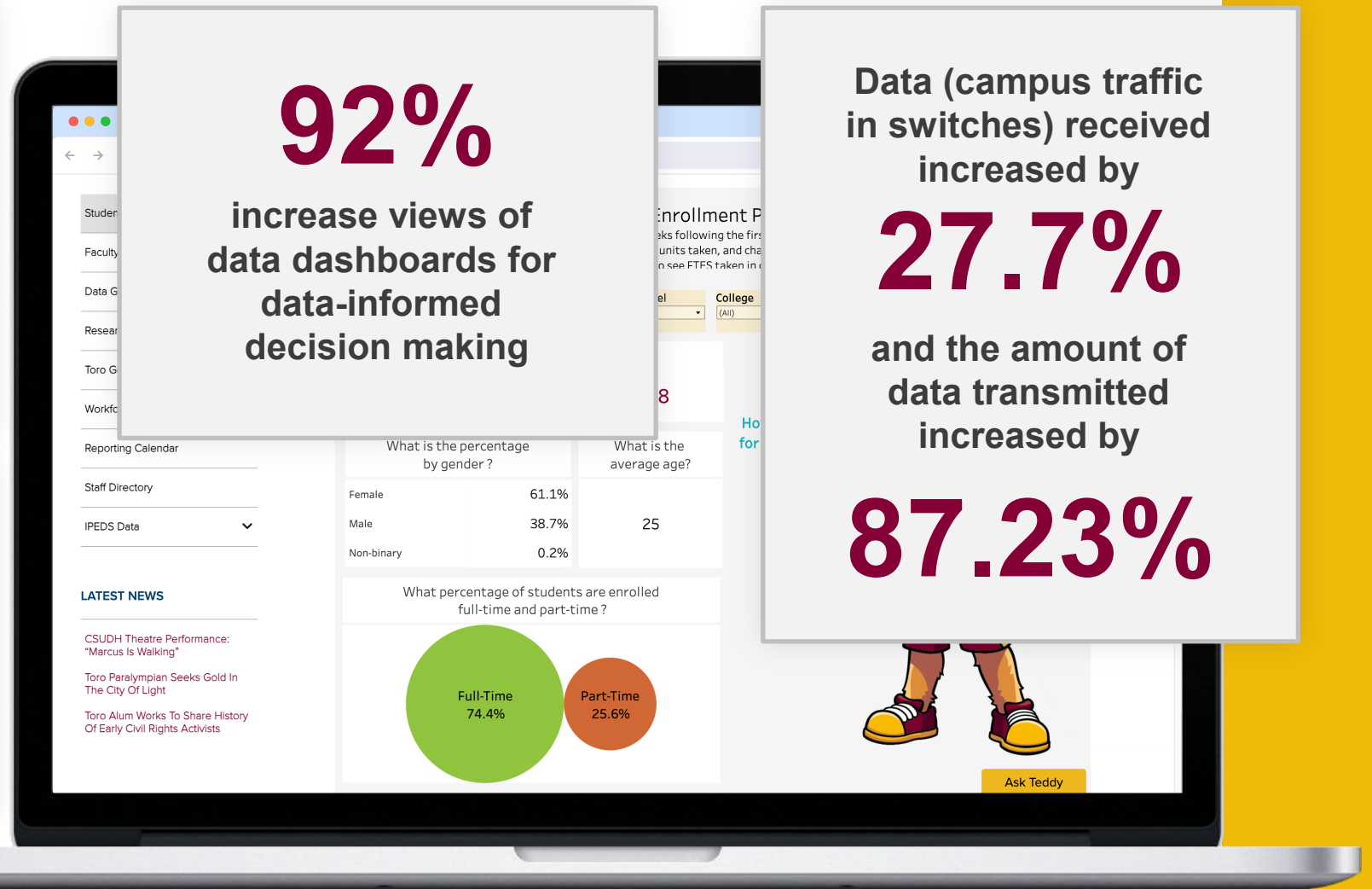
increase views of data dashboards for data-informed decision making

