

IT Governance

Information Technology is a catalyst for productivity, creativity and community that enhances learning opportunities in an environment of unlimited demands and limited resources.

Executive Committee Meeting
November 10, 2016

- Adopting a strategic approach to information technology planning, budgeting and implementation at Cal Poly Pomona •

Executive Committee

Action Items

- **Infrastructure Technology Working Group / Recommendations**
 - Groups in Office 365 – *Recommendation Update*

Executive Committee

Informational Items

- **Accessible Technology Working Group**
 - *Chancellor Office mandates for Web Accessibility*
- **Administrative Technology Working Group**
 - *Updates*
- **Communication Technology Working Group**
 - *2015-16 Review & 2016-17 Goals*
- **Information Security Working Group**
 - *Standards Review and Update*
- **Instructional Technology Working Group**
 - *2015-16 Update/Review & 2016-17 Goals*

Infrastructure Technology Working Group *Action Items*

Presenter: David Drivdahl

Infrastructure Technology

Groups in Office 365

Recommendation – Background/Findings

- In May 2015, IT Governance approved the migration of email and groups to Office 365.
- Since then, changes in the Office 365 service has caused implementation delays.
- Microsoft has implemented the main portion of feature changes; and IT has assessed how the changes impact the migration of auto and manual groups to Office 365.

Infrastructure Technology

Groups in Office 365

Recommendation – *Migrate Groups to Office 365*

- Auto Groups migration scheduled for December 2016
 - Migrate automatically populated groups to Distribution Lists
 - Moderation will be performed by Office 365 functionality
 - Student groups will be hidden from the address list
 - cis_majors, cis_classes, cis101, col-cba_majors, etc.
 - Non-student groups will be visible in the address list

Infrastructure Technology

Groups in Office 365

Recommendation – *Migrate Groups to Office 365*

- Manual Groups migration scheduled for June 2017
 - Migrate manually created groups to Office 365 Groups
 - All groups will have a group mailbox, shared file storage, SharePoint site, Planner, and additional features
 - Individual users will be able to choose whether they receive [group] messages in their inbox, but will always have separate access to the group mailbox
 - Users will have access to group mailboxes via mobile apps
 - All manual groups will be visible in the address list

Infrastructure Technology

Groups in Office 365

Recommendation – *Known Issues*

- Functionality changes
 - Moderators can send to lists they moderate without being moderated
 - Mail forwarding is not available
 - Auto response is not available

Infrastructure Technology

Groups in Office 365

Recommendation

The Infrastructure Technology Working Group recommends moving forward with the migration of [auto and manual] groups to Office 365 as scheduled.

Accessible Technology Working Group *Informational Items*

Presenters: Carol Gonzales & Kevin Colaner

Accessible Technology

Web Accessibility - Background

There is a call to improve the maintenance of web content, as well as the sustainability, usability, and accessibility of our campus web environment.

The Chancellor's Office issued a memo in April 2016 for increased campus responsibilities related to web accessibility.

Accessible Technology

Web Accessibility - Background

The Chancellor's Office proATI memo and subsequent related ATI meetings have detailed campus actions:

- Campus annual ATI status report will include additional reports for web accessibility:
 - 6 months of web accessibility scans for 2 levels of cpp.edu and manual scans for CPP's home page plus the 5 most popular pages. (This is still being formalized.)
- Required training for staff responsible for producing and sustaining webpages that have significant usage.
- Required training on web accessibility evaluation and remediation for staff responsible for producing and sustaining webpages that have significant usage.

Accessible Technology

Web Accessibility - Actions

Goal – To strengthen a culturally responsive web experience for our campus community

Through increased campus leadership priority and support for web accessibility goals, which includes:

- Accountability for the achievement of accessibility implementation milestones and accurate reporting that conveys the level of compliance with the ATI Goals and Success Indicators. (IT is currently meeting with campus departments contributing to each ATI goal and success indicator to identify metrics and evidence as required by the CO.)
- Campus-wide strategy to integrate the use of automated and manual remediation reports and processes to improve the accessibility of campus web pages. (IT – In progress since Spring 2016.)

