Division of Information Technology

ANNUAL REPORT

Academic year 2015-2016

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Amir Dabirian

VP for Information Technology

"I am very proud of the Division of Information Technology's accomplishments in the 2015/2016 academic year. We have worked faithfully to ensure that the gears of advancement never stop turning.

This year, we have concentrated much of our energy into providing the campus community with the latest technological tools to get the most out of their university experience. We have outfitted 25 general use classrooms with high-tech educational material and designed a specialty Active Learning room that will serve as the next step in the academic experience. Our staff has worked to improve the CSUF network and Wi-Fi all around campus.

IT has partnered with the campus community to implement and improve our services. We want to ensure that all students, faculty and staff get the most out of their experience here at California State University, Fullerton.

I hope you have a great year."

– Amir Dabirian

OUR VISION:

The Division of Information Technology strives to be a strategic, innovative, and best in class IT organization that provides a leading edge technology environment for students, faculty and staff to advance the University mission and goals.

IT Services

We advance the vision and goals of our university by contributing to educational innovation and providing agile, cost effective, and reliable technology services and facilities to our campus community.
We value collaboration, transparency, innovation, security and efficiency.

Academic Technology

- Center for Geo-Technology
- Center for Academic Technology
- SOQ Support
- Accessibility Technology Initiative
- LMS Administration
- Faculty Research Support
- Faculty Instructional Support
- College Support

IT Finance and Enterprise Centralized Purchasing

- IT Finance
- Enterprise Centralized Purchasing
- SSI (IT-Related)

User Services

- Call Center (IT Help Desk)
- Deskside/Access Services and AVT
- User Training Services
- Classroom Audio/Visual Technology Support
- University Roll-out provides qualified university employees with:

Laptops Desktops iPads

Enterprise Applications

- ERP Operating Systems/DBMS
- ERP Technical Services
- ERP Business Services
- Student System Enrollment Services

Student Technology Services

- Information & Learning Commons
- 24/7 Student IT Help Desk
- TitanCard

Technology and Infrastructure Services

- Network Operations and Security
- Infrastructure Applications
- Server and Storage Support
- Telecommunications
- Data Center
- Digital Print Services
- University Copier Program
- IT Auxiliary Services
- Enterprise Servers
- Campus Telephone
- Campus Network

Information Security

- Information Security
- Technical Security
- Network Security Compliance
- Information Security Training

Internet Technologies and Development

- Application Development
- Identity and Access Management
- Application Support
- Web Administration
- IT Project Management

IT's Accomplishments

1. Campus Wireless

The Division of Information Technology increased Wi-Fi coverage inside the buildings on campus. We doubled the Wi-Fi capacity in the University's general use classrooms.

Students can now work on their laptops or mobile devices in any major area on campus without compromising their Wi-Fi speed or stability.

Students, faculty and staff use their campus emails and passwords to connect to Wi-Fi via eduroam. With eduroam, users can connect to Wi-Fi at any participating institution – WORLDWIDE.

2. Learning Spaces

Learning Spaces is a Student Success Initiative-funded program that helps revitalize classrooms all across campus.

Each upgraded classroom is equipped with the most modern and technologically advanced materials to assist in student academic growth.

Since the start of SSI, the Learning Spaces community has modernized 45 University-owned classrooms and one prototype Active Learning Room (PLS-240). 53 classrooms were partially upgraded prior to the start of SSI. They will upgrade the remaining 92 University-owned classrooms before finishing the 53 partially upgraded rooms. 30 room upgrades are planned for this year.

3. Student Services

Student Technology Services (STS) offers students access to a variety of technology services to facilitate and enhance their learning experience on campus. Services include, but are not limited to, computer, printing & scanning access; smart group study room checkouts; laptop, iPad, projector checkouts; phone, chat, email & walk-in tech support and TitanCard services.

Titans can get technical support for campus related technologies such as Titanium, Titan Online, student email and more. This service is provided 24/7 through phone, email and chat via portal.

TitanCard is used as the official school identification card. It's accepted as a form of payment at participating campus locations and the only form of payment accepted for printing and copying in campus computer labs.

4. iBeacons

Over the past year, IT has worked to pilot iBeacons in classrooms throughout campus. This new technology allows students to check-in and record their High Impact Practice experiences.