Data (campus traffic in switches) received increased by

27.7%

and the amount of data transmitted increased by

87.23%

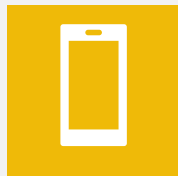


Challenges

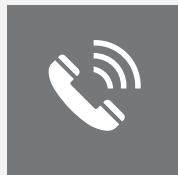
On-going Strategic Considerations



Data Ecosystem



Web & Mobile Presence



Telecommunications / Phone

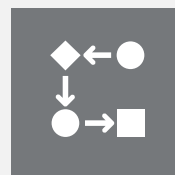
I.T. Core Functions



Compliance & Security



Deployments of Hardware
(computers, labs, and infrastructure in network)



Continuing demands for a Rewrite of the Business Process

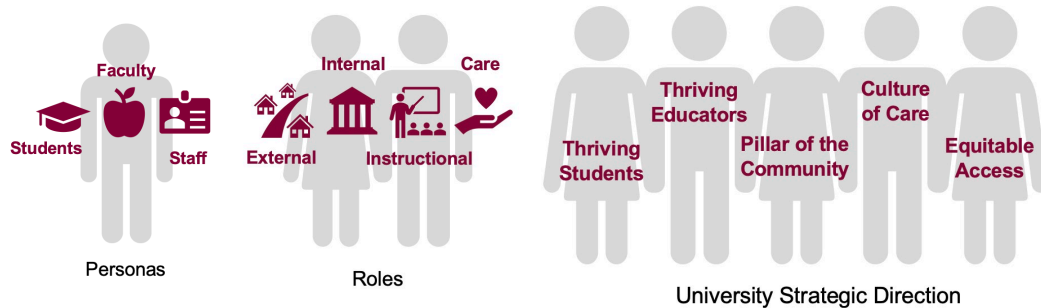


TECHNOLOGY



OneDigital@CSUDH

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

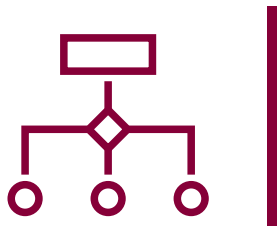
Engaging community partners and internal committees and forums on history, state and aspiration of the human led and tech powered university

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.



Governance

Why I.T. Governance?

- Aligning IT decisions with institutional mission and stakeholder needs
- Enhancing communication between IT and the institution
- Integrating risk management into IT decisions
- Ensuring stakeholder buy-in for policy, budget, and project priorities

Charge of I.T. Advisory

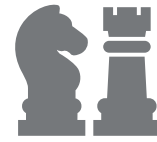
- Governance adds value through the alignment of IT decisions and communication
- Ensuring a consistent delivery of technology with future-focused capabilities
- The need for addressing unresolved issues



Re-examination of Contracts for Shared Costs and Delivery Models with Lifecycle Focus:

- Emphasis on cost-sharing and future-focused technology capabilities
- Lifecycle approach for resources, processes, and things necessary to meet the university's mission

OneDigital@DH



Financial Strategy

- INTERNAL FUND SOURCE ENGAGEMENT
- EXTERNAL PARTNER SOURCE ENGAGEMENT

- Prioritize Strategic Projects and mandatory technology initiatives
- Modernize myCSUDH Portal and consolidate tech services
- Enhance Staff development and leverage automation



PPM



Academic Technology

- Enhance Student success through Canvas Data
- Upgrade Digital Learning and Literacy
- Promote Innovative Technologies and Research Collaboration

- Data Strategy Review and Implementation
- Planning Support and Project Implementation
- Data Ecosystem Development
- Institutional Effectiveness



UEPA



Infrastructure & Security

- I.T. Asset Control & Vulnerability
- Enhance Support Services
- Risk Assessment & Control
- Disaster Recovery
- Campus Compliance



I.T. Operations

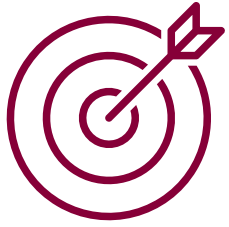
- Enhance IT Develop Sustainable Digital Financial Strategy
- Financial Management with Agility and Analytics
- Annualize IT Talen Strategy and Organizational Development



Esports & WIN

- Esports Program Success
- Operational Growth
- Digital and Social Media Impact





Opportunity to Re-Engineer and Re-Design



More info sessions coming soon

Process & Project Management

Natalie Alarcon

Associate Vice President
Process & Project Management



LEADERSHIP



Process & Project Management

Highlights

PPM connects people with technology by:

