

Activity and Project Status Report for March 2008

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1. Summary of Support Activities

- During February 2008, there were 1,901 requests for support managed through the Help Desk. Of these requests, 1,319 (69%) were resolved within 24 hours and 1,521 (80%) were resolved in fewer than 72 hours. Our division-wide goal for 2008 is to resolve 95 percent of Help Desk requests in fewer than 72 hours.
- Through an automated feedback process, approximately 10 percent of all Help Desk service users are randomly selected and provided the opportunity to complete a Web-based feedback survey. Thirty-five surveys were completed in February 2008. The eight-question survey uses a “1 to 5” sliding scale with “5” equal to Superior/Very Satisfied/Strongly Agree. Through this feedback, overall end user support experience was rated to be 4.32; satisfaction with the Help Desk process was rated at 4.39; and service quality was rated at 4.75. The rating across all respondents and all eight questions was 4.55.
- Through a time allocation system implemented last October, all IT Division employees are allocating their day-to-day efforts using client, project, and task codes. Using this data, total division-wide staff effort for February 2008 was distributed as follows:

Administration Support	1,531 hours	(9.21%, \$75,151.00)
Colleges, Academic Affairs	4,394 hours	(26.44%, \$172,486.00)
University-Wide, Common Services	5,868 hours	(35.31%, \$267,764.00)
IT Administration and Management	2,884 hours	(17.36%, \$131,463.00)
General Overhead (Leave, Holiday)	<u>1,941 hours</u>	<u>(11.68%, \$82,336.00)</u>
Total:	16,618 hours	(100%, \$729,200.00)

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

- 40.80% for Seaver College
- 32.70% for Graziadio School of Business and Management (GSBM)
- 22.73% for Graduate School of Education and Psychology (GSEP)
- 1.27% for the School of Law
- 2.50% for the School of Public Policy

- The creation of these time allocation benchmarks and feedback service ratings provide the opportunity to look for trends in terms of work performed by the IT Division as a whole and the following observations are worth considering.

Traditionally, anecdotal feedback obtained through focus groups and/or individual conversations has suggested service quality problems related to the IT Help Desk. Three months of automated end user feedback suggests that this perception was a minority opinion, or the quality of service has improved dramatically over the past year. In all collection

periods, the average end user feedback score has consistently hovered above a “4” (with “5” equating Superior/Very Satisfied/Strongly Agree). Coupled with our base service level agreement for the Help Desk (50% of requests resolved within 24 hours, 95% within 72 hours) this establishes the Help Desk service as a very high quality, highly productive method for obtaining support. Over the coming months we will be modifying our existing staff levels in Client Services so that our Technology Liaisons will focus more of their effort on academic technology projects, and all requests for ad hoc support will be required to pass through the Help Desk. The collection of these benchmarks and feedback scores helps to ensure that the Help Desk provides solid, reliable, and consistent services on an on-going basis.

2. Management, Policies, Practices, and Governance

- Implementation of the new University telecommunications policy is proceeding as planned, with minimal disruption. Existing cell phone accounts not claimed by employees were terminated as of March 7, 2008. A minimal number of university-provided cell phones are still in service and we have modified our billing practices so that departments assigned these phones directly receive and pay their monthly cell phone bills (as opposed to the IT Division processing recharges). With the end of IT Division cell phone bill processing, it should be noted that our annual telecommunications recharges will decrease substantially. However, this should not result in any increased deficit because these recharges consisted of pass-through charges.
- Prakash Sharma has been promoted to Client Services Manager for the West Los Angeles Graduate Campus. Nirali Patel has been promoted to Client Services Team Leader for the Drescher Graduate Campus in Malibu. Both Prakash and Nirali have been very successful employees and they are very deserving of these promotions.
- Kevin Phan and Ken Noone have been participating in a university-wide business continuity task force. A key objective for IT will be to create a disaster recovery site for our PeopleSoft applications at the West Los Angeles Graduate Campus. This requires the purchase of equipment, storage, and additional network connectivity. We expect to have this site operational by the beginning of Fall 2008.
- As a part of our university strategic planning process, we submitted a set of peer and aspirational groups for information technology. Our peer group includes Abilene Christian University, Loyola Marymount University, the University of San Diego, Baylor University, and Southern Methodist University. Our aspirational group includes Georgetown University, George Washington University, Boston College, Notre Dame, and Princeton. Our comparison metrics include bandwidth capacity, capital funding, reporting lines, faculty services, and wireless access.
- During February, many of our IT staff continued moving to their new, permanent offices. Members of our Connections to Community (C2C) staff began moving into the Pendleton Computer Center (PCC). Over the next month, our Server Engineering staff is expected to move into the Thornton Administrative Center (TAC) basement and the rest of the C2C staff will relocate to the PCC.

