

Activity and Project Status Report for September 2008

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1. Summary of Support Activities

- During August 2008, there were 2,524 requests for support managed through the Help Desk. Of these requests, 1,665 (66%) were resolved within 24 hours and 2,109 (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 ten percent of all Help Desk service users are randomly selected and provided the opportunity to complete a Web-based feedback survey. Sixty surveys were completed in August 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 3.84; satisfaction with the Help Desk process was rated at 3.94; and service quality was rated at 4.39. The rating across all respondents and all eight questions was 4.12.
- 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 August 2008 was distributed as follows:

Administration Support	1,286 hours	7.39%	\$ 65,212.00
Colleges, Academic Affairs	4,191 hours	24.09%	\$ 160,064.00
University-Wide, Common Services	6,278 hours	36.08%	\$ 285,209.00
IT Administration and Management	3,312 hours	19.04%	\$ 134,648.00
General Overhead (Leave, Holiday)	2,331 hours	13.40%	\$ 99,572.00
Total:	17,398 hours	100%	\$ 744,705.00

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

- 57.08% for Seaver College
- 20.15% for Graziadio School of Business and Management (GSBM)
- 18.17% for Graduate School of Education and Psychology (GSEP)
- 2.36% for the School of Law
- 2.24% for the School of Public Policy

2. Management, Policies, Practices, and Governance

- The strategic plan for technology and learning has been approved by the president’s steering committee and was presented to the University Planning Council on September 10, 2008. We are now scheduling a series of presentations across the five schools of Pepperdine University to present the plan to individual faculty members for their review and comment.
- Timothy Chester prepared and distributed a memorandum outlining priorities for 2008–2009 to the entire Information Technology Division. The priorities were discussed with employees during a Web seminar on September 12, 2008. Priorities include:

- more rigorous processes for considering, estimating, and deploying new technology projects;
 - more focus on academic support as a strategic endeavor;
 - supporting past projects better (instead of starting myriad new projects);
 - better coordination of end user support throughout all levels of the division;
 - continued stewardship of our limited resources; and
 - greater emphasis on career and professional development for IT Division employees.
- We are working with University Risk Management and Public Safety to consider whether the number of pay phones on the Malibu Campus can be reduced. Currently, pay phones in all areas of the campus are seldom used. In consultation with Risk Management and Public Safety, we will consider how and where phones can be removed in order to reduce our costs while ensuring appropriate telephone access to the campus community.

3. Enterprise Information Systems and Applications

- Our transition to the new PeopleSoft Student Information System continues with tremendous success. There have been some isolated problems regarding financial and student bills that are being addressed by the appropriate offices, including the University Registrar. The majority of these problems revolve around incorrect configuration settings that are being adjusted as a result of “lessons learned” during New Student Orientation. The affected offices report that they expect these issues to be resolved within two weeks.
- The new PeopleSoft “Applicant Center” went live in WaveNet in early September. These WaveNet pages provide applicants with detailed information on the status of their application materials.
- The imaging conversion to the new University-wide imaging platform Nolij (pronounced, “knowledge”) is continuing. New automated workflows for Seaver College Admission and GSBM are expected to go into production the week of September 22, 2008, assuming that additional changes are not requested by those offices. Migration of documents from the previous imaging system will begin after we receive final confirmation from the affected offices (University Registrar, Seaver Admission, Advancement, Office of Financial Planning, and Payroll) regarding their document retention preferences. There are currently 5+ million documents in the old imaging system, which can be migrated at a pace of approximately 20,000 per day. We are expecting migration to be a year-long project.
- Our Customer Relationship Management (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 September, representatives from the Pepperdine administration and representatives from GSBM and GSEP participated in a business process improvement workshop. A follow-up execution strategy workshop is scheduled for September 18, 2008. Findings from this project are expected by mid-October 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 placed into production in early September 2008. This coincided with the CalREN/Internet2 upgrades the following week. These new circuits are

now functioning as expected, and for the first time since 2004, Pepperdine University is operating with spare Internet capacity. We are currently forecasting that current capacity will prove to be adequate for a period of two to three years.