- Improving business processes to make operations more efficient,
- Delivering time-saving technology solutions,
- Leading changes that enhance the student experience

Examples of recent achievements

- Implemented a new Payment Processing System (Transact) in partnership with Admin & Finance, saving money
- Automated the student Petition for Late Drop/Withdrawal process, saving time, improving the student experience, and reducing admin barriers
- Streamlined the Financial Aid data process, reducing staff time by 33%.
- Launched the College of Education Supplementation Application (PeopleSoft), increasing efficiency and reducing waste, while improving the student experience
- Implemented a Shopping Cart registration system for the College of Continuing and Professional Education



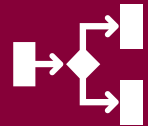


Process & Project Management

How We Serve the Campus Community

Project Management

Manages technical and business-driven large scale, high impact projects to ensure campus success, like the Implementation of University Strategic Plan, DHFYE Summer Programs, Courseleaf Implementation for Curriculum review process



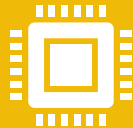
Digital Transformation

- Develops innovative technology solutions for the future, like iToros mobile app
- Develops web-based applications, like the Room Reservation app
- Converts paper forms to fully online processes.



Enterprise Systems

- Supports Business Operations and Systems, like myCSUDH, PeopleSoft, OnBase, ServiceNow, Tech Checkout
- Maintains, patches, and upgrades applications, along with testing and securing



Training & Communications

Connects people to technology through communications and training, like ICT Procurement training, Creating forms with Adobe, and Creating Accessible content

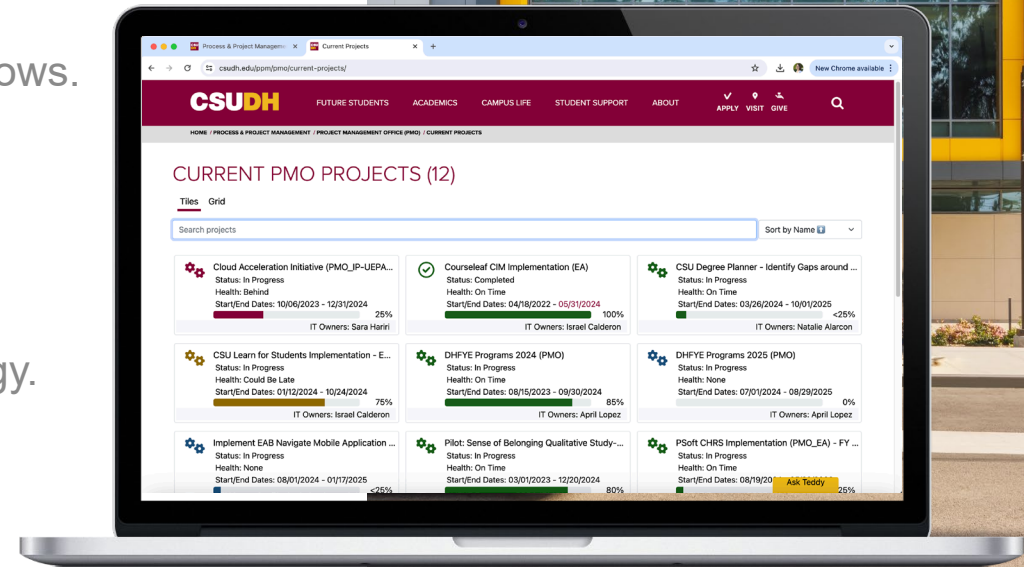




Process & Project Management

Partnering with PPM on Business Process Improvements

- The Process & Project Management webpages are a central place to become familiar with our services: <https://www.csudh.edu/ppm/>
- We support both Technical projects and large-scale business projects. Submit a request: <https://www.csudh.edu/ppm/pmo/>
- We create fully online digital forms with integrated workflows. Submit a request: <https://www.csudh.edu/ppm/dx/>
- We offer technology-related training. View our site: <https://www.csudh.edu/academic-technology/it-training/>
- We partner with departments on Business Process Improvement (BPI), and offer training on BPI Methodology. Visit: <https://www.csudh.edu/ppm/training-comm/bpi/>
- View current large, impactful projects by visiting: <https://www.csudh.edu/ppm/pmo/current-projects/>



