PEPPERDINE UNIVERSITY
Information Technology

Activity and Project Status Report for April 2008

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1. Summary of Support Activities

    - During March 2008, there were 2,103 requests for support managed through the Help Desk. Of these requests, 1,453 (69%) were resolved within 24 hours and 1,700 (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. Fifty-three surveys were completed in March 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 4.25; satisfaction with the Help Desk process was rated at 4.34; and service quality was rated at 4.59. The rating across all respondents and all eight questions was 4.44.

    - 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 March 2008 was distributed as follows:

Administration Support	1,331 hours	7.80%	$	63,238.00
Colleges, Academic Affairs	4,534 hours	26.98%	$	180,789.00
University-Wide, Common Services	5,750 hours	33.70%	$	262,272.00
IT Administration and Management	3,300 hours	19.84%	$	148,900.00
General Overhead (Leave, Holiday)	1,941 hours	11.68%	$	82,336.00
Total:	16,856 hours	100%	$	737,535.00

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

      41.32% for Seaver College
      32.23% for Graziadio School of Business and Management (GSBM)
      23.27% for Graduate School of Education and Psychology (GSEP)
       1.70% for the School of Law
       1.48% for the School of Public Policy

2. Management, Policies, Practices, and Governance

    - As a part of our annual service quality benchmarking, we are currently conducting a university-wide assessment of technology services as a part of the Higher Education TechQual+ Project (see http://www.techqual.org). In 2007, a similar assessment was conducted among students at Pepperdine University. For 2008, a random sample consisting of 25% of faculty, students, and staff were invited to complete the Web based survey (n=2319). The survey runs through April 18, 2008. An analysis of incomplete results suggests some remarkable gains in 2008 over the results obtained in 2007. The full results will be presented to the University Management

Committee (UMC), University Planning Committee (UPC), and other faculty, student, and staff groups.

- In April, through the University Management Committee (UMC), the IT Division will be requesting an increase in the monthly recharge rate for individual telephone extensions, from $10/month for each extension to $12/month. Currently, the telephone auxiliary account generates a deficit each year ($279,912 in FY06 and $148,779 in FY07), largely due to unfunded salary increases. The increase in rates reflects the actual cost of providing telephone service and is designed to eliminate past and current deficits. This change requires approval by the UMC.

- Through the Fiscal Year 2009 (FY09) budget process, additional funding within IT was secured for classroom technology renovations. This funding will be used to create an annual grant program for academic colleges and departments, where the CIO's office will provide matching funds for the installation of new "smart classroom" technology within Pepperdine University classrooms. Of this funding, half will be reserved for classrooms on the Malibu campus and half will be reserved for classrooms at Pepperdine graduate campuses.

- Kevin Phan and Ken Noone have been participating in a university-wide business continuity task force. A business continuity table top exercise is currently planned for April 14, 2008. Both Kevin and Ken, along with CIO Tim Chester, will participate in the exercise alongside other key offices at Pepperdine University.

- During March, the remainder of our division staff moved into their new, permanent offices. Our Connections to Community (C2C) staff now resides in the Pendleton Computer Center (PCC). Our Engineering staff has moved into the basement of the Thornton Administrative Center (TAC). With these moves, each of the departments within the IT Division now has permanent offices on the Malibu Campus.

- Several new employees joined the IT Division in March, working in our Network Engineering, Presentation Services, and Encino Graduate Campus Support areas. Each of these areas is now fully staffed.

3. Enterprise Information Systems and Applications

- March proved to be a very successful month for our C2C project and associated teams in Admission and Financial Aid across all of our schools. Seaver College successfully registered all of its students, including students at international campuses, for Fall 2008 courses. During this period, less than 12 requests for support were received by the Help Desk. Additionally, the School of Public Policy successfully registered its students for fall coursework. Our Admission & Financial Aid offices continue to work hard to admit their new classes and award applicants with financial aid. At this juncture, it appears that all of our schools will meet their existing deadlines for admission decisions and financial aid award letters.

- We have added a new member to our IO Consulting team who is focusing on report writing for each of the schools. This consultant's tenure has been extended to the end of the current budget year; and his time will continue to be split evenly among all of the schools, providing assistance with building queries and reports.

- The feasibility study and analysis for the proposed university-wide course evaluation system has been completed and was delivered to Pepperdine's academic leadership during the first week of April 2008. This proposal, its timeline, and obtaining authorization to proceed will be discussed at the upcoming Deans' Council meeting.

