Office of Information Technology
Program Review
Action Update
2012

Action Recommendations set in 2010

1. Determine what additional hardware and software is needed in smart classrooms for instructional usage.

• Request the Faculty Technology Committee members poll their respective constituents to determine what additional hardware and software they feel is needed to enhance the instructional experience. Ongoing

• Determine whether the hardware and software would be needed in all computer labs or just particular ones. Ongoing

•Prepare funding requests for the next annual budget cycle process. Accomplished. During the 2012-2013 budget process, an analysis was performed and an equipment list developed for classrooms and labs for 2012/2013 budgetary approval.

2. Identify financial resources to ensure appropriate system replacement lifecycles for instructional equipment in smart classrooms and computer labs.

• Advocate for additional instructional technology fee allocations at a level that ensures appropriate system replacement lifecycles of equipment. Accomplished. The Instructional Technology Fee was raised by 7% for 2011/2012 to cover additional technology funding needs.

• Advocate for current instructional technology funds being used for the operational support of the Center for Teaching and Learning to be funded out of the General Fund in order to free up funding to purchase and support additional instructional software site licenses. Ongoing

3. Increase funding for centralized technology support to at least the average of our twenty-school peer comparison group to ensure competitiveness.

• Study EDUCAUSE data to determine breakdown of budgets at peer Doctoral-Intensive institutions to focus on areas of under-funding. Ongoing

• Determine funding levels necessary to appropriately maintain current operations and provide the technology to achieve the strategic goals and objectives of the University. Accomplished.
Propose a funding model that provides a set percentage of the University budget allocated towards technology support. Not addressed yet.

• Prepare funding requests for maintaining current operations/system replacements lifecycles and new initiatives involving technology. Accomplished.

4. Increase staffing for centralized technology support to at least the average of our twenty-school peer comparison group to ensure competitiveness.

• Study EDUCAUSE data to determine breakdown of staffing levels at peer Doctoral-Intensive institutions to focus on technology-support areas of under-staffing. Ongoing.

• Determine staffing levels necessary to appropriately maintain current operations and provide the technology support to achieve the strategic goals and objectives of the University. Ongoing.

• Ensure all new technology initiatives include appropriate increases in technology staffing to support them. In progress.

• Contract with an outside expert (consultant/peer institution CIO) to conduct a staffing study and make recommendations regarding staff support level needs. Not addressed yet.

• Prepare staffing requests for maintaining current operations and new initiatives involving technology.

Accomplished. Enterprise Applications Support has added 2 New Banner Programmer Position in support of the University community in April 2011.

5. Identify technical training budget necessary for OIT personnel to effectively support the applications and systems they are responsible for supporting.
     • Develop full list of applications and systems supported by OIT staff. Ongoing.
     • Identify training opportunities and timelines for each of the applications and systems. Ongoing.
     • Develop training schedule and rotation to ensure each staff member receives the at least the minimum training necessary to support their areas of responsibility. In progress
     Enterprise Applications Support conducts an annual review of upcoming training needs and performs a gap analysis to determine additional training needed. Although this is completed annually with appropriate justification, EAS has yet to see training dollars sufficient to effectively support the numerous applications it currently supports.Technology Infrastructure Services reviews training requirements for staff on an annual basis. Training dollars for staff have improved over the years, but still remain insufficient for number of staff.

6. Investigate potential improvements in the campus communication capabilities.
     • Consider implementing unified messaging to allow voicemails to be received and managed via email accounts. In progress
     • Implement a campus-wide general and targeted announcement system via a University Web portal. In progress.The University web portal is in full production for all Faculty, Staff and Students.
     • Implement and maintain a central events calendar for University-sponsored events. Accomplished. Resource 25 was purchased and is currently being implemented to be the sole calendar for all University-sponsored events. Technology Infrastructure Services has evaluated inexpensive video conferencing solutions, in collaboration with other campus departments, to facilitate communications for internal and external communications.

7. Improve the structure of the new University website to make it easier for students, faculty, and staff to find the information they need.
     • Work with the Web Committee to determine areas of weakness in the Web structure that makes it difficult for constituents to find information. Ongoing
     • Poll constituent groups to determine what information is difficult to find and what aspects of the website are difficult to navigate. Accomplished.
     • Work with the Web Team to make improvements to the layout, navigation, and tools (i.e. search engine and information indexing) to make the site more intuitive. Ongoing. Based upon feedback coordinated through this effort, the Web Team, under the direction of the Web Committee have made many substantive changes to make all of our University web sites to make them more intuitive, interactive and easier to use and navigate.

8. Complete the implementation of ubiquitous, high-speed wireless access on the main campus, the College of Law, and the Regional Campuses.
     • Install wireless capability in the Oaks residence halls on the main campus. Accomplished.
     • Install wireless capability in periphery buildings such as OIT north, Human Resources, and the Center for Teaching and Learning. Accomplished.
     • Install wireless capability in Regional Campus buildings. Accomplished.
     Wireless capabilities have been installed for Oaks dorm buildings. OIT north and Human Resources also have wireless capabilities. The Center for Teaching and Learning is not planned for wireless due to a short term lease and their expected relocation. All Regional Campus locations have wireless services unless

decided by RCA management to exclude certain locations. RCAs Rancho and Oxnard are relocating so management opted out of deploying wireless services at these locations. In addition, RCAs PT Mugu and Vandenberg did not have a need for wireless services. RCAs Irvine, Burbank, Bakersfield, Victorville, and San Luis Obispo are the remote campus locations that have wireless services deployed.

9. Address the business continuity concerns with serious environmental and space deficiencies in the Institution's data center.
     • Determine feasibility and costs associated with moving all remaining critical systems into the "cloud". Ongoing.
     • Determine the feasibility and cost of constructing a data center in existing space. Not funded.
     • Determine the feasibility and cost of constructing a new data center (on or off the main campus). Not funded.

Additional Initiatives Introduced and/or Accomplished