PEPPERDINE UNIVERSITY
Information Technology

Activity and Project Status Report for July 2008

Prepared by Dr. Timothy M. Chester

1. Summary of Support Activities

    - During June 2008, there were 1,714 requests for support managed through the Help Desk. Of these requests, 1,186 (69%) were resolved within 24 hours and 1,394 (81%) 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-two surveys were completed in June 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 4.00; satisfaction with the Help Desk process was rated at 4.19; and service quality was rated at 4.50. The rating across all respondents and all eight questions was 4.30.

    - 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 June 2008 was distributed as follows:

Administration Support	1,687 hours	9.98%	$	81,286.00
Colleges, Academic Affairs	4,051 hours	23.97%	$	158,656.00
University-Wide, Common Services	5,431 hours	32.13%	$	249,142.00
IT Administration and Management	3,458 hours	20.46%	$	152,481.00
General Overhead (Leave, Holiday)	2,273 hours	13.46%	$	95,958.00
Total:	16,900 hours	100%	$	737,523.00

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

      42.60% for Seaver College
      28.22% for Graziadio School of Business and Management (GSBM)
      25.57% for Graduate School of Education and Psychology (GSEP)
       2.46% for the School of Law
       1.15% for the School of Public Policy

2. Management, Policies, Practices, and Governance

    - The feedback and comment period for the draft strategic plan for technology and learning is nearing its end. The plan has been previewed by multiple groups including deans, associate deans, division chairs, and technology staff both internal and external to the IT Division. The plan is now being finalized and will be submitted to President Andrew Benton on August 13, 2008. We anticipate a presentation to the University Planning Committee later in the fall. Part of this presentation will include our proposal for the establishment of a center focusing on technology and learning.

- In partnership with the assistant vice president for human resources, the CIO is preparing a set of revisions to the University policy manual regarding the employment of staff who work in technology areas. The proposed revisions stipulate that all units within Pepperdine will use the IT Division employee career ladders for all technology staff. These career ladders provide a standardized set of titles, responsibilities, and salary scales that are designed to facilitate better management of IT employees University-wide. They also provide a set of templates that can be used to more easily complete the HR classification and compensation processes. This proposal will be forwarded to the University Management Committee (UMC) in August.

- Consistent with University-wide practices, the CIO, deputy CIO, and directors have been working to complete annual performance reviews for all employees and provide recommendations for merit salary increases for FY09. These recommendations have been completed and forwarded to Senior Vice President Nancy Magnusson for approval.

3. Enterprise Information Systems and Applications

- Both GSEP and GSBM are in the process of admitting their fall classes and awarding financial aid through PeopleSoft. Both schools are having success with these processes and completion is expected to be consistent with each school's standard financial award timelines. We continue to work directly with these schools to provide them with additional guidance and training, as necessary.

- Both the School of Law and GSBM have completed the course registration process for the first time using PeopleSoft. The Graduate School of Education and Psychology is currently scheduled to complete its course registration beginning on July 21. The course registration processes are continuing to go well for each of the schools.

- We have been working extensively with the staff in Financial Assistance in Seaver College. Employees working in this department have been struggling with the processes of awarding financial aid to currently enrolled students. Internal deadlines in June were not met and were adjusted accordingly. We have escalated these challenges up to the senior management over the affected areas and have been offering additional guidance and training, as necessary. As of this writing, progress with awarding financial aid to returning Seaver College students is progressing. We are continuing to monitor these processes.

- Our C2C Management team has received over $200,000 in requests for backfill funding for FY09. Only $100,000 in funding is available, which includes a reallocation of $70,000 from the C2C consulting budget. We have asked the representatives of each school to scrub their requests, keeping in mind technologies, such as video conferencing, that may reduce their mileage reimbursement costs. We expect to weigh these requests carefully, with an eye towards awarding the available funds to those schools that have significant staffing challenges (vacancies, departing employees, etc.). Funding decisions are expected by late July.

- As expected, the University has completed the acquisition of the document imaging system from Nolij (pronounced, "knowledge"). A site visit to Villanova University to review the use of the Nolij system occurred on June 22 and 23. Representatives from C2C, Information Services, and GSBM participated in this site visit. A conversion and migration from the existing document imaging system (known as "Stellent") is now underway. Our expectations are that this conversion will be completed by August 15, 2008. The new system provides innovative capabilities for document processing and integrates more cleanly with our PeopleSoft

applications. Individuals working in PeopleSoft will be able to click one icon and immediately retrieve the documents associated with a given record in the PeopleSoft Finance, Human Resources, and Student Administration systems. The current implementation is focused on integrating document imaging within the context of our admission processes at Seaver College and GSBM.

- We have executed a contract with Gartner Consulting for the development of a roadmap for a possible deployment of the PeopleSoft CRM software at Pepperdine University, targeted specifically at our prospecting and recruiting areas. The consulting engagement begins on July 23, 2008, when Gartner will be on-site for the first round of data collection and interviews with the C2C staff. A demonstration of the PeopleSoft CRM system for the schools is also being conducted on this day. On-site interviews with key executives and representatives from the schools will occur over multiple days the week of August 4, 2008. A business process improvement workshop will be scheduled the week of August 18. Based on the roadmap developed through this consulting engagement, a proposal for additional funds to support a CRM implementation will be presented to the University during the FY10 budget process. Proceeding with a CRM implementation will be dependent upon the availability of additional funding.

- Jackie Paicius and Lauren Cosentino presented the new Web-based employee directory to the University Management Committee. Based on UMC feedback, the prototype is being revised and will be resubmitted to this committee at a later date. Later this fall, this new Web directory will replace the current Faculty/Staff Directory available on WaveNet.

