



CALIFORNIA STATE UNIVERSITY
BAKERSFIELD™

**INFORMATION
TECHNOLOGY
SERVICES
ANNUAL REPORT
22-23**

CONTENTS

4	WELCOME MESSAGE FROM CIO
6	INFORMATION TECHNOLOGY GOVERNANCE COMMITTEE
8	ENTERPRISE APPLICATIONS
9	DIGITAL TRANSFORMATION
10	PEOPLESOFT TEAM
12	WEB SERVICES

14	SUPPORT SERVICES
18	CLIENT SERVICES ZOOM
22	INFRASTRUCTURE SERVICES
24	CSUB IT ROADMAP 2022-2026
26	BUILDING THE FUTURE ROADMAP 2022-2026
28	NOTABLE ACCOMPLISHMENTS FOR 2021-2023

WELCOME

Over the last three years, California State University, Bakersfield (CSUB) faced the COVID-19 pandemic. We experienced and witnessed transformational change happen across our campus. Gone were the students packing lecture halls and the lines forming at service windows. CSUB was forced to change, and change we did. Our students, faculty, and staff met the challenge head on and transitioned to a mostly online way of learning, teaching and service. Zoom, our video conferencing solution, became the main tool for us during the pandemic, facilitating both academic and administrative needs. Canvas, our learning management system, saw huge increases in classes that were offered online, and live lectures became recorded online resources for our students. Synchronous Zoom sessions and online meetings became the norm. Adoption of new tools to address our administrative needs happened as well; OnBase, Adobe Sign and Box became key tools for supporting our virtual campus.

We noticed quickly that digital equity was a problem for our students, and thanks to our campus leadership, funding was set aside to acquire hotspots, laptops and iPads for our students. We distributed over 1,500 computer devices to our students, permitting students access not only to remote resources but also to what some students mentioned to us as their "first computer."

MESSAGE FROM CIO

continued

The Information Technology Services team had to build capacity to support this transition. Our Roadmap planning and implementation from 2016 to 2019 and our staffing and employee development programs were two of the main factors in how our campus was able to transition technologically. Further, the team worked at breakneck speed to provide virtualized labs and softphones for a remote workforce, expand call centers and distribute 20 Adobe Sign forms. Consequently, the ITS organization became familiar with case management and integrations to support the health and safety of those that were on campus.

As we went into Fall 2022, we saw an increased use in our physical campus but continued to see a large use of online teaching modalities. Use of devices for digital equity saw an increase to about 2,200 computing devices and 550 hotspots. As we went into Spring 2023, the campus continued to see a high demand for online courses and a high degree of telecommuting by our employees. Our campus now has the technological flexibility and resiliency to support the needs of a hybrid campus.



Faust Gorham
Associate Vice President of
Information Technology Services
& Chief Information Officer

INFORMATION TECHNOLOGY GOVERNANCE COMMITTEES

INFORMATION TECHNOLOGY COMMITTEE (ITC)

THE **ITC** IS A WORKING GROUP FOCUSED ON ESTABLISHING AND SUSTAINING THE INFORMATION TECHNOLOGY (IT) ROADMAP FOR THE UNIVERSITY AND MAKING RECOMMENDATIONS TO THE INFORMATION TECHNOLOGY ADVISORY COUNCIL (ITAC).



21-22

INFORMATION TECHNOLOGY COMMITTEE

REQUESTED: \$400,000
APPROVED: \$0

In 21-22 the ITC approved the campus roadmap and the request for an additional \$400,000 in ongoing funds. Unfortunately, due to budget uncertainty, the additional funding wasn't approved; however, we were able to move forward on many of our critical projects thanks to HEERF funding.

22-23

INFORMATION TECHNOLOGY COMMITTEE

REQUESTED: \$2,100,000
APPROVED: \$248,000



For 22-23 the ITC approved the addition of \$2,100,000 in ongoing funding to the IT budget to fund investments. ITS received \$248,000 to continue critical services that were added during the 19-21 academic year such as Adobe Sign, Boomi (integration services), Canvas, and the virtual computer lab. That said, we need to expand security and expand critical staff positions. For example, with the growth of our campus and the need to maintain our fleet of computers, we need the staff to be able to automate and support the patching and upgrading of computers.



23-24 INFORMATION TECHNOLOGY COMMITTEE

REQUESTED: \$2,295,000

Finally, the ITC approved the addition of the Accessible Technology Initiative staff and center to support our campus in championing accessibility, procuring accessible software and making sure our web efforts are all accessible.

For 23-24, ITC requested funding to bring on key services such as a customer relationship management system to support strategic enrollment efforts, key security tools and investment to expand and the build data ecosystem. The ITC approved \$2,295,000 to be added to the ongoing roadmap budget to meet campus needs and technology goals.