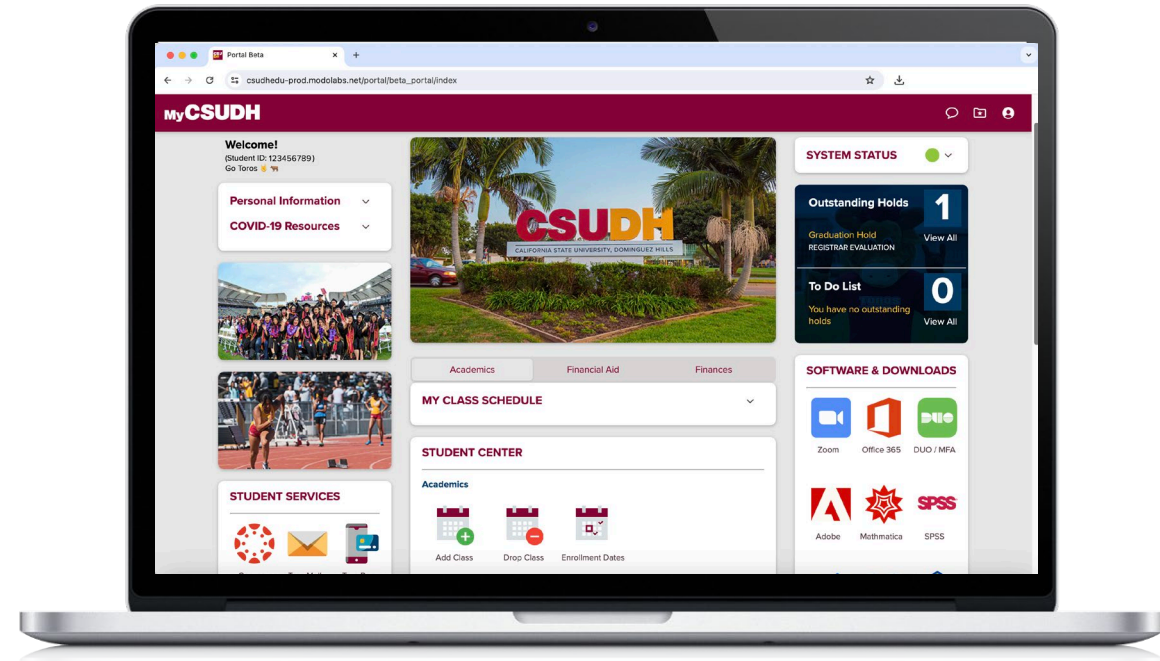
PARTNERS



Process & Project Management

Goals

- Modernize myCSUDH: Launch Employee and Faculty Beta Portals (similar to Student Beta Portal - https://csudhedu-prod.modolabs.net/portal/beta_portal/index)
- Implement the Common Human Resources System (CHRS)
- Implement new Digital Degree Planner for GI2025 Equity Priority #3
- Launch the Toro Success Collaborative mobile app

