

Activity and Project Status Report for October 2008

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1. Summary of Support Activities

- During September 2008, there were 2,218 requests for support managed through the Help Desk. Of these requests, 1,259 (57%) were resolved within 24 hours and 1,587 (72%) were resolved in fewer than 72 hours. Our division-wide goal is to resolve 95 percent of Help Desk requests in fewer than 72 hours, and we feel that the recently announced Pepperdine helpdesk services reorganization (discussed below) will help us to do so over the long-run.
- 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 September 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 4.06; satisfaction with the Help Desk process was rated at 4.15; 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 September 2008 was distributed as follows:

Administration Support	1,332 hours	7.42%	\$ 65,919.00
Colleges, Academic Affairs	4,472 hours	24.93%	\$ 161,923.00
University-Wide, Common Services	6,064 hours	33.80%	\$ 272,090.00
IT Administration and Management	3,429 hours	19.12%	\$ 146,393.00
General Overhead (Leave, Holiday)	2,643 hours	14.73%	\$ 109,811.00
Total:	17,940 hours	100%	\$ 756,136.00

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

- 48.09% for Seaver College
- 26.47% for Graziadio School of Business and Management (GSBM)
- 22.63% for Graduate School of Education and Psychology (GSEP)
- 2.17% for the School of Law
- 0.64% for the School of Public Policy

2. Management, Policies, Practices, and Governance

- On Tuesday, September 30, we announced a reorganization of our helpdesk services by outsourcing the Pepperdine Help Desk to SunGard Higher Education. The helpdesk service is being rebranded as the Pepperdine “Anytime Support Desk,” and will operate on a 24/7 basis. This reorganization was considered over many months and the recommendation to outsource these services was approved by the University Management Committee. Eight employees were affected by this transition. Our goal is to place seven of these individuals in other IT positions at Pepperdine.

- Through the transition to the Anytime Support Desk, Information Technology will be changing from the HEAT call-tracking database to Help Desk Online (HDO)—a system provided by SunGard Higher Education. This change will be substantial, and it will take 60 to 90 days for all Information Technology staff to become as proficient in this system as they are with HEAT today. Jerry Hoover, newly appointed director of Anytime Support, is leading our efforts through this transition and is working closely with affected parties.

3. Enterprise Information Systems and Applications

- We continue to support our financial aid and student finance offices to resolve isolated problems resulting from improper configurations in our new PeopleSoft Student Administration applications. The total number of students affected by these problems is minimal; however, we have been working to resolve many small problems. Substantial progress has been made to address these issues over the past month.
- In October, we are working with the Office of Chief Financial Officer to review the FY08 budget report for the C2C project and the projected expenditures for the project through FY09. While the project currently enjoys a surplus of approximately \$4 million, we are anticipating a significant deficit through FY14 due to increased costs for items such as salaries, software maintenance, and equipment. Approximately \$2.5 million of unrealized budget reallocations also contributes significantly to this forecasted deficit. In order to reduce our long-term costs, Information Technology has taken the steps to eliminate three vacant positions in the C2C department.
- The imaging conversion to the new University-wide imaging platform Nolij (pronounced, “knowledge”) is continuing. Area-by-area progress includes the following.
 - Seaver College document scanning and admission-based workflows are operational. We have also replicated Web-based functionality lost during the past year (due to the PeopleSoft conversion) that allows applicants to submit their admission documents online.
 - Difficulty scheduling Nolij consultants has delayed GSBM go-lives dates. We are working closely with the GSBM Admission Office to assist with their go-live plans.
 - The University Registrar document scanning is now operational.
 - We are currently assisting Finance and Payroll to clean up their data, including converting their documents to a CWID-based index. These areas should be operational for document scanning by October 24, 2008.
 - We are assisting Advancement and GSEP to clean up their data and convert their documents to a CWID-based index. Assuming all goes well, we expect these areas to be live on the new system by the end of October 2008.

For other areas (Human Resources, Athletics, General Counsel, and Seaver Business Services), we are planning to begin preliminary analysis of their needs at the beginning of 2009 and will proceed as resources are available.

- We are continuing to manage expectations and needs regarding the conversion of approximately 5.5 million imaging documents currently contained in the legacy Stellant system. Delays in vendor support are contributing to this delay. We have requested bug fixes to the import tools

that will help us to complete the document conversion expeditiously. The current tools provided by Nolij only allow us to import between 4,000 and 8,000 documents each day.