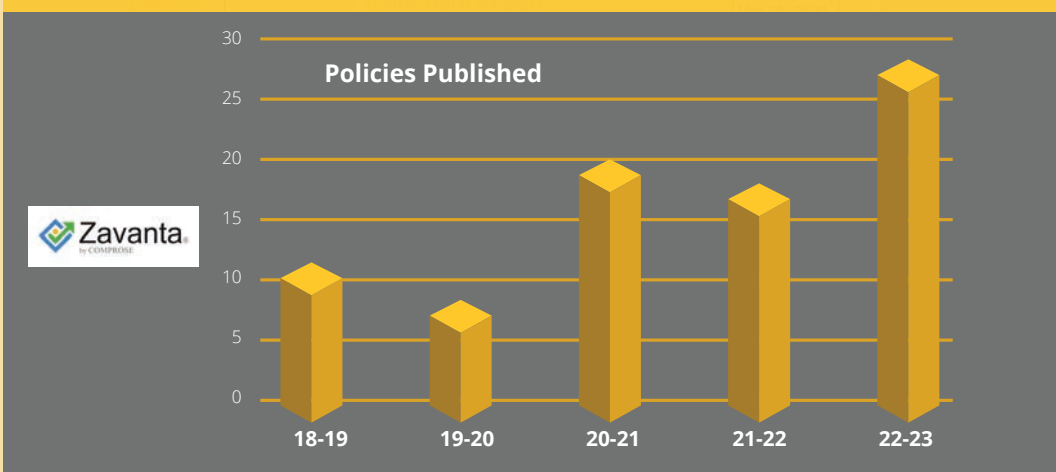
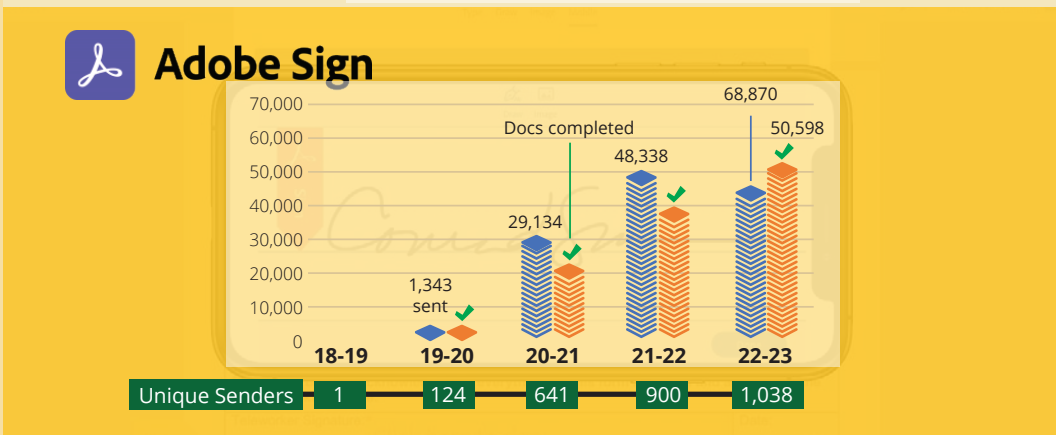
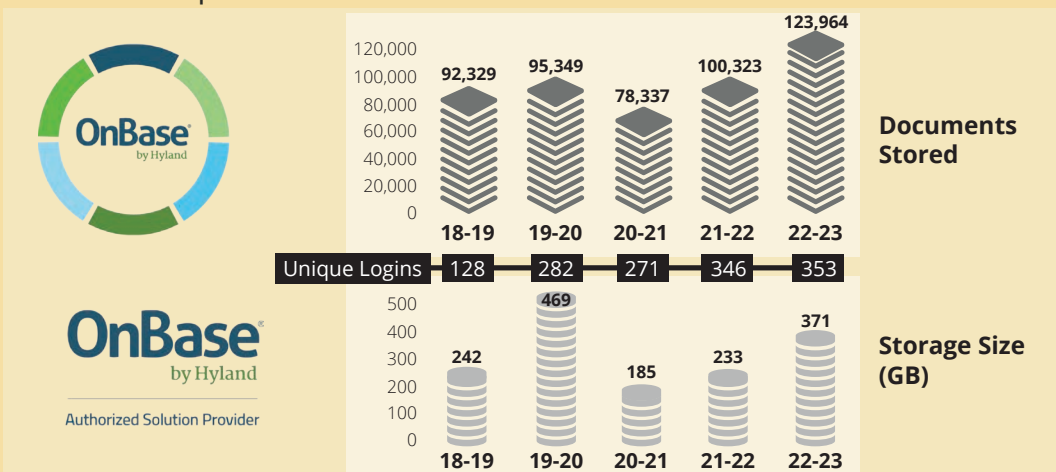
ENTERPRISE APPLICATIONS

**DIGITAL TRANSFORMATION
SERVICES
PEOPLESOFT TEAM
WEB SERVICES**

Enterprise Applications is responsible for supporting the enterprise computing systems of the university. We provide implementation, development, and maintenance support of these enterprise applications, primarily PeopleSoft Campus Solutions, Finance and Human Resources, as well as for related third-party systems.

Digital Transformation Services

In response to the urgent need to transform the campus to operate without a physical presence, the Digital Transformation Services group deployed various services, including Adobe Sign, to enable the transition to digital signatures. DTS also deployed custom forms to allow students to upload required documents for financial aid processing. OnBase continued to be used as a major document repository for our campus and part of the admissions articulation process.



PeopleSoft Team

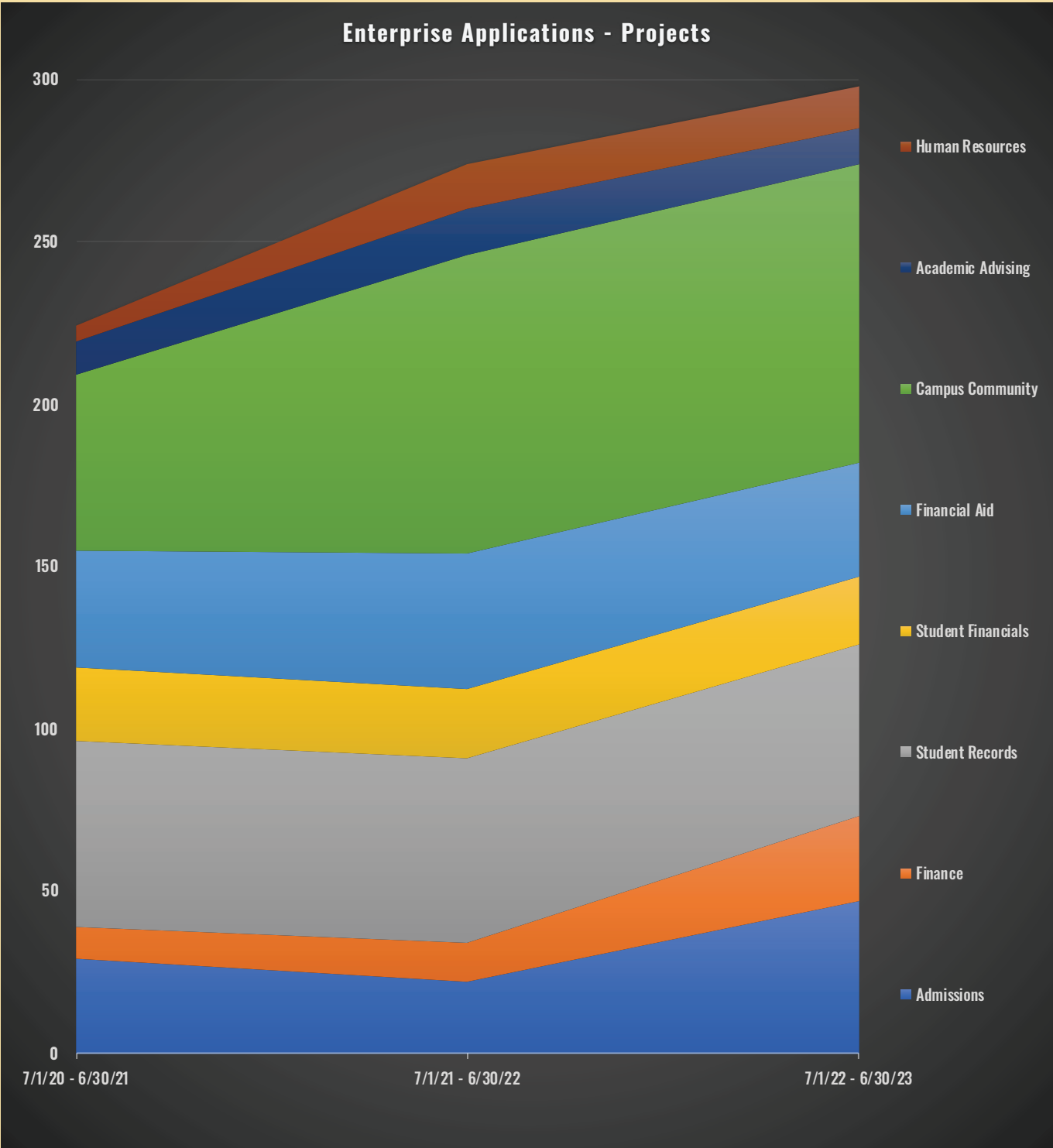
As the COVID-19 vaccine became widely available and the university began its efforts to repopulate the campus, the PeopleSoft team took on the task of setting up data integrations between the COVID-19 compliance tracking system and the campus Student Information System (SIS). Merging all data into one system allowed our campus to efficiently provide reports to the Chancellor's Office for COVID-19 compliance reporting. Leveraging the same data set, the team developed automations that enabled capabilities such as weekly email reminders and progressive enforcement by controlling access to the Learning Management System (LMS). The team also provided daily and weekly compliance reports to the Emergency Operation Center (EOC) and assisted with multiple rounds of CARES funding distribution. Additionally, the team launched multiple text message campaigns to students to encourage COVID-19 policy compliance and to communicate updates for CARES funding availability.

