

**Activity & Project Status Report for January 2008**

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1. Summary of Support Activities

- During December, 2007, there were 1,251 requests for support managed through the Help Desk. Of these 1,251 requests, 894 (72%) were resolved within 24 hours and 1,035 were resolved in under 72 hours (83%). A division-wide goal for 2008 is to increase the percentage resolved under 72 hours to 95%.
- Through an automated feedback process, approximately 10% of all Help Desk service users are randomly selected and provided the opportunity to complete a Web-based feedback survey. Twenty-one surveys were completed in December, 2007. Through this feedback, overall end user support experience was rated to be 4.00; satisfaction with the Help Desk process was rated at 4.07; and service quality was rated at 4.26. The rating across all respondents and all eight questions was 4.13. The eight-question survey uses a "1 to 5" sliding scale with "5" equal to Superior/Very Satisfied/Strongly Agree.
- Through a time allocation system implemented last October, all division employees are allocating their day-to-day efforts using client, project, and task codes. Using this data, total division-wide staff effort for the past month was distributed as follows:

Administration Support	1,181 hours	(7.13%, \$57,068.00)
Colleges, Academic Affairs	3,027 hours	(18.28%, \$118,197.00)
University-Wide, Common Services	3,986 hours	(24.08%, \$184,836.00)
IT Administration & Management	2,363 hours	(14.27%, \$113,369.00)
General Overhead (Leave, Holiday)	<u>5,998 hours</u>	<u>(36.23%, \$262,392.00) *</u>
Total:	15,244 hours	(100%, \$735,862.00)

\*Note: General Overhead was considerably higher in December because of the Christmas holidays.

Of the support provided to Pepperdine colleges, the break down was as follows:

45.46%	for Seaver College
27.85%	for GSBM
22.97%	for GSEP
1.72%	for the School of Law
2.00%	for the School of Public Policy

2. Management, Policies, Practices, and Governance

- Through the Office of Financial Planning, a new telecommunications policy was drafted and approved by the University Management Committee last December. This policy provides individual allowances to staff for cell phones and home Internet service, as opposed to reimbursements or direct payment by the university. This change is due to IRS regulations. The

policy goes into effect February 1, 2008 and will be phased in over two months. Effective January 1, 2008, the IT Division will no longer process requests for new cell phone equipment or service. Employees with existing equipment and service paid by the university will have 30 days to transfer the service to an individual account. Support for equipment and service will become the responsibility of the external service providers (Sprint, Cingular, etc.) and will no longer be provided by the IT Division. The IT Division expects to be able to eliminate one FTE due to this change in policy, with the savings going towards increased network connectivity and bandwidth.

- Producing detailed and timely telecommunications bills for internal customers (including campus housing) remains a long-standing challenge and a division goal for 2008 is to provide accurate and punctual billing statements to all departments accounting for their monthly telecommunications recharges. Currently, the IT Division is conducting a search for a new business analyst to perform these functions; Jonathan See is managing these responsibilities on a day-to-day basis during this interim period. We hope to have someone onboard within 60 days and will strive to have improved billing implemented by the beginning of the FY09 budget year.
- As a part of the FY09 budget process, we have proposed to move all telecommunications circuit (bandwidth) expenses to an externals account. To fund current expenses, we will be proposing through the UMC and UPC a permanent across-the-board reallocation of current recharges, and we will no longer recharge university departments for network ports. External costs for Internet service (a doubling of capacity is required) are expected to increase by \$246,000.00 for FY09. The IT Division has proposed covering \$100,000.00 of this increase through an internal reallocation and \$146,000.00 through increased externals funding.
- Last December, the Help Desk moved to its new location in the Thornton Administrative Center (TAC). This month, the Office of the CIO and Field Support staff will also move to the TAC. Pending the completion of Phase 2 of the TAC renovations, remaining staff in the Pendleton Computer Center (PCC) will be relocated to the TAC basement and the C2C, Portal, and Application Development staff will relocate to the PCC. These new locations will become the new permanent offices for these departments.