Accessible Technology

Web Accessibility - Actions

- Seeking prioritization and support for training and implementation of web accessibility and usability:
 - Assignment of web coordinators (communication liaisons) within colleges/divisions/departments. Assigned responsibilities include:
 - Reviewing and responding to inquiries related to keeping web content current and accessible.
 - Attending relevant training provided by the Chancellor's Office and the University. University participants would include Public Affairs, IT (Web Development & ATI), HR (ODT), Academic Affairs (eLearning, Faculty Center).

Accessible Technology

Web Accessibility – Key Milestones

- Provide 2015-16 ATI status report to Campus Leadership identifying areas where campus can improve in web accessibility, specifying areas where CPP lacks procedure, documentation, and/or resources (Winter 2017).
- IT produce Campus annual ATI status report to include additional reports for web accessibility (expected Spring 2017).
- Departments review and assign web coordinators/communication coordinators (Winter 2017).
- CPP ATI meet with University training contributors to design, develop and implement holistic web training program for faculty and staff (Winter – Spring 2017).

Administrative Technology Working Group *Informational Items*

Presenter: Glendy Yeh

Administrative Technology

Informational Items

- Document Workflow Requests
- Development Code Freeze
- Tableau
- Tower Insights

Administrative Technology

Document Workflow Requests

- Requester submits a document workflow request.
- Discovery meeting – Document Management Administrator meets with the requester to discuss requirements.
- Document Management Administrator provides a proposal and an estimate if there are costs (hardware & licenses) associated with the implementation.
- After the director of the requesting department approves the proposal, the proposal will be presented to and prioritized by the Administrative Technology Working Group.

Administrative Technology

Development Code Freeze

- Development code freeze effective August 15, 2015
- Current status:
 - PeopleSoft developers are retrofitting campus modifications for Q2S and working on unit test between now and the end of the year.
 - IT maintains a list of new requests.
 - New requests will be prioritized by the PeopleSoft Core Team and be assigned to a developer when resources become available.

Administrative Technology

Tableau

- Developer training and Drive Discovery Workshop completed.
- Server Rapid Start completed.
- Weekly Developer meeting established
 - Discuss naming standards, color standards, security, implementation, and technical and user training.
- Weekly Data Modeler meeting established
 - Data modeling of Class Schedule, Admissions, My Planner, and ERS in progress
- My Planner dashboards – Pilot with advisors planned for December

Administrative Technology

Tower Insights

- Provided student data from 40+ PeopleSoft tables to build predictive data models
- Tower Insights will demonstrate the application with CPP's workflows and alerts for Student Success Team on the week of November 14
- Rollout to pilot advisors/faculty planned for January 2017
- Work group is being established to further customize data models to fit our needs

Communication Technology Working Group

Informational Items

Presenter: Tim Raymond

Communication Technology

Review & Goals

- Setting the stage
 - New flavor of existing working group previously called the Web Technologies Working Group
 - Web is a communication “channel” and therefore still under the purview of this working group
 - Multiple Charges, but first and foremost is Charged with changing this...



By recommending new strategies to communicate with students in a manner that removes the burden of them trying to figure out what is important and actionable.

Communication Technology

Review & Goals

- Preparation
 - Co-Chairs have met with Public Affairs and Enrollment services.
 - Discovered current opportunities and pain points.
 - Began capturing current use cases, request types (both currently met and unmet) and tools (both in use and available but unused), considerations and more...

Communication Technology

Review & Goals

Types:

Academic

- Class/Instructor related
- Major/Department related
- College Related

Administrative

- Registered from waitlist
- Grad app approved
- Financial Aid package complete
- Check returned for NSF

Marketing

- Cinco de Mayo at Los Olivos
- 36 Hour fund raising campaign

Mail merge (variables)

Emergency

Practices/Procedures/Guidelines

- Who can approve messages to students?
- What messages for what channels?
- How to decide the above?