Alongside the COVID-19-related projects, the team continues to carry on its regular duties, such as system upgrades and the deployment of new functionalities in our Student Information System (myCSUB). A noteworthy improvement is the modernization of myCSUB user interface. The refreshed interface enhances the user experience on mobile devices.

The PeopleSoft team supported third-party systems deployment by providing data integration and facilitating single sign-on (SSO) configuration. Such systems include:

- PMB Online Parking Pass
- BankMobile
- AskRowdy (improved AI-powered chatbot)
- Anthology
- CHRIS PageUp (HR applicant tracking system)

Enterprise Applications - Projects



Web Services

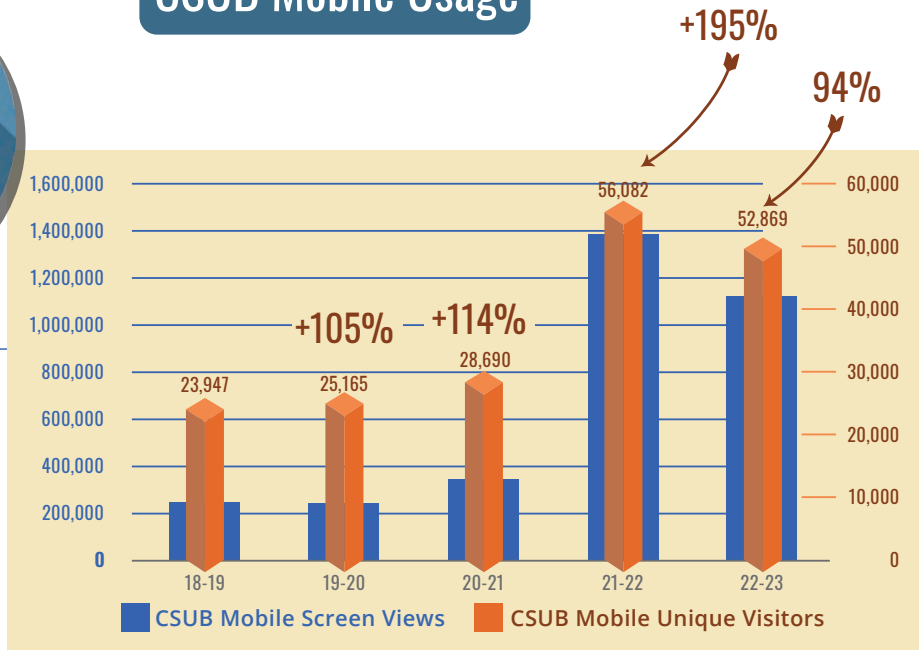
More than ever, the ability to find information and online services from anywhere and on any device is very important. We have been focused on improving user experience on web properties and CSUB Mobile app. We continue to find better solutions helping web content editors in departments, schools, administrative offices and student-facing sites keep their content up to date. The research for an alternative WCMS 3.0 has identified Omni CMS to make web editing easier for end users. While exploring whether to purchase this new system and its closed system, we are now focusing resources around MyWeb and Cascade, which may provide an internal solution. We improved security measures by implementing SSO authentication in Drupal and Cascade WCMS. As part of a new modern look and improved brand promise, we updated over 200 websites to be in alignment with new CSUB logo and branding guidelines. This included HR Jobs and New Employee Portal. We provided high-service-level management, launched high-profile sites. (e.g. COVID, CARES, Budget Book, Provost and Dean search, etc.). To make wayfinding easier and to improve the virtual tour of campus, we delivered Concept3D campus map. Lastly, we developed ITS Annual Report website to celebrate and chronicle ITS Accomplishments during the difficult time of the pandemic.