### 3. Enterprise Information Systems, & Applications

- In late November and December, the course catalog and schedule of courses modules within PeopleSoft went live. Additionally, the base financial aid configuration was completed. With the recent addition of a Director of Enterprise Information Systems (Michael Ebbs) and a Student System Lead Analyst (Novita Rogers), we have doubled the amount of operational support for our university admissions processes across all colleges, and our colleges are making greater strides in adapting their internal processes to the capabilities provided by the PeopleSoft Student System.
- Software and hardware upgrades for the campus-wide Imaging System were completed in December, and the system is performing as expected in support of our admissions areas. Because of the system's tightly coupled integration with Raiser's Edge, SIS+, and other applications, there remains some considerable integration work to upgrade automated queries available in the old Imaging System. Over the spring semester, the IT Division will be conducting a feasibility study and analysis of our imaging needs and options for providing enhanced services to the University community.
- The aging disk platter storage system for the campus-wide Imaging System no longer receives adequate vendor support and all imaging disk storage will be moved to the Enterprise Storage-

Area-Network (SAN) over the next 60 days. The SAN itself was recently upgraded in order to provide much needed additional capacity, at an increased annual cost of approximately \$200,000.00. To fund this increase in costs, the IT Division will continue to charge for departmental use of the SAN, as with departmental share drives. Once the imaging storage migration is complete, these monthly costs (\$3.25/GB/month) will also apply for additional storage for imaging documents. Departments will be charged only for the storage and backup of new documents, not those migrated from the old disk platter storage system. Because of the economies of scale made possible by the SAN upgrade, storage costs were substantially reduced from the previous cost of \$5.00/50 MB/month.

- We are considering vendor proposals for a revamped development and testing hardware platform for our PeopleSoft applications. Our goal is to move these platforms to the West LA Campus for disaster recovery and business continuity purposes, as well as to free up hardware resources that can be redeployed to our production Finance, Human Resources, and Student systems. Funding remains a concern and we are searching for a solution that does not require more than the allocated C2C equipment budget for FY09. We hope to make decisions within the next 60 to 90 days.
- In December, video conference capabilities were added to the main C2C project meeting room. This equipment was purchased and installed in order to make participation easier for graduate campus staff, as well as those who do not work regularly on the Malibu Campus.
- The IT Division is currently working through a reorganization of the applications support areas. Effective January 12, 2008, all existing mainframe application support staff begin reporting to the Director of Enterprise Information Systems (Michael Ebbs). Staff supporting the Raiser's Edge application will report to the Director of Advancement Systems (Tracey Berry) within Advancement, who has an ongoing indirect reporting relationship to the IT Division. Once the PeopleSoft student implementation is complete (late 2008), staff supporting the campus-wide Imaging System will also report to the EIS director. Through this reorganization, we have eliminated one FTE. The resulting savings have been reallocated to support our increased staffing costs for the PeopleSoft project.

#### 4. Computing, Network Services, & Infrastructure

- Over the Christmas holidays, AT&T completed the installation of a new network circuit between the Orange County and West LA graduate campuses. Once fully commissioned (expected by mid- to late-January, 2008) this circuit will provide approximately eight times more network bandwidth to the Orange County Campus and will enable our faculty and students to take better advantage of video and voice collaboration technologies such as video and Web conferencing. Several faculty and staff within GSBM have been piloting the use of videoconference technology to better integrate courses across our graduate campuses and this new circuit was a pre-requisite for their activities. The costs for this new service, as well as the required equipment and power upgrades, were funded through monthly departmental telecommunications recharges.
- We have received proposals from Verizon for an upgraded one Gigabit circuit between the Malibu and West LA campuses. Traffic between these campuses is currently bottlenecked, due to lack of bandwidth (currently at 45 MB), and this new circuit will provide much-needed relief. It will also make possible a planned PeopleSoft disaster recovery site at the West LA Campus. The proposal is being submitted to the General Counsel for review and it will take approximately 30 to 45 days to execute the contract. Once a purchase order is approved, installation of the circuit is expected to take 90 to 120 days. The annual cost for this new circuit is approximately \$80,000.00

and is being funded through a permanent reallocation of funding from the IT operating budget to the IT externals account.

- During the fall 2007 semester, the IT Division conducted a Request for Proposals (RFP) for a next-generation (802.11a/b/g) wireless network system to be adopted across Pepperdine University. As a part of this process, a pilot was conducted in the Dewey Hall student residence at Seaver College (wireless Internet service is not currently provided in the Malibu Campus lower dorms). A vendor was selected in mid-December and the system will be rolled out across all lower campus dormitories by the beginning of the fall 2008 semester. Additionally, wireless service in the Payson Library is scheduled to be upgraded this month. Funding for this phase of the project is being provided by the Campus Renewal Initiative. Upgrades of existing wireless networks will occur in subsequent phases depending on the availability of capital replacement and replenishment (R&R) funding.
- Last December, the poorly functioning wireless network system at our Westlake Village graduate campus was upgraded to an 802.11a/b/g service. Additional access points were installed, which will provide increased coverage and capacity for our faculty and students working at this campus.
- As a part of the recently completed Enterprise Storage-Area-Network (SAN) upgrade (discussed earlier), the IT Division will be increasing email inbox storage quotas for all faculty and staff to one Gigabyte per inbox. This increased storage is expected to be made available by late January, 2008. We are considering several options to provide increased email storage for students, with a goal to have a solution in place by the beginning of the fall 2008 semester.