- The C2C Steering Committee took up the problem of scope creep and PeopleSoft application integration during its March 2008 meeting. Since the unveiling of WaveNet and the PeopleSoft applications, there has been a growing number of new requests for data integration (or data feeds); and the integration of new third-party software applications into WaveNet. This causes a significant and costly growth of the scope of the C2C development team's work, and ultimately will require additional staff in order to ensure that these requests do not consume existing resources pledged to support the Finance, Human Resources, and Student applications. It was decided during this meeting that all new requests shall be vetted by the C2C Steering Committee; and that approved requests go through a feasibility study and analysis exercise, similar to the course evaluation project. Only when the true costs of developing and supporting a new third-party application are known, will the project commence. In cases where projects will require additional, recurring staff support, the college or department sponsoring the project will be expected to fund the staff costs associated with the new project.

- Working with our administrative departments and schools, we are nearing the completion of a feasibility study and analysis for expanding the use of document imaging at Pepperdine University. The groups involved in the project study are recommending that Pepperdine University acquire a new system that will provide additional functionality and reduced costs compared to the existing system. The Dean of Seaver College has graciously agreed to fund 75 percent of the upfront costs associated with this acquisition, with Information Technology covering the remainder. Yearly maintenance will be recharged to each department using the system, on a pro-rated basis. Recurring maintenance costs are expected to be dramatically lower with the new system.

- Our Information Security team is taking the lead in developing and implementing a new single-sign on (SSO) system for existing Web-based applications at Pepperdine University. Currently, Information Technology (IT) uses a PeopleSoft-centric method for supporting SSO which requires substantial support from the C2C team for new application integration. Based on the open-source Central Authentication Service (CAS) system, the proposed new solution will separate the processes of identity verification and application authorization, similar to systems in use at other universities. The proposed system will require little support from IT when integrating new applications into the university portal. The proposed timeframe for a prototype of this application is August 2008, with a potential university-wide deployment in 2009.

4. Computing, Network Services, and Infrastructure

- AT&T and our Network Engineering team have completed the planned upgrade of the Internet circuits for the Irvine Graduate Campus, upgrading available bandwidth from five to ten megabits. This increase in bandwidth is expected to provide adequate capacity for this campus for the next 24 to 36 months.

- We have executed a contract with Verizon for an upgraded circuit between the Malibu and West Los Angeles campuses. This increase in bandwidth is expected to be completed by June 1, 2008; and will relieve a major bottleneck limiting our Internet capabilities between the Malibu and graduate campuses. In addition to the internal reallocation of $100,000 to fund this increase,

Information Technology also dipped into its reserves ($50,000) to fund the one-time equipment costs for this upgrade.

- We have received a preliminary proposal from CENIC for next-year's planned increase in bandwidth. The proposal is to increase Pepperdine's CENIC bandwidth from 50 MB to 250 MB, at an increased annual cost of $100,000. Funding for this increase has been included in our externals funding for FY09. This increase in bandwidth should prove adequate for Pepperdine's Internet needs for the next 24 to 36 months. We expect to receive and execute new contracts with CENIC over the next 60 days; and the increase in bandwidth is expected to be available by August 1, 2008.

- During March, our Data Center Operations team completed a long overdue hardware, software, and database upgrade of our card services platform. This upgrade brings the infrastructure current for doors, parking gates, and meal plans; and will make available new functions, such as Web-based purchases of meal points and support for vending machines. Information Technology will be studying the feasibility and costs for these new features, and will be rolling them out over the next year, as appropriate.

- Pepperdine University was selected by Apple to be a test site for the next generation iPhone software, commonly referred to as iPhone Enterprise or iPhone 2.0. This software makes available real-time integration between the iPhone and the university Outlook server for e-mail, calendars, and contacts. Individuals from Information Technology, University Libraries, University Communications, and GSBM are testing the software on their personal iPhones. This new software is expected to be available to the general public by July 1, 2008; and by participating in this test, Pepperdine faculty, students, and staff will be assured that our internal e-mail system will fully support the new iPhone platform when it is released.

