CALIFORNIA STATE UNIVERSITY
BAKERSFIELD

# IT Committee

**Agenda & Meeting Summary**

## Meeting Information

**Meeting Title:** IT Committee
**Date:** November 19, 2019
**Location:** ITS – Silver Conference Room
**Time:** **3:00 PM – 4:30 PM**
**Dial In #:**
**HC:** n/a
**PC:** n/a
**Meeting Called By:** Faust Gorham
**Purpose:**

## Attendees

Checkmark or "X" indicates the attendee is present

| Attendee | Representing | √ |
|---|---|---|
| Charlene Hu | Faculty Teaching & Learning | X |
| Imeh Ebong | GRASP | X |
| Dwayne Cantrell | Enrollment Management | X |
| James Drnek | Student Affairs | |
| Lisa Zuzarte | Academic Operations | X |
| Chris Diniz (non-voting) | ITS – Interim Deputy CIO | X |
| Kellie Garcia | Human Resources | |
| Kris Krishnan | IRPA | |
| Jeremy Warner | Communications | X |
| Faust Gorham | ITS- AVP/CIO | X |
| Queen King | University Controller | X |

| Attendee | Representing | √ |
|---|---|---|
| ASI President | ASI | X |
| Steve Garcia | Computer & Electrical Engineering | X |
| Ying Zhong | Library | X |
| Yong Choi | Management & Marketing | X |
| Kyle Susa | Psychology | X |
| Brian Chen (non-voting) | ITS – Director of EApps | X |
| Kamye Salyards (non-voting) | ITS- Administrative Support | X |
| Jennifer McCune | University Registrar | X |

## Agenda

| # | Agenda Topic | Submitted/Led By | Time Allotted |
|---|---|---|---|
| 1.0 | Welcome & Call to Order | F. Gorham | |
| 2.0 | Approve Minutes from September 17, 2019 Meeting | F. Gorham | |
| 3.0 | Approval of Agenda | F. Gorham | |
| 4.0 | Old Business<br>• VoIP<br>- Issues supporting the current PBX<br>- Current locations with VoIP<br>- FIRAC<br>- Critical Areas/Priorities for departmental Funding<br>• Transact Update | F. Gorham<br>C. Diniz<br><br><br><br><br><br>R. Nelson | |

| | | | |
|---|---|---|---|
| 5.0 | New Business<br>• ServiceNow<br>- Approval Process (SP Portal, Email approval)<br>• Campus Map<br>o Signage<br>o Updating Maps<br>o Online Maps<br>• Security Initiatives Funding<br>• Digital Transformation – resources and effort | R. Nelson<br><br>L. Zuzarte<br>F. Gorham<br>F. Gorham | |
| 6.0 | Adjourn | | |

## Meeting Minutes from November 19, 2019

CALIFORNIA STATE UNIVERSITY, BAKERSFIELD
INFORMATION TECHNOLOGY COMMITTEE MEETING
Tuesday, November 19, 2019
3:00 PM
ITS – Silver Conference Room

PRESENT:
Faust Gorham, AVP/CIO, Information Technology Services
Chris Diniz, ITS Infrastructure Services
Ying Zhong, Library
Brian Chen, ITS Enterprise Applications
Queen King, University Controller
Lisa Zuzarte, Academic Operations & Support
Dwayne Cantrell, Enrollment Management
Jeremy Warner, Communications
Imeh Ebong, GRASP
Yong Choi, Management & Marketing
Kamye Salyards, Administrative Support, ITS
Ulysses Rodriguez, ASI
Linda Lara, Budget Office

ABSENT:
Kellie Garcia, Human Resources
James Drnek, Student Affairs
Charlene Hu, Faculty Teaching & Learning
Steve Garcia, Computer & Electrical Engineering
Kris Krishnan, IRPA

1. **Call to Order**
   Meeting was called to order by F. Gorham at 3:03 PM. Kyle Susa, faculty member of Psychology and Ulysses Rodriguez from ASI were introduced to the group.

2. **Approval of Minutes from September 17, 2019 Meeting.**

F. Gorham gave a summary of the topics discussed at the previous meeting. One item to be updated before minutes are posted – Imeh Ebong was in attendance and is shown as absent.
A motion was made to approve the minutes with the correction.

