

Activity and Project Status Report for August 2008

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1. Summary of Support Activities

- During July 2008, there were 1,789 requests for support managed through the Help Desk. Of these requests, 1,296 (73%) were resolved within 24 hours and 1,505 (85%) 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 ten percent of all Help Desk service users are randomly selected and provided the opportunity to complete a Web-based feedback survey. Forty-three surveys were completed in July 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 at 4.25; satisfaction with the Help Desk process was rated at 4.36; and service quality was rated at 4.66. The rating across all respondents and all eight questions was 4.49.
- 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 July 2008 was distributed as follows:

Administration Support	1,523 hours	8.18%	\$ 74,364.00
Colleges, Academic Affairs	3,935 hours	21.13%	\$ 148,118.00
University-Wide, Common Services	6,395 hours	34.34%	\$ 301,987.00
IT Administration and Management	3,445 hours	18.50%	\$ 144,156.00
General Overhead (Leave, Holiday)	3,322 hours	17.85%	\$ 135,837.00
Total:	18,620 hours	100%	\$ 804,462.00

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

- 41.64% for Seaver College
- 30.71% for Graziadio School of Business and Management (GSBM)
- 24.15% for Graduate School of Education and Psychology (GSEP)
- 2.38% for the School of Law
- 1.13% for the School of Public Policy

2. Management, Policies, Practices, and Governance

- The draft strategic plan for technology and learning has been updated to version 1.4, reflecting a period of review and comment by a significant number of individuals throughout Pepperdine University. Reviewers included deans, associate deans, faculty, and staff. The plan will be submitted to President Andrew Benton on August 13, 2008, for his review and feedback. After incorporating the president’s comments, a series of presentations will be held across the five schools of Pepperdine University to present the plan to individual faculty members for their review and comment. A final version of the plan, incorporating these faculty suggestions, will be presented to the University Planning Committee later this fall.

- To help cement the IT Division's strategic focus on technology and learning, Pepperdine University has formally joined the EDUCAUSE Learning Initiative (ELI). Through membership in this organization, Pepperdine faculty and students have access to a large library of information focused on key strategic areas related to pedagogy, learning, and technology. To access this information, individuals should create an online EDUCAUSE profile (<http://www.educause.edu>) associated with Pepperdine University. After this account has been created, individuals can use the ELI online resources.
- Dr. Rebekah Davis Dillingham is joining the Office of the Chief Information Officer as the assistant chief information officer for strategic planning, effective August 1, 2008. Dr. Dillingham will be responsible for all facets of the division's assessment, planning, and review processes across each of the departments reporting to the CIO.
- New change management policies and a notification system were adopted by the IT Leadership Council in July 2008. The policies dictate when changes to existing production technology systems must be announced to the Pepperdine community using the new change management notification system (located at <http://waxwood.pepperdine.edu>). The system standardizes notification and tracking of technology system changes or problems for the Network Events group. It also posts this information on a public Web site where individuals can view schedule changes or the status of current operational problems. The site also provides RSS feeds for these notifications, which are e-mailed to the community using the existing Network Events e-mail distribution lists. The public Web site for changes is located at <http://waxwood.pepperdine.edu/mis/public/changes.aspx>. The public Web site for problem reports is located at <http://waxwood.pepperdine.edu/mis/public/problems.aspx>.

3. Enterprise Information Systems and Applications

- Both GSEP and GSBM have had success admitting their fall classes, awarding financial aid, and registering students for classes through PeopleSoft. These processes continue up until the final add/drop day for the fall term. We continue to work directly with these schools to provide them additional guidance and training, as necessary.
- The final PeopleSoft go-live was accomplished on time on the final weekend of July. This milestone includes the PeopleSoft Student Financials module as well as the online payments and guest access payment features (developed as custom "bolt-ons" to PeopleSoft). This final milestone reflects the last go-live scheduled as a part of the Finance, Human Resources, and Student Administration implementations which began in 2004. It should be noted that all milestones were successfully accomplished both on-time and on-budget throughout this four year period, reflecting the hard work and dedication of Pepperdine employees across the entire University, whose effort totaled more than 200,000 hours of work during this period.
- Our C2C Management team has received over \$200,000 in requests for backfill funding for FY09. Only \$100,000 of funding is available, which includes a reallocation of \$70,000 from the C2C consulting budget. During the July 2008 meeting of the C2C implementation committee, the committee decided to divide the available funds across each area based on the size of the original request. In essence, each area received funding equaling one-half of their budget request.
- The imaging conversion to the new University-wide imaging platform Nolij (pronounced, "knowledge") is continuing, consistent with the original project schedule. Work towards automating admission processes for Seaver College and GSBM continues during the first phase

of the project. Despite challenges associated with the scheduling of vendor-provided consultants, the project is continuing as planned. The upgrade and conversion of the old imaging system records is expected to be completed by the end of August 2008. End user training is scheduled for the last week of August.

- Our CRM roadmap project continues, with assistance from Gartner Consulting. The goal of the project is to produce a set of requirements, objectives, and plans necessary to pursue an implementation of PeopleSoft's CRM software as a subsequent phase of our C2C Project implementations. During August, representatives from the Pepperdine administration and representatives from Seaver College, the School of Public Policy, GSBM, and GSEP participated in data gathering interviews. The next phase of the project includes a business process improvement workshop scheduled for August 26, 2008. As the project continues, it is focusing strategically on the challenges of improving enrollment and retention at both GSBM and GSEP. Findings from this project are expected by October 1, 2008.