WEB GOOGLE ANALYTICS

TOTAL TRAFFIC OF ALL PAGES IN WEB CMS (all template pages)			
FISCAL YEARS	PAGEVIEWS	UNIQUE PAGEVIEWS	USERS
18-19	10,300,920	7,929,465	1,200,000
19-20	15,365,264	8,045,112	987,000
20-21	22,306,598	9,964,063	2,869,000
21-22	20,659,494	9,475,739	1,917,000
22-23	21,805,780	9,381,775	1,809,420
Total	90,438,056	44,796,154	8,678,532



CSUB Mobile Usage



SERVING UP INFORMATION FOR STUDENTS, FACULTY, & STAFF

90.4
MILLION
PAGEVIEWS IN PAST 5 YEARS



THAT'S EQUAL TO 10 VIEWS
FOR EVERY UNIQUE USER

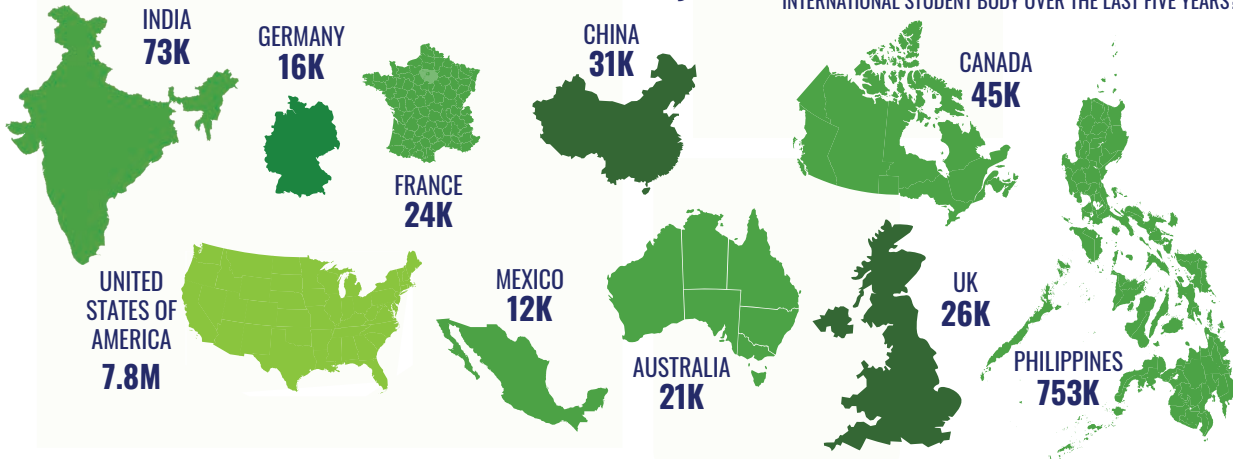
ITS WEB SERVICES

NUMBER OF
SITES

2018-19	326
2019-20	348
2020-21	362
2021-22	388
2022-23	262

COUNTRIES THAT VISIT CSUB'S WEBSITE - 5 years

DO THESE COUNTRIES MATCH OUR
INTERNATIONAL STUDENT BODY OVER THE LAST FIVE YEARS?



SUPPORT SERVICES

“MORE THAN JUST
THE HELP DESK”

**THE ACADEMIC TECHNOLOGY
DEPARTMENT SUPPORTS SERVICE
AREAS THAT FOCUS ON ACADEMIC
AND INSTRUCTIONAL TECHNOLOGY,
AND RESEARCH SERVICES.**

Academic Technology

The Academic Technology team developed and installed 69 “flex” classrooms allowing for instructors to deliver a face-to-face and online courses concurrently. These classrooms have motion tracking cameras, full in-room mic and speaker systems, and motorized screens, and have been used by many of our faculty in the 22-23 AY. We are currently working on upgrading 3 additional classroom labs in summer '23.

Canvas usage increased with nearly 80% of our students using Canvas daily. We have also added Ally which is an accessibility assistant. It helps students to convert content into alternative formats. Text can be converted to audio with a simple click. Ally also helps faculty check and improve the accessibility of their course material.