- Our Server Engineering team completed an upgrade of our Outlook e-mail system that will allow faculty and staff to use the Windows Office 2003 and 2007 versions of Microsoft Outlook when away from Pepperdine campuses at home or while traveling. This new technology allows Outlook to operate through the university firewall without increasing our information security risks. To use this new configuration, individuals should follow the instructions located on the Web at http://www.pepperdine.edu/it/content/help/outlook2k3-offcamp.pdf (Outlook 2003) or http://www.pepperdine.edu/it/content/help/outlook2k7-offcamp.pdf (Outlook 2007).

- During March, CIO Tim Chester and Dean of Libraries Mark Roosa visited the Seaver College international sites in Germany, Italy, and Switzerland to assess the library and technology services available at those study abroad sites. With regard to technology, Information Technology has agreed to fund the installation of new wireless network sites in Italy and Switzerland; and will work through governments in those countries to identify options for increased bandwidth and access to the European equivalents of CENIC and Internet2. These options will be discussed and funding sources considered prior to moving forward with Internet upgrades for these campuses. If upgraded, these sites would be able to enjoy advanced video and online collaboration with the main Pepperdine University campuses.

5. Academic Support and Instructional Technology

- Installation of a new prototype in classroom technology in the Keck Science Center has been completed. This prototype includes a PC, an annotating smart-screen, an LCD projector, a DVD/VHS player, a sound system, and a multimedia podium. The facility will be previewed by

and demonstrated to faculty groups whose feedback we will request. We also intend to produce a YouTube video to share electronically with our faculty. We are now working to identify a classroom at our West Los Angeles campus for an identical prototype (to be installed this summer). After being fine tuned from faculty feedback, this prototype will become the new base standard for classroom technology at Pepperdine University.

- Our Internet2 demonstration at the March President's Briefing was successful and was very well received. During this demonstration, the audience enjoyed remarks by Douglas Van Houweling, President of Internet2 (from the University of Michigan); and remarks by Dr. Hassan Bazzi, a professor at Texas A&M University's branch campus in Doha, Qatar. Both visitors were connected to the meeting via high definition video-conference as a demonstration of the potential of Pepperdine's Internet2 capabilities.

- As a part of a Seaver College Student Government Association (SGA) project, Information Technology completed the installation of a Web camera in the Sandbar in the Tyler Campus Center (TCC). The camera is designed so that students' parents can view them when communicating by cell phone. The project was commissioned by the SGA and is available at http://hello.pepperdine.edu.

- In late March, IT assisted GSEP and the Boone Center for the Family set up a video conference with U.S. government officials, who spoke to a live audience during a Boone Center conference. The officials were speaking from the Internet2 offices in Washington D.C. and were connected into the event using Pepperdine's Internet2 capabilities.

- After discussions with University Communications and the University Libraries, responsibility for a YouTube channel focusing on Pepperdine University was handed off to University Communications, which is working to study the feasibility and appropriate approach to using this technology for communicating university content.

6. Information Security

- Information Security and Server Engineering have completed the deployment of a centrally managed service for Pepperdine University to apply patches automatically to Windows computers (PCs) running the Microsoft Windows Operating System (Windows OS) and the Microsoft Office suite. Moving forward, PCs on the Pepperdine network will receive their updates automatically through the Windows Server Update Services (WSUS), which allows Information Technology to ensure that Windows OS software is patched automatically. Through the initial deployment, Information Technology learned that 35 – 45 percent of PCs running the Windows OS at Pepperdine University were not patched in a timely fashion. This new service reduces the complexity and cost of patching Windows PCs and significantly reduces the university's information security risks.

- As a part of IT's after-action assessments from last semester's fires, our Information Security team is working with colleagues at two other universities to deploy redundant DNS servers at those off-campus sites. This new redundancy will allow IT employees to better manage core Internet2 services should the Malibu campus be closed because of an emergency or disaster.

7. External Activities

    - A large contingent of Pepperdine employees attended the HEUG PeopleSoft conference in Las Vegas, Nevada in March. Several employees made presentations at the conference; and Director of Enterprise Information Systems Michael Ebbs was a member of the program and organizing committee for the event.

    - CIO Tim Chester participated in the annual CENIC conference in Oakland, California; representing Pepperdine University at this group of California institutions of higher learning who use CENIC and Internet2 as a part of their university operations.

Distribution List:

> All Vice Presidents, Senior Administrators
> All Deans, Schools of Pepperdine University
> Pepperdine University Management Committee
> Educational Technology User Group
> All Employees, Information Technology Division