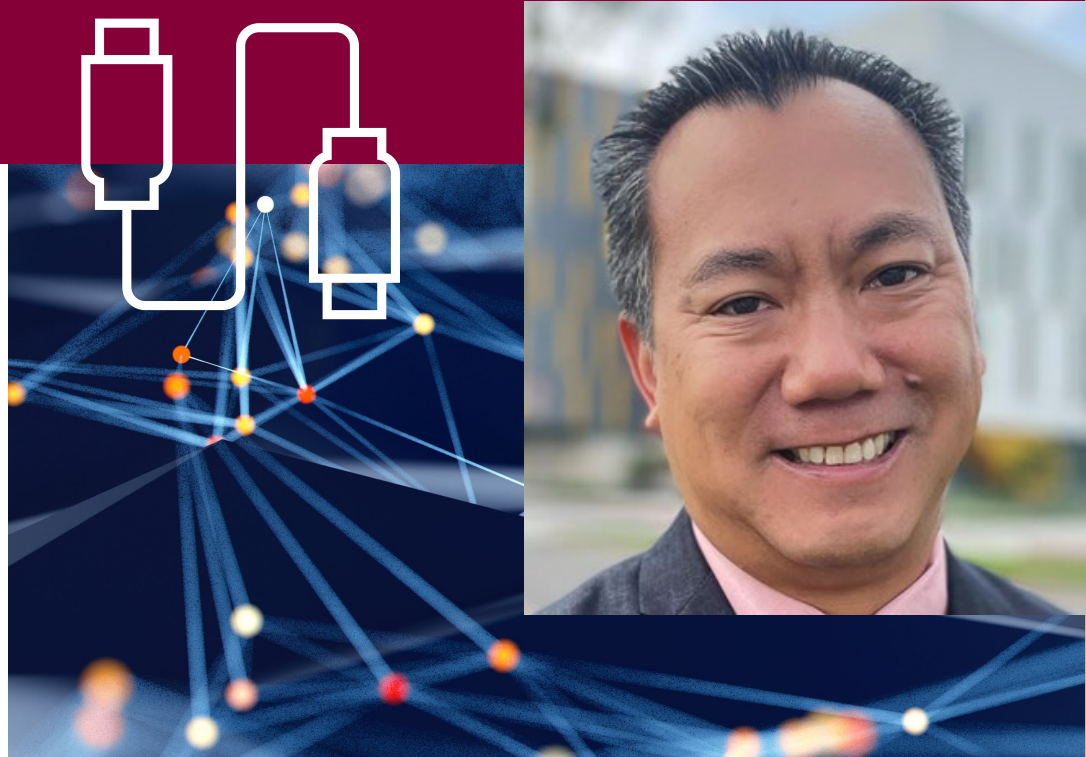


GOALS

Associate VP Deputy / CIO

Bill Chang

Associate Vice President,
Deputy Chief Information Officer



LEADERSHIP



Esports

Goals

- Expand the academics of Esports
- Increase partnerships with local community and schools
- Continue the success of competitive competition
- Magnify and remain the leader of esports within the CSU
- Highlight the benefits of the program to the University

3.04

AVERAGE GPA

90-98%

RETENTION RATE



CAL STATE CUP
CHAMPIONS



INAUGURAL CIF
ESPORTS FINALS



GOALS



University Printing Services

Goals

- Grow the availability of products and services
- Continue to support the campus needs
- Generate revenue to replace 12+ year old hardware
- Increase awareness of University Print Services



GOALS

Infrastructure & Compliance

Sara Hariri

Associate Vice President,
Infrastructure & Compliance
Chief Information Security Officer