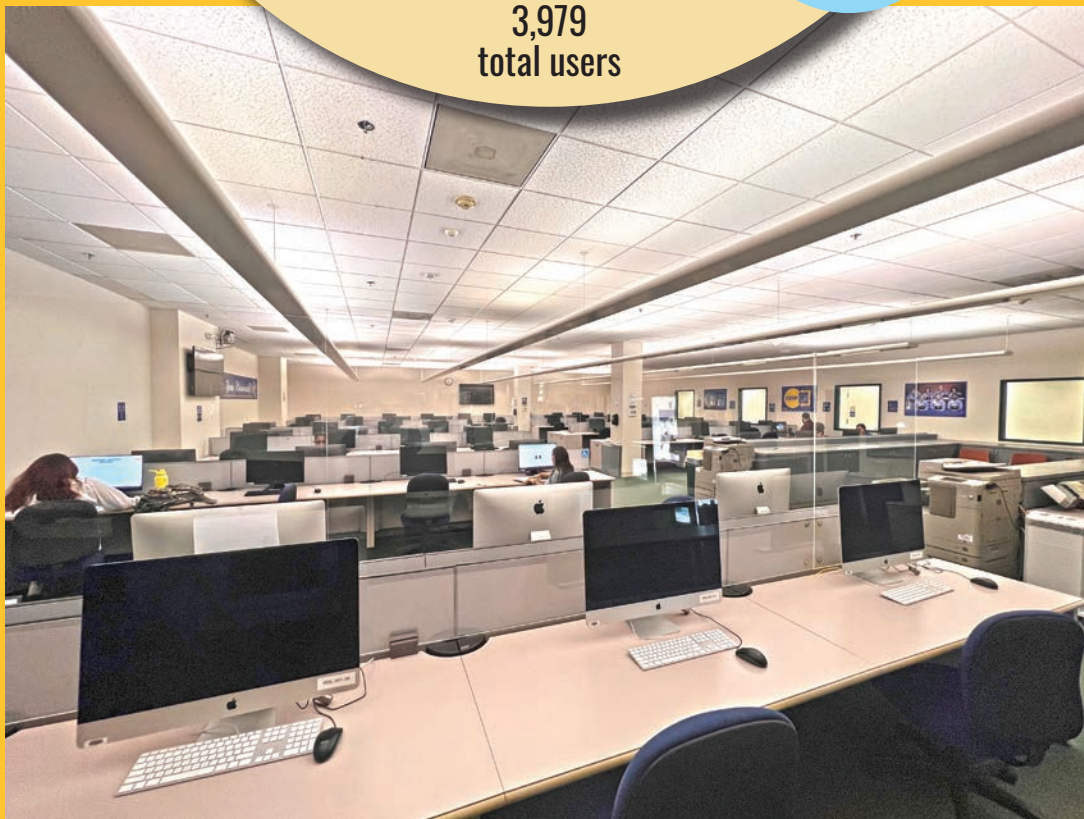
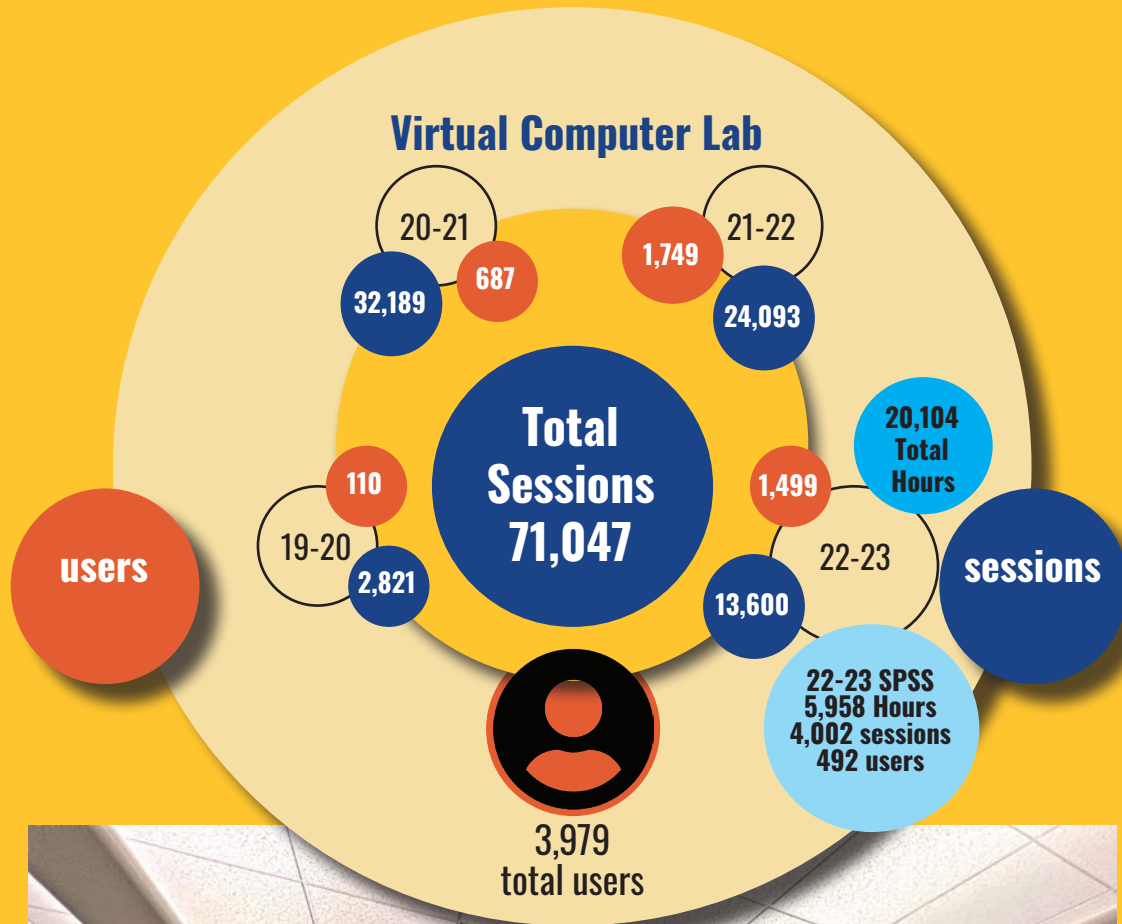
**Total Media Files on account: 76,288 files.
(no distinction for length or size)**

**New Media Created:
in the last 12 months 13,996**

**Average monthly users
over the last 12 months: 2,510**

**Average media views
over the last 12 months: 17,423
(no distinction between % watched of videos)**

The Virtual Computer Lab continues to be used by students, with 7,898 uses. This is roughly the same usage seen in the 21-22 AY. SPSS is the most popular tool in our virtualized lab with over 1,450 uses since July 2022.





Zoom Meetings/Webinars

<u>YEAR</u>	<u>MEETINGS</u>	<u>ATTENDEES</u>
19-20	26,947	23,3116
20-21	176,962	1,848,779
21-22	127,160	1,409,950
22-23	70,824	563,108

Zoom continues to be a widely used tool for communication for classes as well as for business use, both on and off campus. From July 1, 2022 to March 22, 2023, there were over 59,000 Zoom meetings, totaling 284,388 hours and over 449,100 participants.



Events

The Events team provides support for small-to medium-sized events, both in person and online. This includes, but is not limited to, deployment of audio/video equipment, projection screens and podiums (lecterns), as well as event setup, take down and production.



Fiscal Year	Events
18-19	210
19-20	189
20-21	42
21-22	111
22-23	317

* Totals for FY 18-19 and 19-20 are incomplete. Data begins at Jan 20.

* Totals for AY 22-23 are incomplete. AY in progress.



CLIENT SERVICES

SERVICE CENTER & MORE

Service Center

The Service Center serves as the front line IT support for the campus. They provide Tier 1 tech support including software and printer installation, virus and malware removal, and computer and network issue troubleshooting, and computer, Wi-Fi and other campus system connectivity.

Desktop Support

The Desktop Support team provides advanced troubleshooting of hardware and software including hardware repair. The team is also

responsible for installation of new workstations on campus and for maintenance of system integrity through patch management. The team prepared and delivered 746 computers and peripheral devices.

Application Support

The Application Support team provides advanced troubleshooting and operation of critical campus services including Office 365, Box, Student Health Services, Transact and more.

OTHER SERVICES

Specialized Services

The Specialized Services team primarily focuses on completing complex large projects, which is mostly construction- and audio/video-related. This generally includes quoting and bidding, developing statements of work (SOWs), contracting and overall project oversight. However, the team also works to vet new products to recommend them as part of the technology-approved standards. Most importantly, the team is an integral part of the campus's commencement ceremonies each year.

Campus Training

The Technology Campus Training team continues to expand opportunities for educational and professional success. The team provides resources and support to faculty and staff to ensure they get the most out of the myriad enterprise software tools

available at CSUB. For example, the team helps build skills and knowledge bases, offers many linked resources as well as live trainings.