## 5. Academic Support and Instructional Technology

- Through the Elkins Auditorium and the Appleby Center renovation projects, we are working with the Seaver College division chairs to specify a new base standard for classroom audio-visual (A/V) equipment. The proposed standard includes a PC, an annotating smart-screen, an LCD projector, a DVD/VHS player, a sound system, and a multimedia podium. A prototype is currently being constructed in one Malibu classroom for faculty review. A prototype will also be installed at our Encino graduate campus and an additional graduate campus (to be determined). The final specification will become the new standard for all classrooms in the aforementioned renovation projects as well as upgrades in existing classrooms in subsequent years.
- Working with the Provost's office, we have identified funding for a new faculty technology grant program that will be administered through the CIO's office. Funding has been identified for the program for two years. The goal of this program, to be announced in February, 2008, will be to provide eight to ten grants of up to \$10,000.00 each for faculty members who propose new innovative uses of technology for teaching and learning. Successful projects will be considered for university-wide adoption. Our goal is to make first-year awards in April, 2008.
- We are now in the process of purchasing replacement projectors for one recently upgraded classroom at the Orange County graduate campus. Projectors installed during last year's upgrade were not specified correctly, resulting in skewed images across the classroom screens. The new projectors are currently being purchased and will be installed as soon as possible. The existing projectors will be used as upgrades for other graduate campus classrooms.
- Working through our campus Educational Technology User Group (ETUG) we are working with the schools to field test several devices that would make podcasting readily available to interested faculty. We are also assisting the Dean of University Libraries (Mark Roosa), who is taking the

lead in establishing an iTunes University offering for Pepperdine University. We expect to experiment with several classroom solutions in search of a standard for our faculty that can be adopted university-wide.

- We are considering ways in which current IT staff in our Client Services Department can be reorganized to create a formal “center of excellence” responsible for the consideration and implementation of university-wide academic technology projects. Currently, our technology liaisons and graduate campus staff tend to focus more on “just-in-time” computer support, or support for events, as opposed to concentrating on the consideration and implementation of new academic technology projects that benefit the university as a whole. We will be seeking feedback from each of our colleges as we consider several options.

## 6. Information Security

- The Associate Director for Information Security (Kim Cary) and the Sr. Director of Information Services and Program Management (Danna Gianforte) are finalizing a draft information security policy for Pepperdine University. This draft, and a corresponding implementation plan, will be presented to the UMC for informational purposes at its January 17, 2008 meeting. Based on UMC feedback, we expect to revise and resubmit the policy and implementation plan to the UMC for adoption in February, 2008.
- A secure email attachment service has been deployed at Pepperdine and will be made available to faculty and staff beginning in late January, 2008. This service interfaces with Microsoft Outlook and provides the option to send attachments in an encrypted format, thereby reducing our information security risks for information protected under FERPA and HIPPA. Additionally, the service allows very large email attachments (up to 20 GB per message) to be sent. This service has been undergoing field testing by several campus departments since November, 2007.
- The Provost and CIO will be jointly sending a letter to the university at large reminding faculty, students, and staff of federal and state laws, and university policies, regarding file sharing on the Pepperdine University network. In addition to this communication, which will become an annual notice, a new Web site on file sharing is being made available at <http://filesharing.pepperdine.edu>. This Web site provides information on policies and rules, as well as information on how to ensure that network activities are not violating copyright laws.
- In December, an existing FTE was reallocated from Card Services to our Information Security Department, increasing the total department size to 3 FTE. This new staff member (Michael Weng) will be focused on more proactive security and network monitoring.

## 7. External Activities

- The CIO is completing the membership process for Pepperdine University to formally join Internet2. This membership reflects the new network capabilities made possible by last September’s network upgrade and makes Pepperdine a member of an elite higher education organization. Membership provides substantial new multimedia capabilities for our programs, technical and training resources to our staff, and increased research possibilities for our faculty.
- Timothy Chester has accepted invitations to serve on the higher education advisory boards for Cisco Networks and the Gartner Group. All costs associated with serving on these boards will be covered by the IT Division operating funds, in accordance with the University’s ethics policy.

- Nancy Magnusson and Timothy Chester attended the Gartner CIO Summit in Amelia Island, Florida on December 2 – 5, 2007.

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