All this information is presented to professors and advisors in a custom report on Titanium in real time. Utilizing these new tools will give professors a new level of interaction with their students.

48 classrooms on the CSUF main and Irvine campus have iBeacons.

5. Faculty Commons

The Faculty Commons is a one-stop-shop for faculty support. The Academic Technology Center (ATC), part of the Faculty Commons, provides academic and technology support for faculty and staff.

All equipment in the center can be reserved for use by faculty. The ATC provides support for ATI (Accessible Technology Initiative), Adaptive Learning Technology training, technology questions & mobile device support, password reset, VPN (Virtual Private Networks) setup, AV cabinet key check-out and more.

Individual workspaces are available for faculty and collaborative spaces are available for faculty and students to meet.

6. Security

The Information Security Office worked with the campus Advisory Committee and University Administration to create a new task force that will implement new security policies.

26 active legal collection cases involving 242 campus employees that totaled more than 61.5 Terabytes of data were managed. From July 1, 2015- June 30, 2016, the office processed and approved 1,293 access requests to CSU PeopleSoft-stored campus data.

The Information Security Office streamlined centralized data security training across all faculty, management and staff.

An electronic/digital signature guideline went through an approval process. 243 firewall rules change requests were also reviewed and approved. 10,123 vulnerabilities were identified.

The Security Office also participated in the CSU firewall review and acquisition of Palo Alto Network security appliance and subscriptions and continued information security service collaboration at the CSU Dominguez Hills campus.

7. Data Center and POD

To mitigate the risk of flooding from El Niño to its existing data center, CSU Fullerton built out a modular data center in less than 120 days to host critical infrastructure. Accomplishing this project in such a short time required tremendous collaboration among various vendors, campus constituents, IT resources and the University senior leadership.

The impact of an extended outage of a data center for any operation is unimaginable. At CSU Fullerton, data center outages could affect our campus operations and other hosted services for many campuses. The CSU Fullerton main data center is in the basement of the Pollak Library, which is one of the lowest elevation points on campus. All communication and data wiring, power mains and the backup generator are located in an area that is prone to flooding.

Relocation of data centers is always a very complicated task that may result in very costly service interruptions. The installation of the modular data center needs to be planned and executed through unconventional project management practices. CSUF IT worked hard with their partner vendors to expedite the procurement of the modular center. They also negotiated with the campus Facilities Operations to build the necessary infrastructure by leveraging existing job order contracts (JOC). Moving from the existing data center which has 4500 sq ft of raised floor space to a 440 sq ft modular data center required a lot of consolidation and relocation of some of the equipment to alternate data centers.

8. u.Achieve

A new redesign of the Titan Degree Audit (TDA), through u.Achieve was released Fall 2015. u.Achieve provides a supported and up-to-date technology for handling this generation of the Titan Degree Audit. u.Achieve will provide the campus with an integrated advising platform which will include support for degree planning using u.Direct with ties into Titan Scheduler. Additional features include a new interface and mobile device support.

IT Core Services Survey

The following report details the results of an online survey completed by a convenience sample of California State University Fullerton (CSUF) faculty, staff, and administrators between May 10th and June 16th, 2016. The purpose of the survey, developed by the Department of Information (IT) Technology, was to assess the importance of services offered by the campus as well as the frequency with which those services are used, and level of satisfaction with them. In total, 151 (32.1%) faculty, 274 (58.4%) staff, and 45 (9.6%) administrators completed the survey.

Core Services

Enterprise services provided to the campus community, including Outlook services on and off campus, workstation connectivity, Wi-Fi connectivity, telecommunication services, Dropbox for Business, and roll-out services, comprise Core Services offered by the Department of IT. Respondents rated the importance of each service on a scale from 1 to 5, where 1 = "not important," to 5 = "very important."

As shown in **Figure 1**, Outlook (Email) services provided by the IT Department are rated as being most important among faculty, staff and administrators. The second most important service is Wi-Fi connectivity among faculty and workstations among administrators and staff. Looking at the service deemed least important, Figure 1 demonstrates that telecommunication services are rated least important on average by faculty, whereas Dropbox for Business is rated as being least important for both administrators and staff. That being said, the average ratings do not indicate these services are unimportant; rather they are less important relative to other IT services. These findings suggest that the services valued by different types of staff employed at CSUF vary depending on role.

