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
March 9, 2018

• Adopting a strategic approach to information technology planning, budgeting and implementation at Cal Poly Pomona.
Executive Committee Action Items

- Instructional Technology Recommendation
  - Computer Lab Upgrades
Executive Committee
Informational Items

- **Administrative Technology Information**
  - Electronic Workflows

- **Communication Technology Information**
  - Student Communication Modernization
Instructional Technology
Action Items

Presenter: Lucas Lanting
Recommendation – Background / Findings

- Over 80 computer labs & 2,150 computers on campus
- Over the last 4 years...
  - 1,350+ computers replaced
  - 50+ full computer labs upgraded
- 85% of all computer labs are 4 years of age or younger
- 15% of all computers are 5 years of age or older
- Available SSF lab funding: $500,000 - $510,000
- 5 year refresh computer lab cycle
Instructional Technology
Computer Lab Upgrades

Recommendation – Funding Recommendation
• Allocate SSF lab funding to replace older computer labs
• Prioritization
  • 5 year old computers
  • Student utilization and enrollment numbers
  • Open computer labs (available to all students)
  • College feedback and recommendation
• Computer lab upgrades: 350+ computers in 15+ labs
• Designate up to $510,000 in Student Success Fee
• Surplus funds to be designated for additional computer labs
• FUTURE: continued assessment of application virtualization
Instructional Technology
Computer Lab Upgrades

Recommendation – Schedule & Milestones

• February – March
  • Confirm computer lab locations and hardware specifications with colleges
• March – April
  • Purchase computer equipment
• June – August
  • Build & deploy computer lab equipment
• All equipment is scheduled to be installed prior to the start of the 2018 Fall Term
Instructional Technology
Computer Lab Upgrades

Recommendation – Risks

• Equipment delivery delays
• Equipment may not meet the functional expectations of faculty
• Structural or facility constraints (i.e. desk mounts)
• Lab availability or access restrictions for installations (elevated risk for FY17/18)
Administrative Technology
Informational Items

Presenter: Glendy Yeh
Reviewed 61 forms submitted from 3 divisions

Travel forms will be handled in Concur

Some HR forms will be handled in Common HR System

Prioritization Strategy
- Student impact
- Business impact
- Low hanging fruit
# Administrative Technology

## Electronic Workflows

<table>
<thead>
<tr>
<th>Department</th>
<th>Name of Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registrar’s Office</td>
<td>General Academic Petition</td>
</tr>
<tr>
<td></td>
<td>(To not take a prerequisite or course substitution)</td>
</tr>
<tr>
<td>Registrar’s Office</td>
<td>Request for Class Withdrawal for Serious and Compelling Reasons</td>
</tr>
<tr>
<td></td>
<td>(To withdraw from a class from week 2 – 8)</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>Tax Transcripts</td>
</tr>
<tr>
<td>Advancement</td>
<td>Gift and Pledge Agreement</td>
</tr>
<tr>
<td>College of Science</td>
<td>Cal-Bridge &amp; CAMPARE Application</td>
</tr>
<tr>
<td>Budget Services</td>
<td>Budget Transfer Request</td>
</tr>
<tr>
<td>SACS</td>
<td>Financial Petitions for Refunds and/or Reversal of Fees</td>
</tr>
</tbody>
</table>
Communication Technology
Student Communication Modernization: Beyond E-Mail

Presenter: Tim Raymond
• Informational
  • The campus nearly exclusively relies on e-mail to communicate with students
  • E-Mail communications include both general announcements or specific action required notices
  • Students often do not see important notices that require action to ensure student success
  • Students use e-mail less in their everyday lives than other forms of communication
  • The campus needs to modernize the communication methodologies it employs with students
Communication Technology

Student Communication

- Informational
  - Currently PeopleSoft is the source for most of the data-driven communications to students.

- Requirements:
  - PeopleSoft Integration
  - Mobile App Integration
  - A single Message Center where all communications are stored and retained regardless of the department generating the communication.
Communication Technology
Student Communication

A message from Registrar

Informational note in 3rd party
Sent today at 1:11 PM (PST)

Siri Apple
You have a message waiting for you in your inbox.
Thanks, Registrar

Message For: Siri Apple
Read Message

From
Sender
Registrar
Subject
The account for Siri Apple is past due
Details

Message
Dear Siri Apple,
As of 2015-02-07, your account is past due in the amount of $3200, including payments of $6.
For your account summary visit
http://cab.modog.com/ssc/ss/Employee/PST/HR/Intra/LEARNER
SERVICES/SSF_SS_ACCT_SUMM.Q
Communication Technology
Student Communication
Communication Technology
Student Communication

• Informational
  • Data driven communication with students is used across multiple divisions and departments
  • Funding should be secured at the overall campus level
  • Requires significant business process review and redesign