Reprographics/Printshop

The Reprographics and Printshop group is the campus's one stop shop for all printing needs and promotional products like shirts, banners, etc. The group oversees the campus copier/printer program.

Service Incidents



Fiscal Year	Opened	Resolved by SS	Closed by other team
18-19	6,522	5,214	1,308
19-20	6,091	5,002	1,089
20-21	5,900	5,347	553
21-22	8,738	7,478	1,260
22-23	6,731	5,310	1,421
Total	36,163	29,965	6,198

Requests



Fiscal Year	Opened	Resolved by SS	Closed by other team
18-19	17,607	13,870	3,737
19-20	16,417	12,517	3,900
20-21	14,752	11,117	3,635
21-22	22,981	16,354	6,627
22-23	19,261	12,171	7,090
Total	94,380	69,042	25,338

Interactions

Fiscal Year	Call	Chat	Email	On-campus	Self Submission	Walk-up	Total
19-20	9,371	18	665	10		850	10,914
20-21	18,132	495	5,607	6		805	25,045
21-22	19,602	276	6,031	28		7,831	33,768
22-23	14,602	3	4,123	16	645	10,815	30,204
Total	61,707	792	16,426	60	645	20,301	99,931

New Equipment

Fiscal Year	Apple	Dell	HP	Microsoft	Unknown	Total
17-18	27	50	10	9	2	98
18-19	87	290		5	4	386
19-20	105	267	1		11	384
20-21	113	348	1		3	465
21-22	78	318			5	401
22-23	126	224				350
Total	536	1,497	12	14	25	2,084

STEP-CSUCCESS*

Student Technology Equity Program (STEP) is a bold initiative to enhance student achievement and create more equitable opportunities for the CSUB community by providing industry-leading technology.

Fiscal Year	hotspot	Chromebook	iPad	Dell Laptop	Surface		Total
					Go Laptop	Go Tablet	
19-20	100	249					349
20-21	597	20		342			959
21-22	226	1	975	240			1,442
22-23	126	3	112	109	205	145	700
Total	1,049	273	1,087	691	205	145	3,450

CSUB wants students to have the tools they need to succeed throughout their college careers. We are excited to offer a variety of devices available on a first come, first serve basis — Chromebooks, iPads, Dell Laptops, Surface Laptops and Tablets, and connectivity devices such as hotspots. The device will be for students to use, for free, through the completion of their degree.

* CSUCCESS (California State University Connectivity Contributing to Equity and Student Success) continues to address the technology equity gap and enhance student achievement by providing industry-leading technology to the CSU community.

In-Person Training

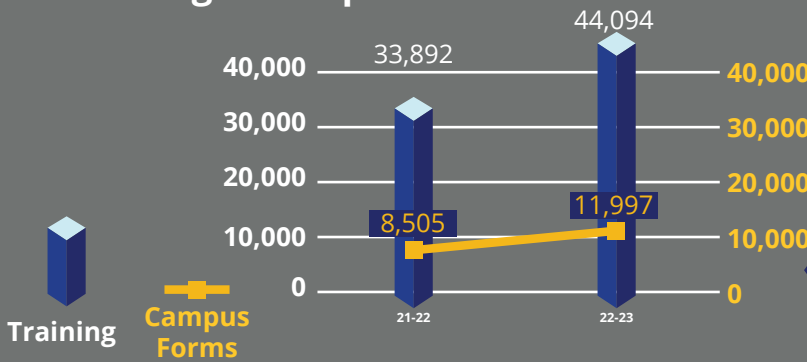
2021/2022 - 41 offerings,
109 attendees
2022/2023 - 50 offerings,
240 attendees

CSU Learn

Support -
2021/2022 55 incidents resolved
2022/2023 56 incidents resolved

CSUB ITS TRAINING

Training & Campus Forms Website Visits



Video Training Content
2021/2022
Created - 5 videos
Views - 117
2022/2023
Created - 10 videos
Views - 185

Reporting-
2021/2022 172 compliance reports run
2022/2023 180 compliance reports run

Campus Training Website Visits
2021/2022 - 33,892
2022/2023 - 44,094
Campus Forms Gateway Visits
2021/2022 - 8,505
2022/2023 - 11,997

CSUB Printshop

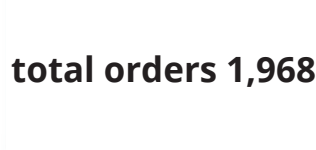
Orders

The paper to digital opportunity

2018/2019



2019/2020



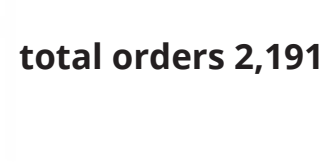
2020/2021



2021/2022



2022/2023



INFRASTRUCTURE SERVICES

“KEEPING YOU CONNECTED & SECURE”

Data Center and Systems

With the use of HEERF funding, ITS increased the capacity of the data center on campus by adding 30% additional processing power and 120% more memory. In addition to increasing capacity, ITS was able to fully upgrade all servers at the main campus and at Antelope Valley so that new equipment is available to support the critical services our campus relies on. As a part of the upgrade, storage was increased by 50%, and the fastest storage available was installed. Throughout the year, additional opportunities were taken to centralize our database management practices, eliminate redundant and confusing authentication systems, and secure the infrastructure using security best practices.