**Motion/Second/Approved**: Y. Choi moved to approve the minutes and K. Susa seconded the motion. The minutes were approved.

**3. Approval of minutes**

**Motion/Second/Approved**: Y. Choi moved to approve the minutes and I. Ebong seconded the motion. The agenda was approved.

**4. Old Business**

**VoIP**- Two years ago, we presented the model of a campus wide move to VoIP. It was too costly, and we did not receive the budget for one phone per FTE. The following year, we came back once more to request funding as the system is now failing. Still no funding has been approved.

We now need to discuss this as a budget request item at the December ITAC meeting. C. Diniz provided the following update and information on the VoIP phone system.

Current Issues

The old phone system is 19 years old.

- Cards are randomly failing, –Requires a reset of equipment, –Occurs 1-2x a month impacting up to 25 phones at a time.
- Only one authorized vendor (SRI) exists on the market.
- Parts are limited.
- Knowledge regarding the old phone system is limited with no training options available.
- Audio quality is driving some areas to move to VoIP early.

Locations with VoIP
- Arts & Humanities (70)
- AV (66)
- University Advancement (41)
- EEGO (20)
- UPD (16)
- BAS Administration (5)
- BPA (5)
- Print Shop (5)
- SSD (4)
- Food Pantry (1)
- ITS (117)

Scheduled installations
- President's Office (11)
- Health Services (3)
- Procurement (9)
- Budget Office (3)
- Shipping & Receiving / Mail Room (4)
- Facilities (31)
- Classrooms/labs (134)

FIRAC Update

- Most CSU campuses have phones in every classroom. *
- Life/safety requirements indicate we should have 1 phone in every office. *
- Departments pay for additional phones if desired.
- Recommending a centrally-funded model that will cover basic needs of the campus.
- 1,000 full-time employees: $21 x 1,000 = $21,000*
- 65 emergency phones: $16 x 65 = $1,040
- 56 EOC phones: $18 x 56 = $1,008
- 69 Alarm lines: $16 x 69 = $1,104
- 31 Elevator lines: $16 x 31 = $496
- 134 Classroom/lab phones: $18 x 134 = $2,142*
- Total monthly cost: $26,790 - Total annual cost: $321,480

Critical areas – Areas of high impact to CSUB

- President's Office (11) –Scheduled for December 2019
- Admissions & Records (33) >6k calls for October 2019
- Financial Aid (44) >5k calls for October 2019
- Advising Center (9) >4k calls for October 2019
- HR (18) >2k calls for October 2019
- Registrar (13) ~2K calls for October 2019
- Enrollment Management (11) ~1k calls for October 2019

*new information

**Transact Update** - R. Nelson gave a brief overview of the vendor that will now be supporting RunnerCard. IT will be replacing Touchnet/Hartland. The RunnerCard sub-committee went through the selection process and are nearing the date to implement the cutover. The target go-live date is January 7th. With few students on campus, very few disruptions are anticipated.
Mobile Pay will be active – this will allow students/parents to load funds to card online rather than using an ADM machine.
Some questions:
Will the new system allow for using the card to track attendance at clubs, meetings, etc.? One year from go-live date this should be an available feature
Will they integrate with bus passes? GET does not currently have the technology to support RunnerCard
Will students need a new card? They will keep existing card. The card supplier is the same as our new supporting vendor.
Will students be able to use their phone instead of a card at some point? In the future this will be an option.

**5. New Business**

**ServiceNow**
ServcieNow replaced Remedy as our ticketing system.
We have decided not to move forward with SalesForce, but still need online forms and workflow system in place.
R. Nelson has been working on a workflow to automate the computer purchasing and approval process.
Workflows to support the following requests:

- Admin access to computer
  - All fields et filled out including justifications, click submit
    - Once form is completed, MPP, Dean or Chair receives an email to approve or deny, then the approval is moved to ITS
- Computer purchasing
  - Will be able to fill put a form including their chartfields
  - Approval process is triggered
    - Online approval – can be rejected or approved from the page that is emailed
    - Requestor receives an email by which they can track the approval process
- Questions –

- Does the administrative staff receive notification to verify budget funding? As the workflow sits, it does not include this step, but it can be reviewed/revised.