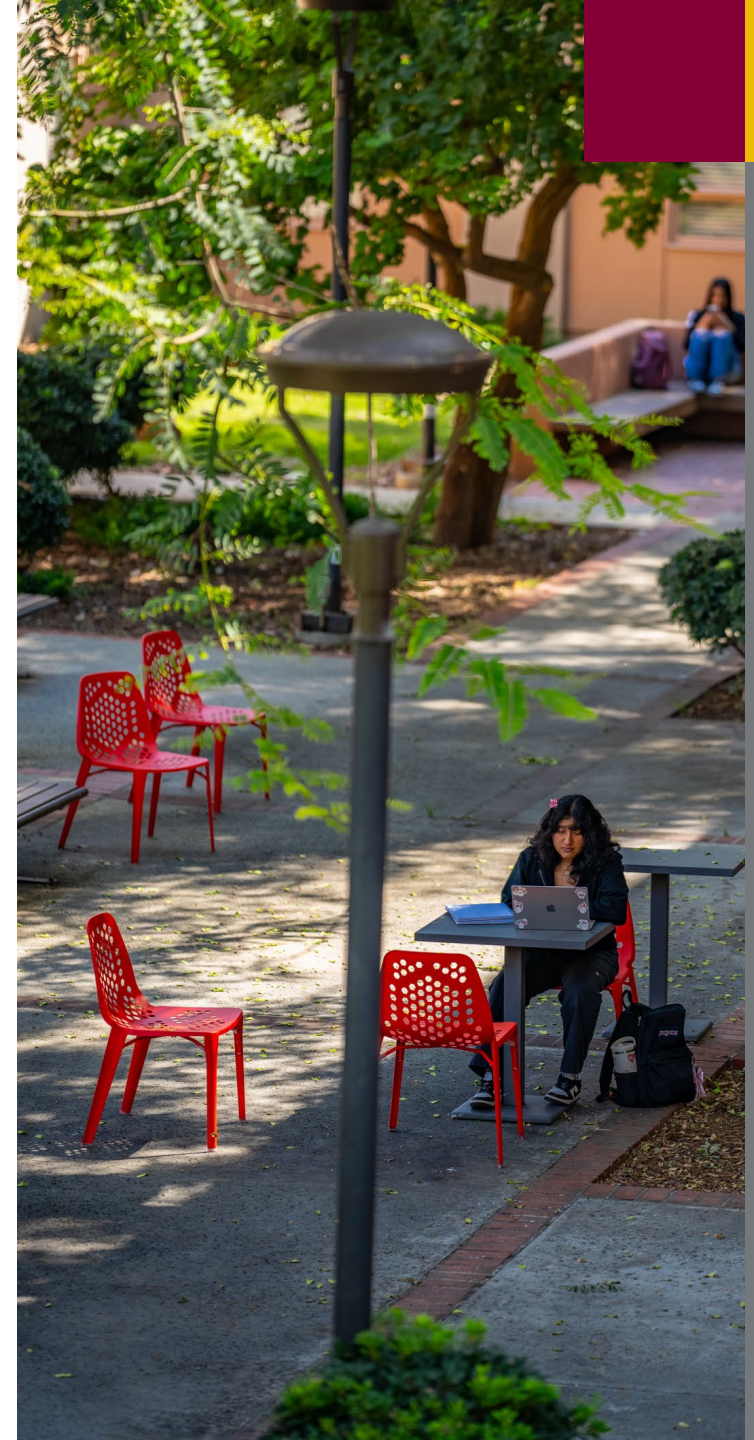
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I.T. Operations

Goals

- Pilot a new VoIP system
- Upgrade Wi-Fi by replacing access points
- Decommission Lyris Listserv by migrating the existing distribution list to O365
- Onboard 71 servers into SecureWorks XDR (Taegis)
- Upgrade Nagios monitoring server



GOALS



Security Operations & Compliance

Goals

- Switch from OneLogin to cloud-based system
- Add Proofpoint E-mail security to improve email authentication
- Strengthen security monitoring by integrating Splunk into the SecureWorks Security Operations Center (SOC)
- Implement a new system, Tenable, for system vulnerabilities

proofpoint®

 **tenable**

splunk>
a CISCO company



GOALS



I.T. Support Operations

Goals

- Complete Windows 11 upgrade
- Connect all nondomain computers to our campus domain
- Automated more processes using tools like ManageEngine for Windows OS and JAMF for Apple Products.
- Finalize and document our Post-COVID Business Process
- Finalize Physical asset count in all offices and spaces
- Collaborate with IT EA and Facilities to improve our Asset module in ServiceNow
- New AV Installation:
 - LCH-A204/206 Music Room
 - LCH-A209
 - Athletics Modular Building
 - DEIJ Conference Room



- School of Public Health & Health Science
- Library 1st Floor Conference Room AV upgrade
- Athletics' Athlete Wall Conversion to Digital Display