3. Enterprise Information Systems and Applications

- In February, the Student and Faculty Service modules went live in PeopleSoft. Faculty and students can use these modules to perform online processes related to courses, registration, and degree audits. These services are made available through the WaveNet portal.
- We have added a new member to our IO Consulting team who is focusing on report writing for each of the schools. This consultant is available to us through the end of March 2008 and his time is being split evenly among each of the schools. The schools have made considerable progress on report writing with the addition of this resource.
- Our C2C trainers conducted a full Saturday training session for the departments in the Office of Student Information and Services. The training focused on business process engineering around the new PeopleSoft student applications. The session was very productive and successful; and we will offer similar day-long training sessions to each of our schools.
- We are now proceeding with the import of 150,000 legacy transcripts into our university-wide imaging system. We also are importing raw student files from 1937 – 1987, migrating these files from DVDs and CD-ROMs. These imports will continue over the next 30 to 60 days.
- We are finalizing arrangements to migrate our Kofax imaging/scanning licenses to one global, server-based license that covers our entire university. This will allow departments to share licenses, reducing our costs and allowing us to scale up usage of the system without incurring additional costs.
- In preparation for the first student course registration in PeopleSoft, extensive performance/load testing has been conducted over the past three weeks. This required several of our staff to work until 1 a.m. during this period. The team has worked hard to overcome performance obstacles, including working with Oracle to eliminate one serious software bug; and we are confident that the system will perform adequately with 500 students registering concurrently. Beginning March 11, Seaver College students will register for courses using PeopleSoft for the first time.
- We have completed the draft feasibility study for a university-wide course evaluation system. We have provided this draft document to each of the schools and asked for their preliminary feedback. Once we have received and considered this feedback, we will complete this document and submit it to the Office of the Provost and the academic leadership within each of the schools. We expect to deliver this feasibility study by April 1, 2008.
- At the request of the University Libraries and two schools, we will be proceeding with a feasibility study that considers our ability to merge existing systems for managing the scheduling of classrooms and other central resources. This study is third on our list of priorities, behind the course evaluation system and the expansion of our university-wide imaging system. We expect to take up to 90 days to complete this study.

4. Computing, Network Services, and Infrastructure

- We are waiting to obtain the necessary signatures from AT&T on a contract to increase the available bandwidth for our Orange County campus from five to ten megabits. Funding for

this increase is readily available; and we have been waiting for four weeks for the contract to be executed. When this occurs, we will immediately issue a purchase order; and the upgrade (available through a software configuration change) will occur within seven to ten days.

- We have been waiting for signatures from Verizon for three weeks on a finalized contract for an upgraded one Gigabit circuit between the Malibu and West Los Angeles Campuses, which will relieve a major bottleneck limiting our Internet capabilities between campuses. When we receive the signed contract, we will immediately issue a purchase order. During this interim period, we have been working with Verizon engineers to design the new network configuration and are on target for the circuit to be available by the end of the spring semester.
- Our next generation (802.11a/b/g) wireless network system has been installed and is operational in the Payson Library. We are completing plans for future rollouts, with installations in the Tyler Campus Center and all lower student dormitories no later than the beginning of Fall 2008.

5. Academic Support and Instructional Technology

- Installation continues in the Keck Science Center for a new prototypical “smart classroom,” which includes a PC, an annotating smart-screen, an LCD projector, a DVD/VHS player, a sound system, and a multimedia podium. Installation is expected to be complete by the end of March; and the facility will be previewed by/demonstrated to faculty groups whose feedback we will request. We have also requested that Campus Construction & Planning fund the installation of one of these prototypes in the temporary lecture hall in the PLC building, which will substitute for Elkins Auditorium during the upcoming campus renovation projects.
- Tim Chester visited Cisco in their offices at the University of California, Irvine, to review their new “TelePresence” videoconference products. This product line is quite innovative in that it renders near-perfect presence of individuals communicating through a videoconference call. We are weighing this product line against regular High Definition videoconferencing for inclusion in classroom renovations across our campuses. In the next month, we will be inviting several colleagues from our schools to go to Cisco to review this product line and participate in demonstrations.
- Our “Pepperdine University Grants for Faculty Innovation in Technology and Learning” program has been announced to the faculty, with a deadline of April 15, 2008 for proposals. \$80,000.00 is available for awards this year, funded through a shared arrangement between the Office of the CIO, the Office of the Provost, and each of the Schools of Pepperdine. The goal of the program is to provide seed funding for innovative projects that show potential for adoption university-wide.
- Replacement projectors and lenses have been installed in a classroom at the Irvine Graduate Campus, resolving problems with skewed images across the classroom screens. Projectors installed during the previous year’s upgrade were not specified correctly. This classroom is now fully operational.
- Our Tech Central Department in Payson Library experienced a very successful month in February, with the highest recorded sales in the department’s history. This was due to recent promotions of new software products including Office 2007, Mac Office 2008, OS X

Leopard, and Windows Vista.

6. Information Security

- The Information Security Taskforce has received bids for consulting assistance for a future roll-out of the University Information Security Policy. In order to keep costs low, we have elected to obtain other bids for this work. Consulting assistance is vital to the implementation of the policy in the first year. Additionally, we have received feedback from UMC members regarding the proposed policy; and we will be submitting the final document and implementation budget to the full UMC in the next month.
- While it is difficult to determine why, the Web site at www.juicycampus.com has begun significantly altering its operating policies, including more real-time moderation and removal of facially defamatory postings aimed at our students. Additionally, the Google advertising network has dropped the site from its service, eliminating a source of revenue for the site. In February, the CIO wrote a formal letter of complaint to the hosting company responsible for the site as well as the companies supporting the site through advertising.

7. External Activities

- In February 2008, Gerry Flynn and Tim Chester traveled to Abilene Christian University and conducted several days of focus groups for the Higher Education TechQual+ Project (www.techqual.org). In addition to this important field work, this provided a good opportunity to continue building relationships with our peers and colleagues at ACU.

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