- A mock evaluation of Web-based course evaluations was conducted using the new system during the first week of October. Responses received from the participants were positive. Currently, we are working with representatives from each of the Pepperdine schools to consider the timeline for rolling out this system. We have received indications from several of the schools that they are considering whether to delay the rollout until the end of the spring semester 2009.
- 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. On September 18, 2008, representatives from the Pepperdine administration, GSBM, and GSEP participated in an execution strategy workshop. A final review workshop is scheduled for November 5, 2008. An executive presentation covering the project findings is scheduled for shortly after this final workshop.

4. Computing, Network Services, and Infrastructure

- 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. Currently, we are working with the vendor and the University General Counsel to complete the necessary contracts for the upgrade. We expect to complete this phase of negotiations and issue a purchase order by the end of November 2008; installation would occur 60 to 90 days thereafter.
- Our Malibu Campus residence hall wireless project was completed in August 2008. We have worked with the necessary vendors to eliminate the intermittent connectivity problems experienced by some users at the project's go-live. We are now working to re-survey the entire dorm wireless network to ensure that strong connectivity is available throughout all areas of the student residences. We expect to install a few additional access points as a part of this work. This work will continue through the end of 2008.
- Dave Holden is currently working with Seaver College and Campus Construction & Planning on 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. We are working with staff from George Washington University to secure Internet access for the Pepperdine University Washington, D.C. Center. We are also working closely with the Seaver College leadership to award the IT-related portions of the construction project.
- Kevin Phan completed the necessary exploratory work for consideration of additional video cameras for Public Safety across the entire Malibu Campus. The design and cost estimate was delivered to Public Safety during the past month. After review of the cost estimates, this project is on hold until the required funding source can be identified.
- AT&T has requested that Pepperdine allow their company to install several temporary wireless towers on the Malibu Campus. This will result in dramatically enhanced cell phone coverage for AT&T subscribers on the Malibu Campus. We will be presenting a proposal for these temporary towers to the UMC for approval in October. We have also received word from AT&T that they

plan to continue with their existing commitment, despite difficult financial conditions, for the installation of additional permanent towers at Pepperdine University in Malibu.

5. Academic Support and Instructional Technology

- The installation of a smart classroom at the West Los Angeles Graduate Campus has been completed. We are now requesting room designations from the School of Law, the School of Public Policy, Payson Library, and GSBM/GSEP for the other smart classroom locations at Pepperdine graduate campuses. Information Technology will be designing, managing, and funding one smart classroom renovation for each of these schools and the Payson Library; however, we expect to delay the construction and build phase for these new rooms until Pepperdine University revises the current suspension of capital project spending. We expect to continue with this project sometime during spring 2009.
- We have been working closely with our schools as we expand the use of high-definition video-conference equipment throughout Pepperdine University. Recently, this included supporting a special event linking campuses in Arizona and Michigan along with the U.S. State Department for a special symposium on the North Korea Six-Party Talks.
- The Office of the Chief Information Officer has committed the funding necessary for a University-wide deployment of the Xythos document management system. This system will be branded, "Anywhere Storage," and will provide each faculty, student, and staff member (at no cost) with 1 Gigabyte of document storage. This storage will be accessible through a mapped drive from each user's computer desktop or through a Web-based interface. After the system is in place, we expect that the Anywhere Storage service will be closely integrated into Blackboard and will provide workflow and drop box capabilities that surpass what is currently available in Blackboard 8.
- We are working closely with Blackboard as we continue to troubleshoot several bugs that have been experienced because of the recent Blackboard 8 hardware and software upgrade. There have been some problems experienced by a significant number of students and faculty at Pepperdine University, consisting largely of permissions problems for file uploads into the assignments or content management system. We will monitor this situation closely and hope to resolve these lingering issues quickly.

6. Information Security

- Information Security continues with its project to roll out the Bradford network management system throughout Pepperdine University. During the past month, this system was installed to manage wireless connections in the Malibu Campus condominiums, as well as on several graduate campuses. Once completed, this project will require NetId/password authentication for all wired and wireless networks at Pepperdine University.
- Kim Cary continues with the development of a new Central Authentication Service (CAS) for Pepperdine University. Once in operation, this system will become the single sign-on gateway for access to all Pepperdine University Web-based applications. The first University-wide deployment of the application will come with the release of the Xythos file storage system sometime during the spring 2009 semester.

7. External Activities

- Michael Ebbs has accepted an appointment to the Higher Education User's Group (HEUG) technical advisory committee on PeopleSoft applications. This appointment is the result of a recent election by HEUG members.

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