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A Vision for Information Technology Services @ CSUSB

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A VISION FOR INFORMATION TECHNOLOGY SERVICES @ CSUSB



**Faculty Senate
Presentation
March 13, 2014**

INFORMATION TECHNOLOGY THE PAST

- Siloed
- Not Customer Centric
- Duplicate Services
- Lack of Governance
- Funding Limitations
- Lack of Support and Recognition for IT Initiatives
- Ongoing confusion between the roles of ODL, ACM & TRC

INFORMATION TECHNOLOGY SERVICES

- **Focused on Student Success**
 - World Class Customer Service
 - Centralization & Standardization
 - End User Empowerment
 - Innovation
 - Operational Sustainability & Excellence
 - Information Security & Privacy
 - Accessibility

FOCUSED ON SERVICE

- Name Change to Information Technology Services
- IT Governance Executive Committee & Sub Committees
- 1-3 Year Technology Roadmap Approved
- ITS Organization Reorganized into Teams focused around specific areas of expertise
- Institutional Data Team
- One-Stop Technology Support Center
- Collaborative Work with the TRC -Faculty Sandbox, Blackboard Upgrade
- Team Up with the College Techs (TAG Team)
- Distance Learning and PDC Initiatives

IT SERVICES REORGANIZATION

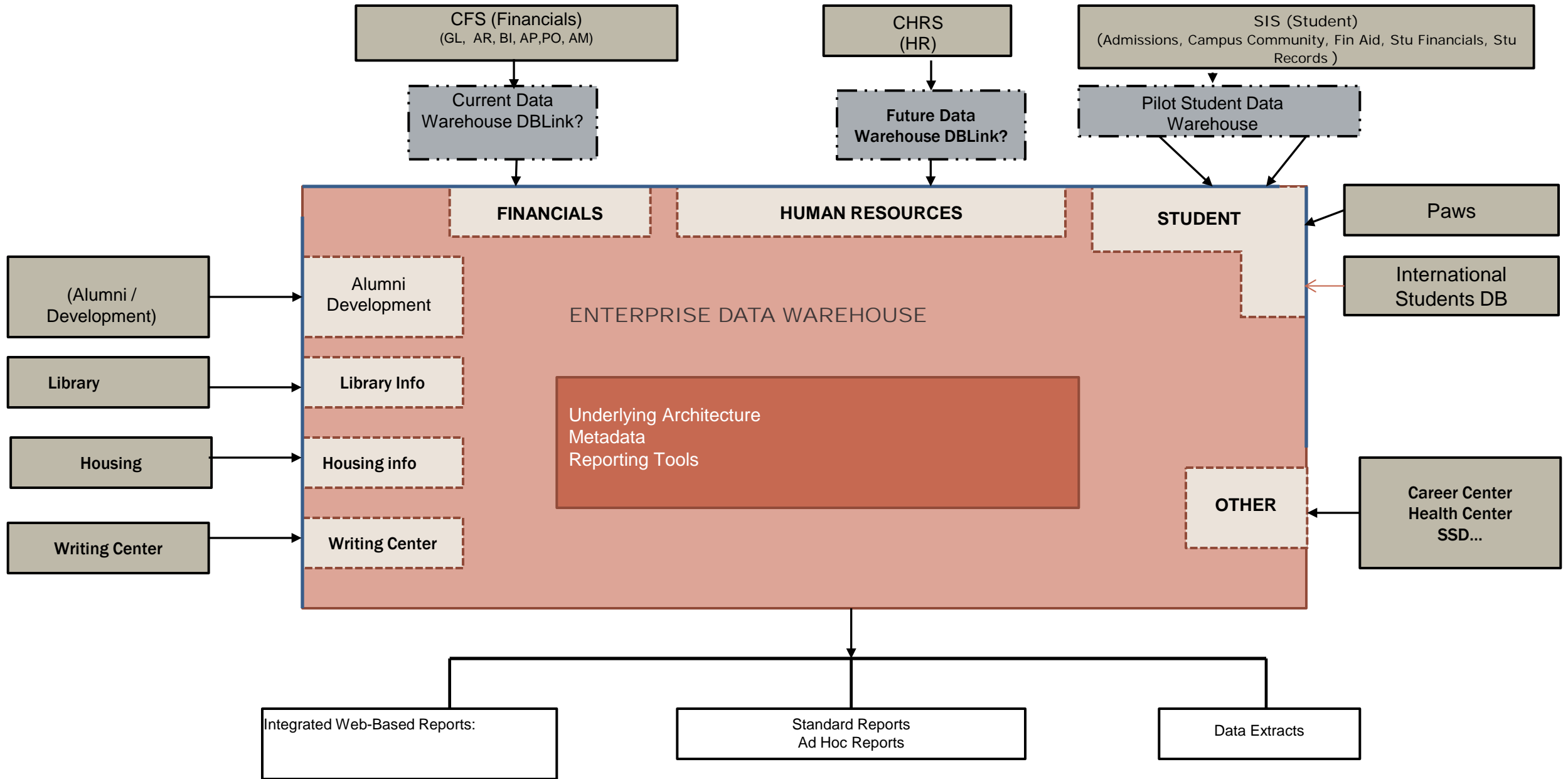
Old Name	New Name	Administrator
Data Center and Help Desk Services (DCHS)	<p>Technology Operations & Customer Support</p> <ul style="list-style-type: none"> Technology Support Center (TSC) Data Center (DC) Telecommunications and Network Services (TNS) 	<p>Mr. Gerard Au, Associate Vice President gau@csusb.edu 909-537-5987</p> <p>Mr. Jim O'Linger, Director of Enterprise Applications & Technology Support jolinger@csusb.edu 909-537-5470</p>
Academic Computing and Media (ACM)	Creative Media Services(CMS)	<p>Mr. Michael Ross, Director mross@csusb.edu 909-537-5069</p>
Administrative Computing Services(ACS)/Common Management Systems (CMS)	Administrative Computing and Business Intelligence (ACBI)	<p>Mrs. Lenora Rodgers, Director lenora@csusb.edu 909-537-7264</p>
Information Security Office (ISO)	Information Security & Emerging Technologies (ISET)	<p>Dr. Javier Torner, Director jtorn@csusb.edu 909-537-7720</p>