University Effectiveness, Planning, & Analytics

Alana Olschwang

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



LEADERSHIP



University Effectiveness, Planning & Analytics

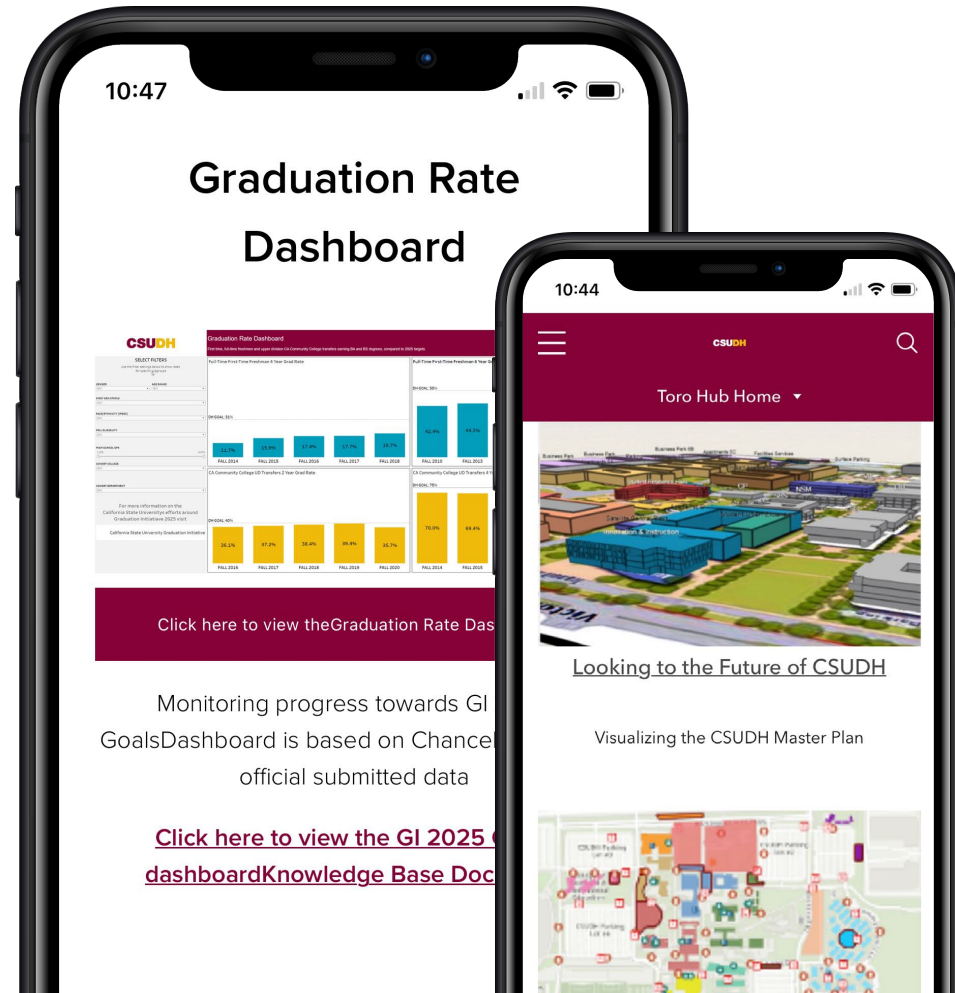
Goals

Data Ecosystem Development

- Streamline the plan to move to the cloud
- Upskill analysts and partners for new environment
- Build new reports in collaboration across CSU
- Map out project plans for strategic pillar activities

Planning & Project Support

- Support key initiatives across divisions and pillars (Enrollment based budget, student success, EM, HR Improvement communities, program review)
- Report on survey efforts for engagement, alumni, etc.