Network and Telecom

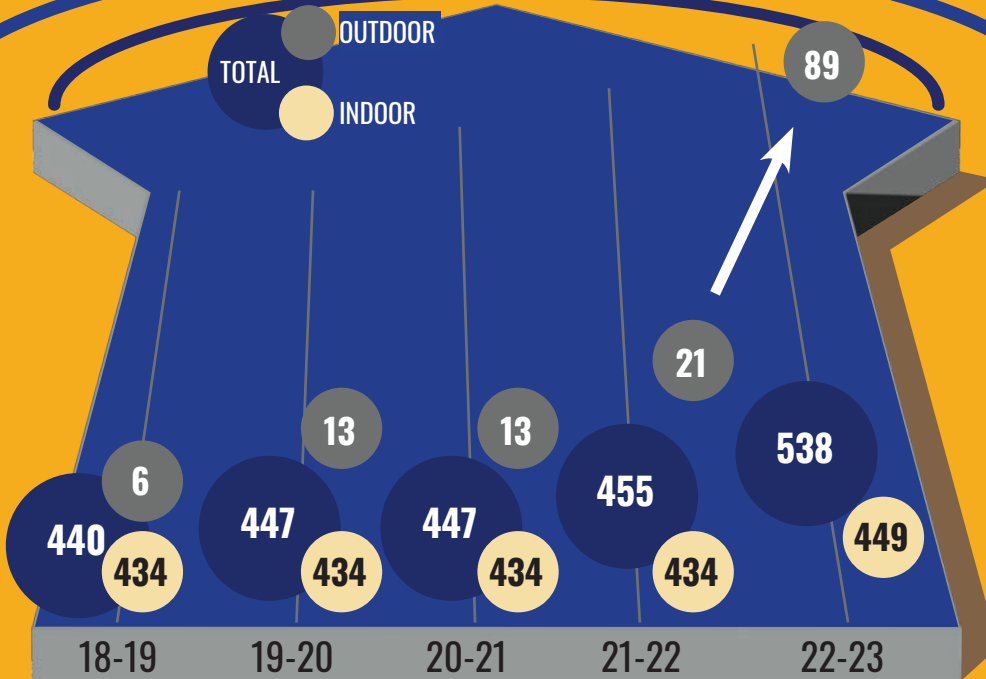
The Networking and Telecom teams have made significant progress over the last two years with both networking and telecom. The Networking team was recently one of the first campuses in the CSU to complete the upgrade of key network equipment on campus. Minimal downtime was caused by the upgrade, and issues identified will be taken as learning opportunities for those across the CSU. The Telecom team is successfully moving from the old phone system, with over 500 people moved over to the new VoIP phone system in the last year. The ability to have a VoIP-based phone system will allow the campus to operate remotely with less effort in the event that it is needed. The team has worked to expand wireless access across campus. Since FY 18-19, we have had a tenfold increase in the number of outdoor wireless access points providing coverage to most of the frequented areas of our campus. We have over 80 wireless access points (WAPS) providing service to our outdoor areas.

Security

Over the course of the year, a number of tools and systems were implemented to allow the Security team to obtain greater visibility over potential security threats. The team implemented a LogRhythm server and improved logging of key systems. As a part of this effort, ITS is leading the way in developing security automation and approaches. Additionally, the team has completed the enforcement of Multifactor Authentication (MFA) for all staff, faculty, and students on campus creating a higher level of security for our campus.



WEB ACCESS POINTS BY FISCAL YEAR



WI-FI TOTAL ACCESS POINTS

18-19
Outdoor = 6
Indoor = 434
Total = 440

19-20
Outdoor = 13
Indoor = 434
Total = 447

20-21
Outdoor = 13
Indoor = 434
Total = 447

21-22
Outdoor = 21
Indoor = 434
Total = 455

22-23 Current as of 6/15/2023
Outdoor = 89
Indoor = 449
Total = 538



CSUB IT ROADMAP 2022-2026

AS PART OF OUR EFFORTS TO PLAN THE CHANGE OF TECHNOLOGY TO SUPPORT THE CAMPUS TODAY AND TOMORROW, ITS EMBARKED ON DEVELOPING A NEW ITS ROADMAP TO BE IN LINE WITH THE CSUB STRATEGIC PLAN AND TO TAKE US TO 2026. OF COURSE, WE WILL CONTINUE TO REVISE THE IT ROADMAP ANNUALLY THROUGH THE IT GOVERNANCE PROCESS. OVER A SERIES OF 4 MONTHS, WE MET WITH DIFFERENT CONSTITUENCIES TO SEEK FEEDBACK AND GROW THE INITIATIVES AND PROJECTS TO SUPPORT THE INITIATIVES.



**Why do it?
What's the need?**



What should it do?



How will it get done?

STRATEGIC INITIATIVES

2022-2026

Strengthen and Inspire Student Success and Lifelong Learning

Advance Faculty and Staff Success

Develop and Sustain High-Quality and Innovative Academic Programs and Support Services

Recognize and Address Regional Needs in Collaboration with Our Community

Diversify, Enhance and Responsibly Steward Our Campus Resources

BUILDING THE FUTURE ROADMAP 2022-2026

ITS ROADMAP ITEMS — FY 2023-2024

1) Strategic Enrollment Management Support

CSUB needs to invest in a customer relationship management tool. There is a very limited tool in use by Enrollment Management and a tool used by EEGO. However, having a tool that can be universally used by all areas of our campus, with Phase I being targeted to support our strategic enrollment efforts, is critical.

2) Security Refresh

(Password Manager, Phishing, Vulnerability Scanning, Unified SSO, Patching and Upgrading, Website Security)

Our security technology must continue to mature to protect our system and data. These will be new tools we deploy to the campus to look for vulnerabilities, enforce more security, and provide better functionality.

3) Hire Chief Information Security Officer (BerryDunn)

We have matured enough where separating the CIO from the CISO is necessary for our campus's technology and risk management leadership. Further, we need to add a security administrator to our team.

4) Campus Data Ecosystem

We will develop an environment that can house the data from our transactional system and layer additional tools, reporting, and integration to other systems, services or needs for the campus.

5) Robust Form and Workflow Tool

Adobe Sign has been an excellent tool for CSUB, but we need an alternative tool to develop custom forms necessary to address business needs on our campus.

Kuali Build was selected for this purpose. It has been purchased and we are implementing and rolling it out to the campus this year.

6) Campuswide IT Survey

We need to select a survey instrument that can be used to gain feedback annually from campus staff, faculty and students.

7) Accessible Technology Initiative

(Staffing, Student support, software - three years 135K to 330K in third year)

8) Database Administrator

We need to add a dedicated database administrator to maintain our data environment. Our data environment is the foundation to support multiple systems such as OnBase, Point and Click, Data Warehouse, etc.

9) ITC Foundation

With the shift in what students are allowed to do versus what has to be done by staff, we need to recruit additional staff into the HelpDesk to help address the work requests submitted by campus employees.

10) Campus Phone Solution

PBX technology is dead, and VoIP is the new go-forward solution. Currently, academic departments pay for their VoIP, but do not have the funding and therefore no incentive to transition away from the PBX. Our budget request will provide ITS with centralized funding to pay for VoIP Service and a phone handset for all employees that are at .9 FTE or above.