- We are currently planning for the last phase of this year's network bandwidth upgrade, which will result in an eightfold bandwidth increase for the Encino Graduate Campus. This will coincide with significant renovations at Encino, including the installation of a new wireless network. These upgrades are being planned as a part of the larger space renovations that are currently being considered for this campus.
- Our Malibu Campus residence hall wireless project was completed last month. Approximately one to two percent of users are experiencing problems connecting to the network as a result of a known bug in Windows Vista. We are currently supporting affected students by applying a patch to their laptops through Tech Central. We are also working with vendors to install a patch on the wireless access points that control for this variation caused by Vista. We expect the wireless access point software to be upgraded sometime in late September, depending on the delivery of this patch by the vendor.
- Dave Holden is currently working with Seaver College and Campus Construction & Planning regarding multiple construction/renovation projects in Malibu, Encino, and Washington, D.C. Several projects are currently in the planning phase; and the Washington D.C. project has now entered the construction phase.
- Kevin Phan is currently coordinating several efforts towards the possible deployment of additional video conferences for Public Safety across the entire Malibu Campus. Kevin is currently preparing a design and cost estimate document for these offices for consideration.
- AT&T has notified Pepperdine that they have committed over \$1 million toward the construction of two AT&T cell phone towers at Pepperdine, pending the approval of the construction and zoning plans by L.A. County. We expect construction to begin in March 2009. In the interim, AT&T has requested permission to deploy two temporary towers at Pepperdine, beginning in November 2008. We will be seeking approval from the University Management Committee prior to the installation of these temporary towers.

5. Academic Support and Instructional Technology

- The installation of a smart classroom is underway at the West Los Angeles Graduate Campus and has nearly been completed. We are waiting for the project vendor to complete the custom programming necessary to integrate the equipment behind the faculty control panel. This work will continue the week of September 22, 2008.
- Our next phase of the smart classroom program will begin in October 2008. We are now requesting room designations from the School of Law, School of Public Policy, Payson Library, and GSBM/GSEP. Information Technology will be designing, managing, and funding one smart classroom renovation for each of these units. After room designations are received, we will begin preparing a Request for Proposal for consideration by several vendors. Installation of these smart classrooms is expected sometime in the spring 2009 semester.
- As a part of our new semester ramp up, we conducted multiple faculty workshops on Blackboard and Elluminate across several of the schools at Pepperdine University. We are now planning and

conducting follow-up workshops to increase our faculty's acceptance and use of these technologies.

- We have completed the workstation upgrade for the Sandbar computing facility in the Tyler Campus Center. As a part of this upgrade, all of the previous workstations were replaced with either Windows XP workstations or iMacs. The availability of Windows XP versus iMacs is just about equally split, with students increasingly favoring the iMac stations.
- We are coordinating the final steps towards releasing Pepperdine's iTunes University offering with the University Libraries. Final steps before release of this system include the preparation and cataloging of a "critical mass" of podcasting materials and the preparation of the site's Web log-in page. This system will be released to the Pepperdine community after these steps are complete.

6. Information Security

- The Information Security Classification and Protection Policy was adopted by the University Management Committee (UMC) 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. We are currently reviewing proposals from third-party firms to assist with this work.
- As a part of our information security efforts, we are currently considering third-party products that provide for hard drive encryption for laptops. Only recently has this technology evolved to a level where it works without negatively affecting the end user experience. After this testing is complete, we will adopt the product and begin deploying it on all new laptops acquired by the University. We will also work through the UMC to consider ways to acquire, deploy, and fund this technology for existing laptops.

7. External Activities

- Timothy Chester participated in a symposium on global education in Durham, North Carolina at the invitation of Duke University. Duke is currently launching five new international campuses as a part of its global MBA strategy. Pepperdine was represented along with Georgetown, Johns Hopkins, the University of Chicago, and the University of Washington.
- Timothy Chester participated in a symposium on crisis management and emergency operations in Washington, D.C. at the invitation of EDUCAUSE. The goal of the symposium was to discuss the role of technology in crisis management 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