Figure 1: Importance of Six Core Services by Sample Type

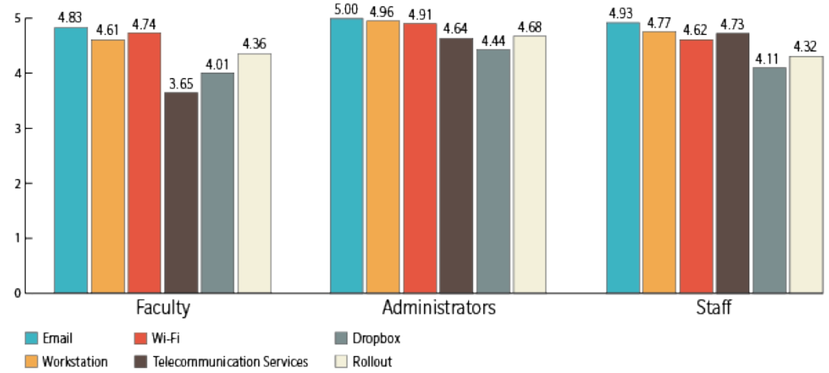
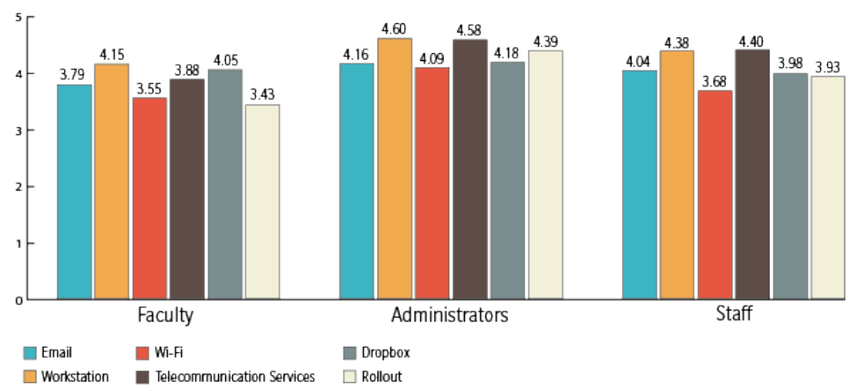


Figure 2 illustrates that workstations are rated most favorably by faculty, staff, and administrators. While administrators and staff are nearly equally satisfied with the telecommunication services offered by the campus, the same is not the case for faculty. With respect to services that are viewed less favorably, Wi-Fi connectivity and roll-out services were judged to be less satisfactory than the four remaining services by faculty members who completed the survey. Roll-out services were judged more positively by administrators and staff than by faculty, however they were also least satisfied with Wi-Fi connectivity.

Figure 2: Satisfaction with Six Core Services by Sample Type



IT Industry Awards

From left, Amir Dabirian and Berhanu Tadesse stand outside Langsdorf Hall on the CSUF main campus.

CSU Fullerton's Division of Information Technology was distinguished with two awards during the 2015-16 academic year. They received two California Public Higher Education Collaborative Innovation Awards for Focus on Efficiency on October 29, 2015, and the Association for College and University Technology Advancement (ACUTA) award for Institutional Excellence in Information Technology.

IT has implemented cloud solutions that are shared by multiple institutions to achieve the goals of the California State University System's Synergy Project.

The Synergy Project, enacted in 2010 by the CSU system, was implemented to reduce administrative costs by collaborating to become more efficient and effective. CSUF was able to successfully create partnerships with other campuses, improve services, implement cutting-edge technologies and reduce costs through the use of shared cloud services. This has in turn benefited the students, the CSU system and the State of California.

These shared services are:

- CSUF hosting disaster recovery infrastructure for the San Francisco State University
- CSUF hosting the production environment for the CSU Chancellor's Office
- Learning Management Solution (LMS) – CSUF and CSU Los Angeles
- Campus Business Intelligence (BI) solutions using CSUF's campus BI baseline model – CSU Los Angeles, CSU Dominguez Hills & CSU San Bernardino
- Telephone Services – CSUF and CSU Dominguez Hills
- Virtual Computing Lab (VCL) – CSUF and the University of California, Irvine

2015/2016 IT Stats

Information & Learning Commons

Computer Logins

PLN 2nd Floor:

PLN 4th Floor:

PLN 1st Floor:

= 5,000 User Log Ins

Campus Portal

The campus Portal is the main 24x7 gateway to online services and programs for students, faculty and staff.