IT GOVERNANCE SUB COMMITTEES

- **Academic Technologies & Innovation** – Dr. Kim Costino (**Director of the TRC**) and Dr. Amy Leh (**Interim Director of ATI**) – Co Chairs
- **Technology Operations & Customer Support** – Gerard Au (**AVP for Technology Operations and Customer Support**) and David Nimri (**IT Consultant College of SBS**) – Co Chairs
- **Administrative Computing & Business Intelligence** – Lenora Rodgers (**Director of Administrative Computing and Business Intelligence**) and Grace Dempsey (**Registrar**) – Co Chairs
- **Information Security, Compliance & Accessibility** – Dr. Tony Coulson (**Professor, Information and Decision Sciences**) and Dr. Javier Torner (**Director of Information Security and Emerging Technologies**) – Co Chairs

INSTITUTIONAL DATA TEAM

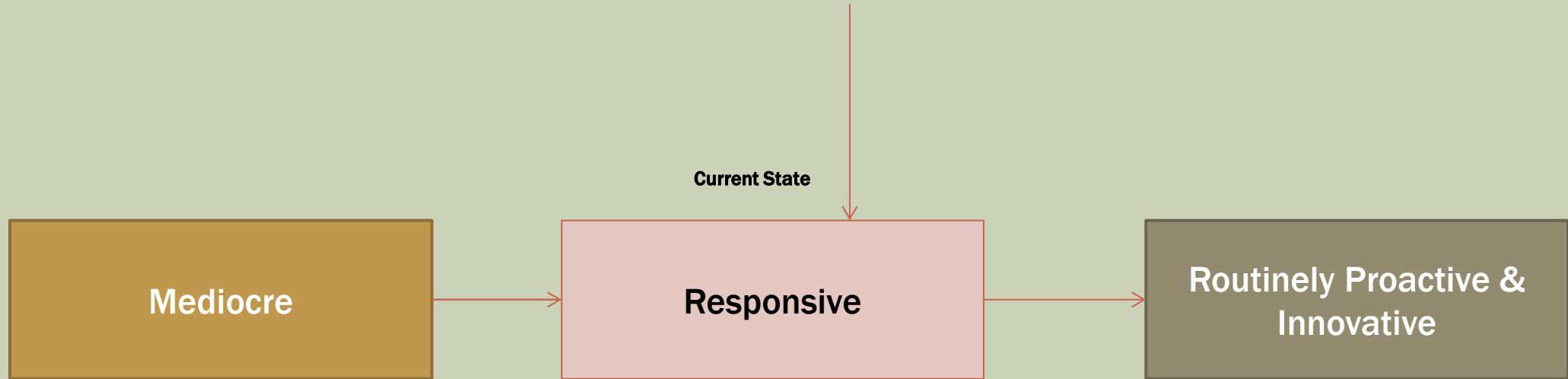
Purpose: To ensure and enhance the integrity, accuracy, accessibility (availability), security and timeliness of institution wide data