Tools:

Email

- Hobson's
- PS
 - Class roster
 - Comm Gen based on data elements
- Constant Contact
- Service Desk Blast on user behalf (IT developed)
- Email on Acid

Portal

- General Announcements
- Group Announcements
- Individual Notifications
- Specific Portlets
 - pay now shows balance due
 - Holds

Blackboard

- Email
- Text Messaging

Blackboard Connect

- Email
- Phone
- Text Message
- Social Media posts

GradesFirst

- In app notes students <--> advisor

Digital Signage

Social Media posts

Mobile app

- Push Notifications general
- In-app banner notifications general

Channels:

Email - specific to individual

- Payment due or classes dropped

Email - specific to group

- students@cpp.edu

Text Message

Mobile notifications

Web Based

- Portal
- Blackboard

Requests:

Mail merge (Dear Tim)

Emergency

Unused:

Social media messaging

Text Messaging

Mobile app

- In App banner notification
- Push notifications general
- Push Notifications specific (coming in the future)

Considerations:

Accessibility

Preferences (opt in/out)

Communication Technology

Review & Goals

- Next steps
 - Don't boil the ocean... pick the first few cups
 - Begin by working with Enrollment Services to identify opportunities for “quick wins”
 - Assess what works well and where improvement opportunities exist
 - Develop communication strategy informed by student needs, campus needs, and lessons learned by boiling first cups.

Information Security Working Group

Informational Items

Presenter: Al Arboleda

Information Security

Topics for 2016-2017

- **Information Security Program and Information Security Standards Review/Update**
 - Information Security Program – address changes to Gramm Leach Bliley Act information security provisions
 - Campus Data Classification and Handling Standard – address changes to security breach notification laws
 - Campus Policy for accepting payment (credit cards) and electronic commerce payment – address changes to Payment Card Industry Standard version 3.0
 - Cloud Security Standard – development/campus implementation

Information Security

Topics for 2016-2017

- **Cloud Information Security**
 - Architecture Model Recommendation
 - Establish baseline for cloud services security (SaaS, PaaS, IaaS)
 - Risk Assessment Recommendation
 - Cloud services vendor security assessment
 - Third party vendor security assessment
 - Data loss prevention standard/guidelines
 - Data governance rules (Level 1)

Information Security

Topics for 2016-2017

- Level 1 Confidential Data (Multiple areas)
 - Unstructured data (network file shares)
 - Encryption mobile device recommendation
 - Data loss prevention recommendation
 - Structured data (OnBase Document Management, BroncoDirect)
 - Two Factor Authentication recommendation
 - Storage of Electronic Level 1 Policy Deployment Recommendation
 - Rollout of security awareness training for Level 1 data users
 - Rollout of the high risk workstation standard to areas identified as having Level 1 data

Instructional Technology Working Group

Informational Items

Presenter: Lucas Lanting

Instructional Technology

2015-2016 Review

- Classrooms
 - 290 learning spaces with audio/visual technology
 - 240 - smart classrooms
 - 50 - basic presentation technology
 - Portable Media Cart Reservations
 - Over 2,000 deliveries in 2015/16
- Computer labs
 - 90 labs – 2150 computers
 - College (80 – 1800 computers)
 - Open (10 – 350 computers)

Instructional Technology Working Group *Classroom Update*

Presenter: Lucas Lanting

Instructional Technology

Classroom Update

- Summary of 2015-16 classroom upgrades...
 - 11 full classroom audio/visual installations (6 new, 5 upgraded)
 - 50+ projection screens replaced
 - 12 computer lecterns refreshed
 - 3+ wireless presentation classroom installations (pilot)
 - 2+ analog-to-digital conversion (pilot)
- Total classroom expenditures: \$410,000