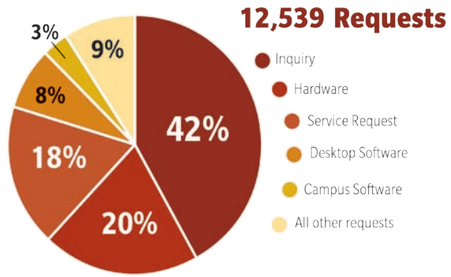
18+ million
Successful Student Logins

1.7+ million
Successful Faculty/Staff Logins

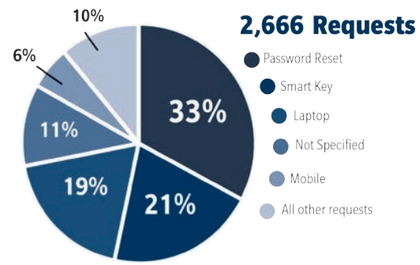
Ticketed Service Requests

IT Help Desk

The Division of Information Technology's Faculty/Staff Help Desk handled 12,539 incidents this year. The most common were basic inquiries, hardware issues and service requests.



Academic Technology Center



The Academic Technology Center's Help Desk handled 2,666 service requests this year. The most common were password resets, smart key help and laptop help.

Digital Print Services

19,225 transactions

Digital Print Services: color view sheets & fliers, signage, posters, banners, handbills, perfect bound books, die-cut stickers, name badges, T-shirts, buttons, multipart forms, are just some of the products available for the campus community. They are located on the second floor of Pollak Library.

Security

The Information Security Office monitors and stops network attacks from inside and outside the campus. They are dedicated to keeping all campus information private and secure.

235,512,855 Unique External Intrusion Attempts

Unique Email Attack Attempts **193,143,303**

14,922 Unique Virus Attack Attempts

IT Help Desk Call Center

The IT Help Desk is the first point of contact for employees and faculty at California State University, Fullerton.