PROJECTS IN MOTION

- Website Redesign and Movement to the Cloud
- EAB Student Success Collaborative – Predictive Analytics
- Office 365 Migration
- Identity Management System
- Single Sign On Portal
- Comprehensive Network Upgrade
- Workflow Management System
- Distance Learning Systems Upgrades
- Enterprise Data Warehouse
- PDC Initiatives

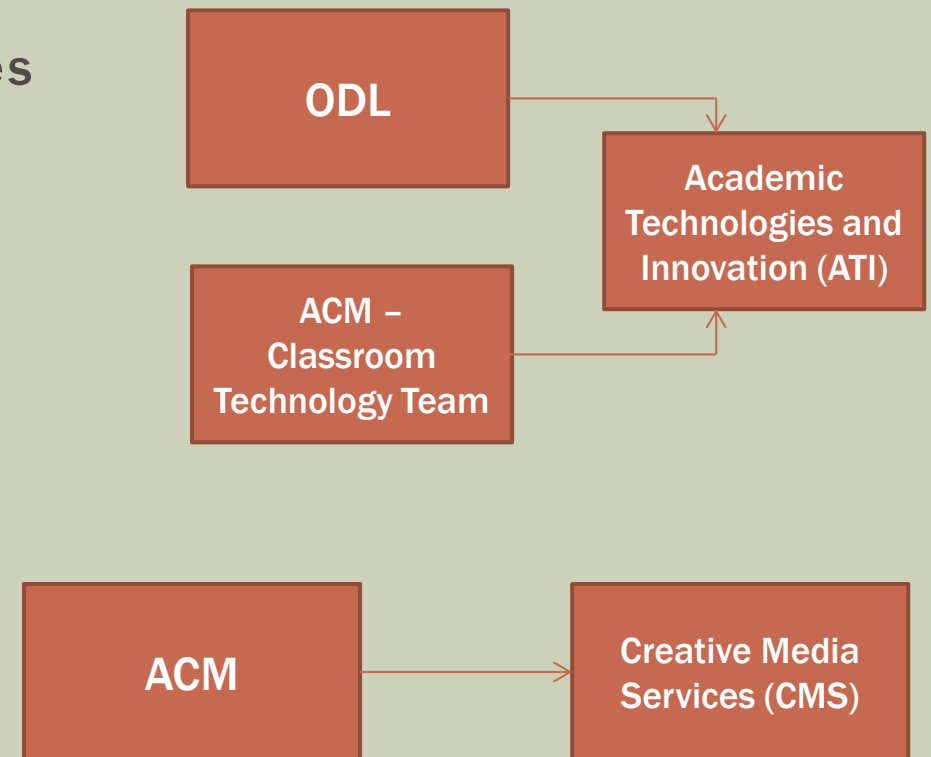
TRANSFORMATIONAL ITS



ODL TO ATI TRANSITION

Facilitate Seamless Support for Faculty on all areas of technology:

- Instructional Design
- Classroom and Student Engagement Technologies
- Blackboard and general Technology Support
- Development of Online and Hybrid Programs
- Quality of Online Courses
- Integration of Pedagogy and Technology
- Workshops, Seminars, Brown Bag Luncheons
- Faculty Led Innovation
- Faculty Sandbox(s)
- Research Networks
- High Performance Computing



ODL  **ATI**

- **The TRC will become the communication and coordination partner to ATI**
- **ATI will Enjoy the full Support of the Entire ITS Organization**
- **The ATI becomes the department that executes the vision of Academic Affairs in terms of Online/Hybrid Learning, Quality of Online Courses and Academic Technologies**
- **ATI will work with the Deans in executing their vision for their Colleges and Programs**
- **IT Governance Subcommittee (ATI) will bring recommendations to the IT Governance Executive Committee and Faculty Senate**
- **Instructional Design, Training, Workshops will be coordinated with TRC and ITS**

WORK AHEAD OF US

- Expansion of Faculty Sandboxes
- Super Computing and Research Networks
- Advanced Technology Initiatives
- Expansion and Distribution of Distance Learning Classrooms
- Growth in Online and Hybrid Learning Programs
- Quality and Student Success Initiatives in Online/Hybrid Programs
- Moving Services to the Cloud
- Mobile Computing Initiatives