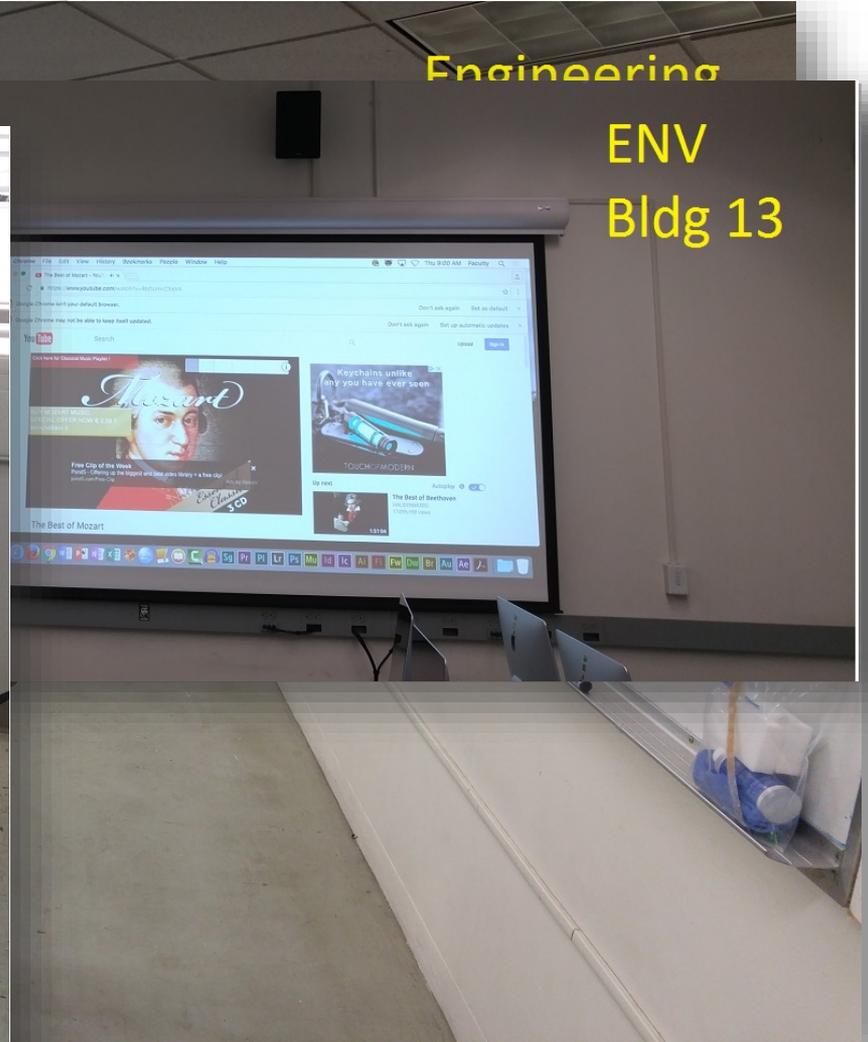
Instructional Technology Classroom Update

CLASS

Engineering

CLASS / CBA
Bldg 9

ENV
Bldg 13



Instructional Technology

Classroom Objectives

- Classroom objectives for 2016-17...
 - Continuation of classroom technology installations with rooms with no technology
 - 41% of all instructional spaces have no A/V technology
 - 81% of the top 10 media cart deliveries in 2014/15 now have A/V
 - Refresh and improve current audio/visual components
 - 15% of IT classrooms have basic presentation capabilities
 - Remediate classroom components as needed
 - 80% of classrooms are analog based (ex: VGA graphics/wiring)
 - Expand classroom technology capabilities as appropriate
 - video capture, WiFi presentation, collaboration, smartboards, etc
 - Address student study room improvements (Library)