11) Centralized Compute Staff Model

Currently, departments are responsible for purchasing computing resources for their personnel. This is causing an equity, performance, and support issue. Certain departments do not upgrade their equipment for staff on a 4-year cycle and may wait until year 5, 6 or 7. The equipment at that point is slow, has issues performing basic functions, and not only causes staff morale issues but adds an increased support cost for ITS.

ITS ROADMAP ITEMS FOR 2022-2023 FISCAL YEAR

1) Virtualization

ITS deployed a virtual computer lab in 2019 to support distance learning. The lab has been instrumental in providing access to campus software anytime, anywhere, or any device. We need to continue to fund this lab after HEERF funding decreases.

[Status: Funded]

2) Expanding Data Center refresh fund

The cost of our Azure and AWS cloud services and the number of services requiring compute and storage is increasing. We need to continue to move services over to the cloud, requiring additional investment.

[Status: Funded]

3) Security Refresh

(Password Manager, patching and upgrading, website security)

Our security technology has to continue to mature in order to protect our system and data. These will be new tools we deploy to the campus to provide better functionality, more security, and look for vulnerabilities.

[Status: This was funded]

4) Campuswide IT Survey

We selected a survey instrument that can be used to gain feedback annually from campus staff, faculty, and students.

5) ITS Staffing - Chief Information Security Officer (BerryDunn)

We have matured enough where separating the CIO from the CISO is necessary for our campus's leadership. This will also give us separation of approval for key campus security decisions. Further, we need to add a security administrator to our team.

6) Database Administrator

We need to add a dedicated database administrator to maintain our data environment.

7) Communications Analyst - Web and General

We have over 200 websites that require general web content development and further growth. ITS needs an analyst serving a dual role in communicating on critical issues and projects.

8) Campus Data Ecosystem

9) Manager Enterprise Applications

10) PeopleSoft Programmer Analyst

11) Manager Infrastructure and Data Center

12) Accessible Technology Initiative

(Staffing, Student support, software - three years 135K to 330K in third year)

NOTABLE ACCOMPLISHMENTS FOR 2021-2023

- Our new Identity Management System is in place and continues to be enhanced. We now have a robust system that relies on our functional offices to update our HR and student systems, which then immediately updates our central identity systems and either enable or disable access or change the relationship that a person has with our campus.
- Intune was implemented and now has over 3000 devices enrolled in it. Intune allows us to better monitor software applications, updates and configuration policies on Windows devices, It also allows for more automation with workflows and self service capabilities for our customers.
- We added 1,000 Surface Go devices to our fleet of STEP devices available for checkout to students in need of a computer.
- In April 2022, the Information Technology Department worked with the Chancellor's Office's Audit Team and the California State National Guard to conduct an information security audit on CSUB systems and networks. This audit identified 6 deficiencies. ITS addressed these deficiencies and implemented the changes to the campus systems and policies as outlined by the auditor. These changes will provide better security to the ITS systems going forward.
- 69 Flex Classrooms were upgraded audio/visual equipment that including an instructor-tracking camera, touch panel monitor, motorized projector screen, laser projector, and sit/stand instructor station.
- Antelope Valley upgraded 2 classrooms and an ITV studio to provide full Flex functionality. A computer lab was refreshed with 26 new computers and an upgraded projector. The Library Lab was improved with 7 new AIO computers and a new Laptop checkout program with 25 laptops.
- The campus has integrated its existing phone system with the Zoom phone service. This allows CSUB to complete 4-digit dialing across all three campus phone types. In the coming year, ITS will begin moving over phones to our Zoom environment to help simplify the user experience and provide a single login to both Zoom meetings and phone service.
- The outdoor Wi-Fi Project has upgraded 13 existing outdoor APs and has installed a total of 67 outdoor APs across campus. Outdoor AP locations include the Red Brick Road, Alumni Park, Lot H, Lot I, Lot D, Lot G.

- A 3D campus map was updated for better wayfinding capabilities. Over 300 data points enriched the map for interior classrooms and meeting areas across many locations: Dezember Leadership, Business Development Center, Dorothy Donohoe Hall, Dezember Leadership, Science III Building and 33 restrooms were marked on the map.
- Boomi was implemented as a the campus standard integration platform. Currently, the Boomi platform supports 35 integrations for various systems.
- Covid-19 tracking, reporting, notification was implemented with the following: Integration with Point and Click, Campus Screening Tool, Text messaging, Email notifications and Non-compliance notifications.
- ITS installed 746 computer systems.
- In the last year Infrastructure services has moved 307 phones to campus VoIP environment. Extensions moved over include Classroom/Labs (92), Library (31), the Office of the Registrar (16), University Police (13), Student Recreation Center (12), Facilities (12), BPA (11), Sponsored Programs (10), Service for Students with Disabilities (8), Political Science (8), CECE (7), Cal Ivy (5), Athletics (5), Outreach Services (4), Early Assessment Program (4), Advanced Education Studies Program (4), Ethnic Studies (3), Human Resources (3), Project Rebound (2), Accounting and Reporting Services (2), and many others.
- Cirrus project allowed the campus to unify authentication provider to ADFS. It is the single experience for sign in.

Student Technology Equity Program	
Hotspot	352
iPad	1,087
Standard Dell Laptop	349
Surface Device	350



Text alternatives for description of infographics for added accessibility

Page 9 OnBase graphic showing documents stored and storage size, Adobe Sign unique senders, Zavanta policies published.

Page 11 Enterprise Applications - Projects

Page 12 Web Google Analytics

Page 13 CSUB Mobile Usage chart
Graph showing web services pageviews, countries that visit the website and number of sites.

Page 14 TechSmith graph showing media files, average monthly users and media views.

Page 15 Virtual Computer Lab showing Total Sessions 71,047 and 3,979 total users.

Page 16 Zoom Meetings/Webinars graph for past 4 fiscal years.

Page 21 CSUB ITS Training and Campus Forms website visits and other data about CSU Learn, Video Training Content, Reporting, Campus Training Website Visits.

Printshop and Reprographics data on orders and the paper to digital opportunity.

Page 23 WEB ACCESS POINTS BY FISCAL YEAR

NOTES



CALIFORNIA STATE UNIVERSITY
BAKERSFIELD

Information Technology
Services