4. Computing, Network Services, and Infrastructure

- The new one Gigabit bandwidth circuit installation, from the Pepperdine West Los Angeles Graduate Campus to the Malibu Campus, was installed and tested the first week of August 2008. The circuit is being commissioned the weekend of August 17, 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 LambdaRail bandwidth was installed the second week of August 2008, and will be available by September 1, 2008, following testing. This three-fold increase in bandwidth is expected to provide adequate capacity for Pepperdine University 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).
- Our Malibu Campus residence hall wireless project is now complete. Through this implementation, residence hall students from Seaver College and the School of Law now benefit from having full wireless Internet coverage in their rooms. This project required the installation of 170 wireless access points, 170 new cabling runs, and the installation and configuration of 60 new fiber optic capable network switches. The system was installed with a new wireless network security system, which provides easy-to-use self-registration wizards that allow students to register their computers and other devices for network use. When combined, the sum total of these three projects—wireless access, the new self-registration features, and the University-wide bandwidth upgrades—adds up to one of the best wireless network experiences for students across all higher education institutions in the United States.
- As a part of the Encino Graduate Campus renovations, Information Technology will be installing a new wireless Internet system. The selected technology is identical to the technology recently installed in the Malibu Campus residence halls. The system will be installed and configured in August 2008. Funding for this wireless security system upgrade is being provided by the Office of the Chief Information Officer.

5. Academic Support and Instructional Technology

- The installation of a smart classroom is underway at the West Los Angeles Graduate Campus. The technology for this classroom includes wireless projection, a Symposium 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 by September 1, 2008.
- Based on student feedback, largely from students at GSEP, Information Technology has committed to providing a new, centrally supported online classroom service from Elluminate. This technology seamlessly integrates with Blackboard and the WaveNet portal, and allows faculty or administrators to conduct online meetings for presentations, exams, and other learning activities. Elluminate also provides support for sound, video, and desktop sharing; and includes easy-to-use mechanisms for capturing online course presentations and distributing them through iTunes University or the Web. Funding to support this new technology has been provided on a recurring basis by the Office of the Chief Information Officer. We are currently providing training and support sessions to interested faculty and staff, focusing specifically on faculty at GSEP for use in their hybrid program offerings.
- To expand the availability of high-definition video conferencing, Client Services has acquired three mobile videoconference units for the West Los Angeles, Irvine, and Encino Graduate Campuses. Through this technology, academic programs in GSEP and GSBM expect to begin offering videoconference courses at these campuses, thereby increasing the number of elective courses that can be offered at our smaller graduate campuses. Support for this technology at the Encino Graduate Campus requires a bandwidth upgrade, which should be installed by the end of 2008.
- As a part of major classroom equipment upgrades, the CIO provided additional funding to Seaver College to upgrade its classrooms with wireless-capable projectors. These projectors allow faculty and students to broadcast presentations through the projectors using the University wireless network. In addition to underwriting some of the equipment costs, IT is also providing the necessary cabling and monthly service at no cost to the academic departments.
- We are currently reviewing a proposed contract from T-Mobile to provide expanded cell phone services throughout the Malibu area through the installation of additional cell phone towers on the Pepperdine University Malibu Campus. The contract is currently being reviewed by University Regulatory Affairs and the Office of the General Counsel.

6. Information Security

- Our new wireless security system from Bradford networks has been installed and commissioned. The system is currently active in the lower campus residence halls in Malibu and will be expanded to include the Drescher campus residence halls in late August 2008. Later in the year, the system will be implemented across all wired and wireless networks throughout Pepperdine University. Each end user will be required to login and authenticate their computer or mobile device every six months, regardless of whether they are using the wired or wireless network. After this authentication occurs, a subsequent login 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 gaining access to the Pepperdine University network.

- The Information Security Classification and Protection Policy was adopted by the University Management Committee at its August 7, 2008 meeting. The next phase of the project includes seminars and campus consulting designed to ensure that administrative and academic units have the necessary knowledge and tools to comply with the policy. The Information Security Advisory Council is supervising the University-wide rollout of this policy.
- Our Systems and Networking staff have completed the implementation of new backup systems that facilitate the encryption of all information stored on backup tapes. This substantially reduces the University's information security risk in case a backup tape is lost or misplaced by University staff or vendors who transport our backup tapes to an offsite location. As of this writing, all University backup tapes are encrypted, with the exception of our mainframe backup tapes; the mainframe computer will be decommissioned later this year.

7. External Activities

- Timothy Chester, in his role as Chair of the Editorial Board for *EDUCAUSE Quarterly*, has been working with staff from EDUCAUSE to plan activities occurring at the national EDUCAUSE conference scheduled in October 2008. Part of this work has been assisting in the planning for transitioning *EDUCAUSE Quarterly* from an all paper publication to an online only publication.
- Michael Ebbs, Director of Enterprise Information Systems, has been participating in a larger team from other universities to produce a white paper on migrating from PeopleSoft to Oracle's Fusion ERP applications. The Higher Education User Group—a consortium of schools that use PeopleSoft applications—is producing the white paper.

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