Total Number of Calls Handled

18,808

First Call Resolutions

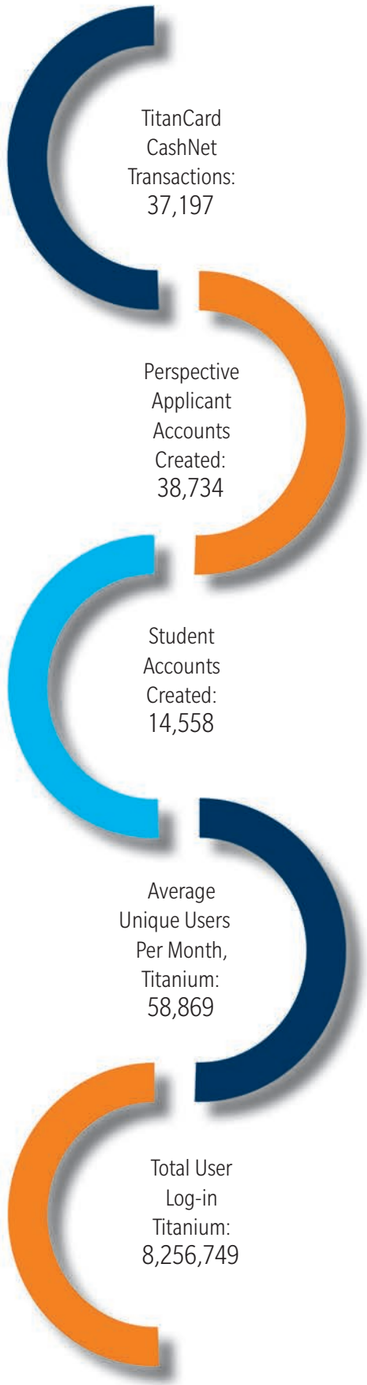
17,057

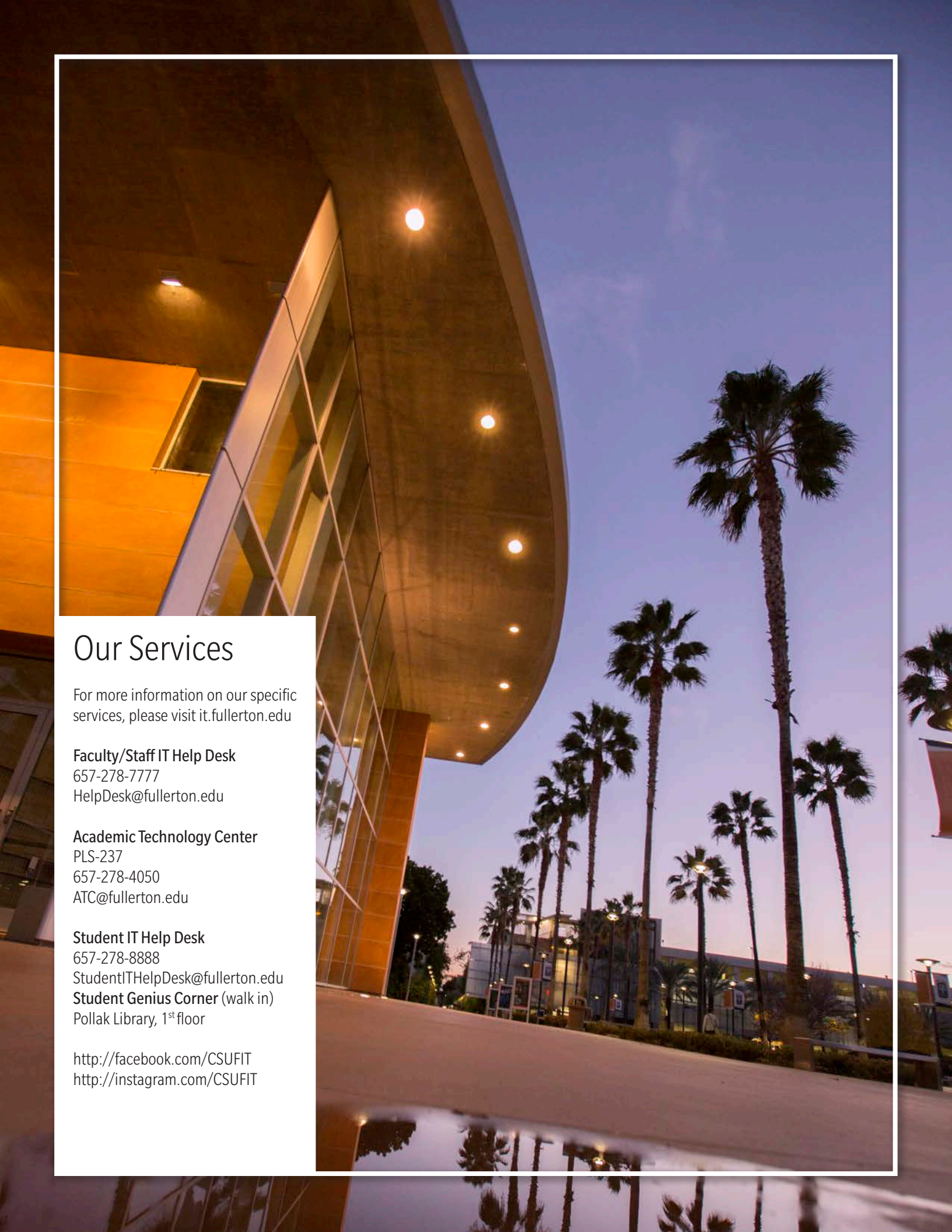
Student Technology Services

The Student Genius Corner as well as the 24/7 Student IT Help Desk assists students with their technology-related questions.

24/7 Student IT Help Desk **9,025** **Issues Resolved**

Student Genius Corner **40,534** **Issues Resolved**





Our Services

For more information on our specific services, please visit it.fullerton.edu

Faculty/Staff IT Help Desk
657-278-7777
HelpDesk@fullerton.edu

Academic Technology Center
PLS-237
657-278-4050
ATC@fullerton.edu

Student IT Help Desk
657-278-8888
StudentITHelpDesk@fullerton.edu
Student Genius Corner (walk in)
Pollak Library, 1st floor

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