University Effectiveness, Planning & Analytics

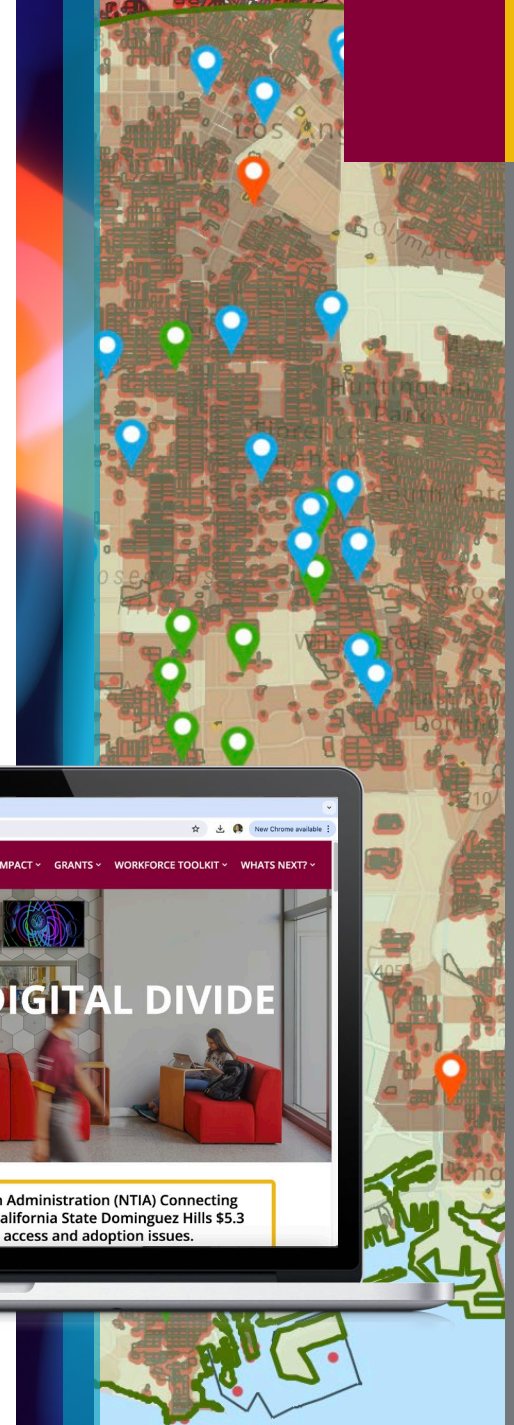
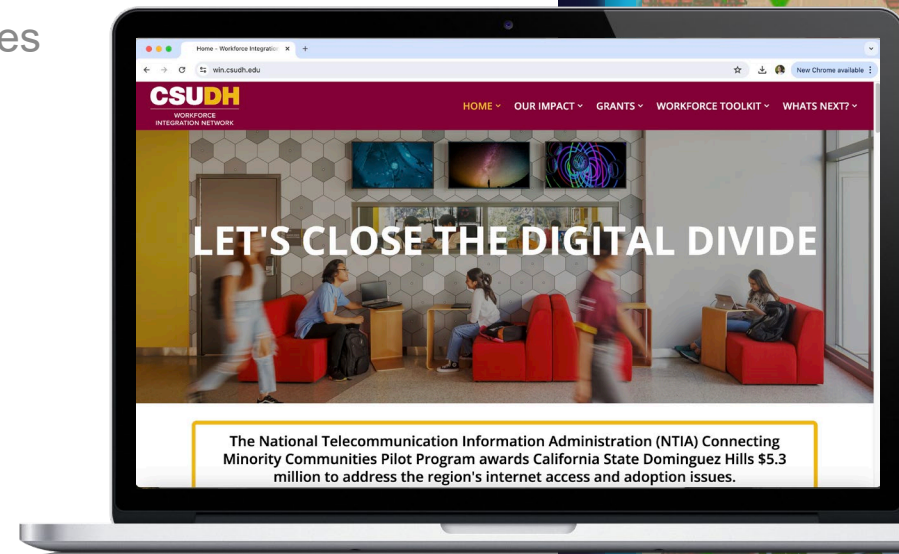
Goals

Data Governance & Strategy

- Clarify where to go for what data, roles, responsibilities
- Increase transparency around dashboard sets and resources
- Provide training and development across committees and units
- Continue to advance standardization and improve processes

Workforce Integration & Development

- Provide workforce data to support pathway development
- Share alumni outcomes & earnings - ROI
- Support paid internships and workforce preparation
- Complete planned distribution of 3,600 laptops
- Apply for new grant opportunities



GOALS

Academic Technology

Reza Boroon

Director
Instructional Technology
Services / ATO



LEADERSHIP



Academic Technology



Goals

Instructional Design & Apps

- Enhance Faculty and Student Training Programs
- Optimize Use of Data Analytics for Student Success
- Broaden Technology and AI Integration in Courses
- Strengthen Accessibility and Inclusivity in Learning Design

IT Virtual Call Center

- Enhance Active Support Capabilities
- Increase Operational Efficiency
- Enhance Team Collaboration and Professional Development
- Support Campus-Wide Initiatives



Academic Technology

Goals

TV & Media Production

- Enhance Video and Audio Lecture Recording Facilities
- Expand Campus Media Services and Support
- Promote Podcasting and Multimedia Content Creation
- Expand Virtual Reality (VR) Learning Opportunities

Instructional Multimedia & Digital Media

- Promote Universal Access (Using Panopto)
- Digital Transformation of Content
- Implement Video and Audio Content Accessibility



Wall Street Journal

WSJ

We have partnered with The Wall Street Journal to provide all CSUDH students, faculty and staff with WSJ's full suite of digital products and resources

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TORO STRONG

Q&A ?



QUESTIONS