**Campus Map**

L. Zuzarte expressed concern regarding our map and the issue of visitors and students being unable to locate buildings.

- We need to address and update the map
- Signage is lacking
- Examples – Stockdale Room does not identify which building it is located in
  B. Chen has had interactions with the vendor that CSU Northridge used for their map. IT is mobile friendly.
  The pricing structure varies – they would like to set up a demo for our campus. Annual cost is around 8K, with first year cost being about 20K.

**ITS Roadmap Update** – F. Gorham provided the following updates regarding the ITS Roadmap and the progress.

Accomplishments (7/1/19 – present)

- Roadmap
  - New Campus Website
  - New students and employee website
  - Conversion of 250,000 documents from ImageNow to OnBase
- •Non-Roadmap
  - Budget Book 2018-2019
  - AskRowdy–Chatbot
    - Financial Aid has seen 3-4 times the attendance at FASFA workshops due to text messaging through AskRowdy
    - Need to develop a master calendar of communications to coordinate communications across campus.
  - Refresh of the campus network hardware
  - Slack – ITS will be working on the cost for services for each department

In Progress (7/1/19 – present)

- Roadmap
  - Box.com–migrate departments
  - Canvas Pilot – 4 weeks from finishing this term
    - ASI has made their decision, now awaiting decision from Academic Senate
  - Blackboard Transact (replacement for our current RunnerCardsystem)
  - VoIP
  - AdobeSign Implementation – Has been purchased. Working to get basic workflow and authentication implemented.
    - How do we adopt an adhoc process, so a student can initiate a form, and have it move forward in workflow?
- Non-Roadmap
  - Liaison EMP –Admissions CRM
  - EAB Navigate –Replacement for GradesFirst, Student Care Network, Advisor Tool
  - Program Mapper –Degree Roadmaps online and mobile friendly
  - ServiceNow for Facilities Management
  - Wi-Fi–latest generation - Question regarding the capability for Wi-Fi printing – it is an option that can be purchased.

****Action Item: Chris Diniz – Post Eduroam notices in classrooms. ****

****Action Item: Rich Nelson - work with Nancy O'Kane on how the Wi-Fi printing function can be implemented. Determine what the cost would be. ****

Starting (7/1/19 – present)

- Roadmap
  - Identity Management
  - Non-Roadmap

- Pop-up Helpdesk
  - Is set up in high traffic areas, will answer questions and pass out information on how to connect to Eduroam
- Patch Management and updating endpoints
- Windows 10 – working to complete updates by January 10, 2020
  - You may have already received email notification from Rich Nelson

Roadmap 2020-and Beyond

- What do we need to support the Strategic Plan?
- What do we need to support GI 2025?
- Where are current pain points?
- Some Strategic Plan items
  - Social Media Management and Engagement Tool (Goal 3, Strategy 4)
  - Business and Process analysts to help departments re-think their processes.
  - User friendly Learning Management System

Critical funding -Security

Proposal to ITAC – 150K as renewable budget for security tools for labs and classrooms

- Security
  - We have staffed up to three security professionals within ITS.
  - Additional tools needed to support the campus
    - Scanning tools (Qualys)
    - Security Testing services
    - Log Management tools
    - Intrusion detection tools
    - Intrusion protection tools
- Request to rebalance investment into our classrooms and labs for an ongoing security fund or new funds

Critical funding –New Campus Capabilities

- Areas across campus have been asking for online forms and workflow.
  - Academic Operations
  - Enrollment Management
  - Graduate Student Center
  - Academic Affairs
  - BAS (HR, ITS, Procurement, Student Financial Services, etc.)
  - Many of our forms today are Adobe PDFs but there is no automation (workflow) or electronic approval.
  - Further, there are many areas where we could make substantial improvements in efficiency and visibility.
  - Current Capabilities
    - OnBase –excellent for backend office staff, terrible for end-user approvals or online forms. May look at other options, but for now looking at the ones we know – AdobeSign, ServiceNow.
    - Explore options
    - AdobeSign– need to evaluate the advanced workflow
    - ITS will assign resources, then report back on progress and determine budget required
    - ServiceNow
    - Staffing
      - Business Analysts
      - Forms and Workflow developers
    - LEAN Process
      - Process optimization
        - Moved to online – saved 44 hours
        - What initiatives on campus will be added to the LEAN process – non-technology based?
          - Will revisit in January 2020 – when Tammara Sherman returns

6. **Meeting Adjourned at 4:36 PM**