Instructional Technology Working Group *Computer Lab Update*

Presenter: Lucas Lanting

Instructional Technology

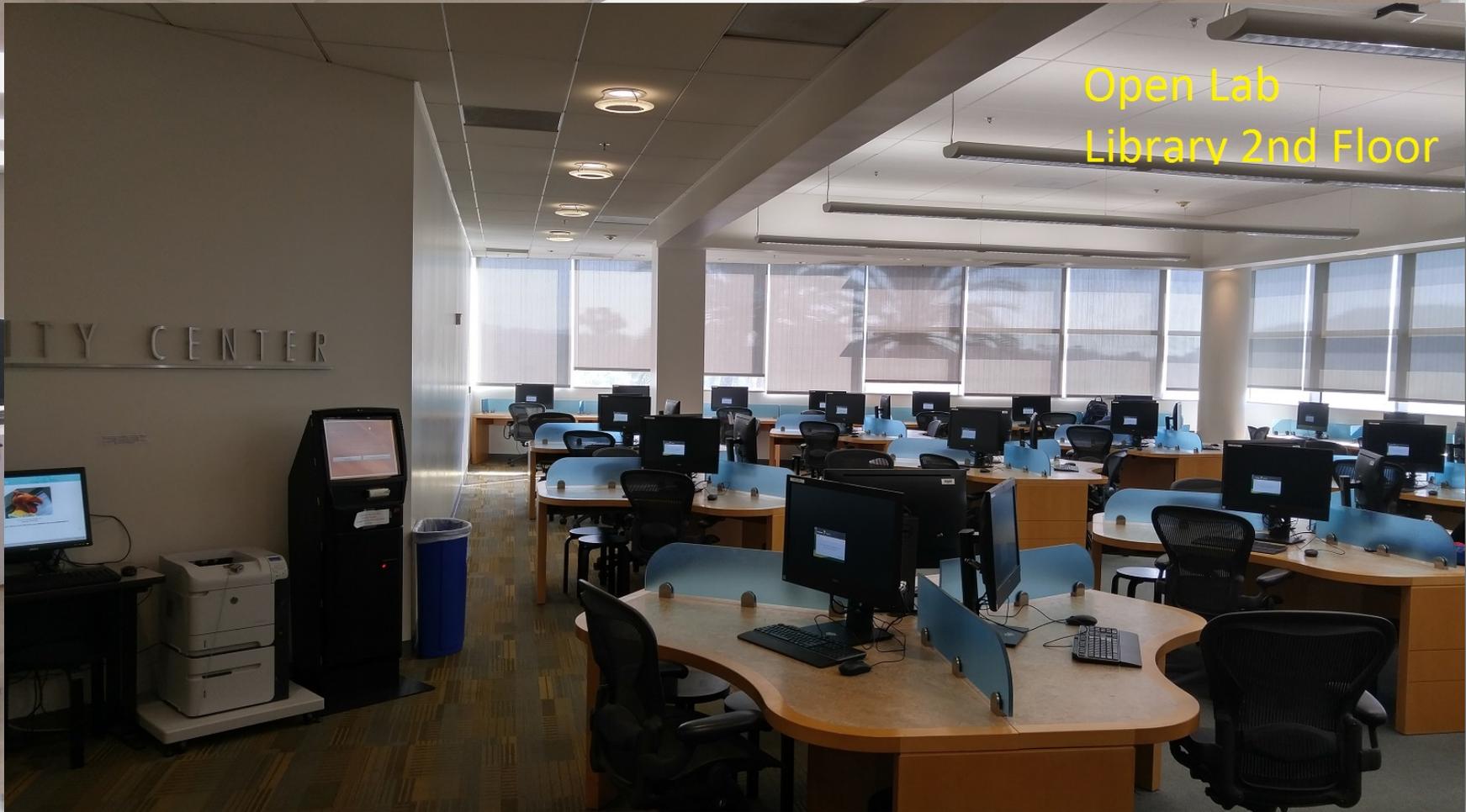
Computer Lab Update

- Summary of 2015-16 lab upgrades...
 - 11 computer labs upgraded/replaced (311 computers/monitors)
 - AG, CBA, CLASS, ENG, ENV, LIBRARY, SCI, CCHM & OPEN LABS
 - Virtual application assessment (Spring '16)
- Total classroom update expenditures: \$450,000

Instructional Technology

Computer Lab Update

Open Lab
Library 2nd Floor



Instructional Technology

Computer Lab Objectives

- Computer Lab objectives for 2016-17...
 - Computer lab updates
 - 30% of lab computers over 4 years old (25 labs – 625 computers)
 - Continued assessment of virtual application environment