4. Computing, Network Services, and Infrastructure

- The new 1 Gigabit bandwidth circuit installation, from the Pepperdine West Los Angeles Graduate Campus to the Malibu Campus, continues to be delayed. Verizon was required to obtain construction approvals from Los Angeles County for the installation of approximately 200 meters of conduit adjacent to the West Los Angeles Graduate Campus. The conduit was installed during the early part of July. The circuit is being commissioned the week of July 14 and should be online by the end of the month. This new circuit is an important part of our ongoing bandwidth upgrade project and should relieve bottlenecks causing slow Internet connections between Pepperdine campuses in Malibu, West Los Angeles, and Irvine.

- An additional 200 Megabits of CalREN/Internet2/National Lambda Rail bandwidth will be installed in late July. Despite upgrades in 2007, Internet demand exceeds current capacity across the entire university. This three-fold increase is expected to provide adequate capacity for the next two to three years. The circuit is being installed at our West Los Angeles Graduate Campus and will be shared by the entire university. The West Los Angeles Graduate Campus is now the central hub for Pepperdine University's Wide-Area-Network (WAN).

- Equipment and supplies have been installed in the West Los Angeles Graduate Campus data center, facilitating our new PeopleSoft disaster recovery/business continuity site. This site will be activated following the installation, testing, and configuration of the 1 Gigabit circuit between the Malibu and West Los Angeles campuses. Transfer of the PeopleSoft development and testing environments is expected to begin in August and should be completed within four to six weeks. This disaster recovery site provides redundant equipment and software that could replace our production environments in case of an emergency.

- Our Seaver College residence hall wireless project is preceding on-schedule. Wireless service (802.11a/b/g) is expected to be available in all Malibu Campus residence halls at the beginning of the fall 2008 semester. This project is requiring the installation of wiring and access points in 170 locations, as well as the installation of 60 new dormitory network switches and two new central routers. This is a significant undertaking. Concurrent with this project is the deployment of a new wireless network security system, which will reduce our current information security risks associated with unauthorized users of the network while allowing end users to register their devices once every six months. Our current practice requires end users to authenticate each time they use the WavesConnect wireless network.

- We are actively supporting the senior administration of Seaver College in the planning, review, and implementation of the construction renovation project for the new Washington, D.C. undergraduate study center. Our portion of the project relates to network, telephone, and wireless design and implementation. We have received a preliminary agreement with George Washington University for access to the Internet and Internet2. This will make possible the use of higher definition video conferencing for courses and events between Pepperdine's Washington D.C. and Southern California campuses. The CIO will be making a site visit to the D.C. campus in August to complete the network and telecommunication plans.

5. Academic Support and Instructional Technology

- Plans have been finalized and a requisition has been issued for the renovations of one West Los Angeles Graduate Campus classroom, turning the room into a smart classroom. When completed, the new smart classroom capabilities will include wireless projection, a Sympodium smart display with annotation capabilities, and high definition video conferencing. Funding for this renovation is being split between the Office of the CIO, GSBM, and GSEP. Completion of this project is expected within 30 to 60 days.

- A demonstration of our smart classroom capabilities was presented to the provost and the senior academic administration from Seaver College on June 4. The Keck 130 smart classroom is a model for the classroom renovations that are currently underway in Elkins Auditorium and the Appleby Center. Currently, smart classrooms are available on the Malibu Campus in the Keck Science Center and the temporary auditorium constructed in the basement of the Pendleton Learning Center.

- Members of the senior academic leadership team including the provost; the senior vice president for planning, information, and technology; the dean designate of Seaver College; and the chief information officer discussed the draft strategic plan for technology and learning with the Academic Affairs Committee of the Board of Regents in June. The discussion centered on ways to leverage technology in a manner that adds to and extends communication, collaboration, and community among Pepperdine faculty and students. The draft strategic plan was well received.

6. Information Security

- Our current wireless security system vendor (Vernier) has gone out of business, leaving Pepperdine without support for this critical information security system. A new system from Bradford networks has been acquired and implementation is currently underway. The system will be implemented first across the Seaver College and School of Law residence halls. When this work is completed, the system will be implemented across all the wired and wireless networks throughout Pepperdine University. Each end user will be required to log-in and authenticate their

computer or mobile device every six months, regardless of whether they are using the wired or wireless network. Once this authentication occurs, a subsequent log-in will not be required until the six-month usage period has expired. This will speed network access, particularly on the wireless networks, while also reducing our information security risks by requiring all network users to establish their identity before being granted access to the Pepperdine University network.

- The Information Security Classification and Protection policy has been finalized and is scheduled for final review and adoption by the UMC in July or August. The policy was on the agenda for the UMC meeting in late June but was delayed to a later meeting. We are actively sharing this policy with affected areas and preparing for the implementation of this plan after final approval is received from the UMC.

7. External Activities

- The entire Information Technology Division leadership is participating in a summer 2008 Ed 773 doctoral class, *Managing Technology Environments*, for GSEP. The course, led by Tim Chester, is a case study on complex enterprise technology environments. On June 25 and 26, the IT directors and selected IT staff spent two days being interviewed by the students. Students taking the course were expected to complete an assessment of the state of technology services at Pepperdine and make recommendations as a part of their final course project. Feedback and suggestions from these students has been very helpful, and we are now acting on one of their recommendations to provide a fully supported, standardized set of Web-based tools for online class sessions and meetings.

Distribution List:

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All Deans, Schools of Pepperdine University
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