

## Activity and Project Status Report for March 2009

Prepared by Timothy M. Chester, Chief Information Officer

### 1. Announcements for Faculty and Staff Meetings

Videoconferencing is growing in popularity as a meeting venue. The University's videoconferencing services is an easy way to meet with people or bring in guest lecturers from anywhere in the world. In addition, videoconferencing is an excellent way to eliminate travel for meetings—particularly between or among our campuses.

A single videoconference requires each party to have access to videoconferencing equipment using the same technology platform. The University has Polycom high definition videoconferencing capabilities in Irvine, West Los Angeles, Malibu, Encino and London. IT specialists can help you get each meeting started. For more information, contact Presentation Services at extension 6953.

### 2. Service Statistics

- a. Anytime Support Desk. During February 2009, there were 1,417 requests for support managed through the Anytime Support Desk, formerly known as the Help Desk. Of these requests, 1,148 (81%) were resolved within one day and 1,306 (92%) were resolved in fewer than five days. The average wait time for individuals calling the Anytime Support Desk was 23 seconds. The first call resolution rate was 79%. This is the percentage of requests that are resolved by the Anytime Support Desk on the first call.
  - o Online Requests. There were 142 additional requests for support managed through online Web request forms that were directed to the appropriate Information Technology departments without involving the Anytime Support Desk. The top two types of online requests were audio-visual (61) and departmental telephone service (22). SunGard does not charge the University for support requests that are made via the Web request forms. IT will continue to encourage the use of these online forms, which can be accessed at <http://services.pepperdine.edu/it/forms/>.
  - o Anytime Support User Survey. Through an automated feedback process, all Anytime Support Desk callers are provided the opportunity to complete a Web-based feedback survey. Of 1,417 survey requests sent to customers, 159 (11%) were completed in February 2009. The five-question survey uses a "1 to 9" sliding scale with "7.00-9.00" equal to Excellent. Through this feedback, overall end user support satisfaction was rated at 7.99; response timeliness was rated at 7.99; skill set was rated at 8.06; communication was rated at 7.76; and resolution timeliness was rated at 7.99.
  - o SunGard Transition. For four months, SunGard Higher Education has been managing the University's Help Desk, formally known as the Anytime Support Desk. Anytime Support is now available 24-hours, 365 days a year. So far, we are pleased with the responsiveness and quality of SunGard and the Anytime Support Desk staff. Jerry Hoover was appointed director of Anytime Support with responsibility to manage the transition and on-going support services. Jerry's tenacity, expertise in systems and customer support and deep knowledge of University processes has greatly contributed to the smooth transition of service.

- b. Labor Allocation. 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 February 2009 was distributed as follows:

Administration Support	1,263 hours	8.36%	\$ 63,834.00
Colleges, Academic Affairs	3,806 hours	25.22%	\$ 133,754.00
University-Wide, Common Services	5,246 hours	34.76%	\$ 233,122.00
IT Administration and Management	2,833 hours	18.77%	\$ 123,368.00
General Overhead (Leave, Holiday)	2,643 hours	14.73%	\$ 109,811.00
Total:	15,791 hours	100%	\$ 663,889.00

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

- 46.61% for Seaver College
- 27.16% for Graziadio School of Business and Management (GSBM)
- 23.54% for Graduate School of Education and Psychology (GSEP)
- 0.63% for the School of Law
- 2.06% for the School of Public Policy

### 3. Student Support Activities and Projects

- a. More Mobile Applications Support. The CCB wireless network is being upgraded to a high-density, load-balancing wireless network to support the ever-increasing demands of mobile applications that students are using to support their studies. The project is scheduled for completion in February 2009.
- b. Wireless in the Residence Halls. The Malibu Campus residence hall wireless project was completed in August 2008. We are continuing to work with the vendors to eliminate the connectivity problems associated with computers running Microsoft Vista. More work is being done in the Towers residence hall following a survey to ensure strong connectivity in all areas.

### 4. Faculty Support Activities and Projects

- a. Blackboard Improvements. Programming scripts were written to create and automatically update class distribution lists in Blackboard. This was necessary because the mailing lists on Blackboard were not fulfilling faculty needs. A “My Library” tab was produced that displays resources and research librarian contact information for students pertaining to their majors.
- b. Personal Storage. This fall, one Gigabyte (GB) of personal storage space will be available to all faculty, students, and staff through Xythos—an online storage drive. This winter, IT led configuration and pilot tests of this major upgrade. Xythos will be used primarily by faculty and students. The latest version includes significantly more storage; and a drop box that will allow professors to set a deadline in the system for an assignment to be submitted. Documents that are submitted after a deadline will not be accepted by the system. Additionally, the upgrade includes integrating Xythos with our Central Authentication Service (CAS) and installing a file bridge (link between Blackboard and Xythos) with the new IBM nSeries disk array to handle Xythos storage. Anyone wanting to participate in the current pilot should visit <<http://storage.pepperdine.edu>>.

c. Training

- Workshops. Faculty workshops were conducted for the following: Blackboard, a learning management system (LMS); TurnItIn, an anti-plagiarism tool; and Elluminate, an online collaboration tool that includes video, audio, chat, and application sharing. These workshops were offered on the Malibu, Westlake, Encino and West Los Angeles Campuses.
- Faculty 1:1 Support. The Learning and Technology Group met with individual professors at Seaver, GSEP, and GSBM to demonstrate how faculty members can better utilize University technology in the classroom, particularly in the following areas: Lecture capture, videoconferencing, distance learning, podcasting, and iTunes integration.

5. Administrative Support – Schools

a. New Services and Upgrades

- Online Course Evaluations. The University has been experimenting with online course evaluations. The results of the online course evaluation pilot with GSBM and GSEP students in fall 2008 was presented at the February Deans' Council. The student response was positive. The schools will continue to pilot the program in spring 2009.
- PeopleSoft. In December, PeopleSoft was used for the first time for grading and end-of-term processing, as well for capturing diploma information. The transition was successful and each function is working properly.
- Best Practices. The Educational Technology User Group (ETUG) continues to meet monthly with representation from all five schools to discuss best practices and technological challenges and opportunities.
- Support Wikis. The Technology and Learning Group has begun partnering with the technology liaisons at the schools to create documentation for longstanding needs and just-in-time processes at the following site: <http://wikis.pepperdine.edu/>.
- Podcast Producer. Server Engineering installed and configured three Apple servers, which run the following applications: Apple X-San, Apple X-Raid, Open Directory, and Podcast producer. These will allow users to upload content to the iTunes University Web site.

b. Facilities

- Encino Upgrade. A project is underway to increase the Encino Campus' Wide Area Network (WAN) connection from 1.54 Megabits per second (Mbps) to 10 Mbps. This will greatly improve connectivity for virtual classroom and videoconferencing initiatives. The project will be completed in March 2009.
- Washington, D.C. Center. IT support for the construction phase of the new Washington, D.C. Center has been completed, except for the following items: Closeout of installation contracts; and installation of a new high-speed Internet link and wireless network through a partnership with George Washington University.

- **Emergency Operations.** A wireless emergency kit was assembled for student gathering areas in the Firestone Fieldhouse and Tyler Campus Center. The system will increase connectivity for students and other community members when large groups gather in these areas. No cost was incurred because spare parts were used.

## 6. Administrative Support – General

### a. Management Notes

- **Budget Reallocation.** Like all University support areas, the IT Division was asked to eliminate 10% of its operational budget, which is approximately \$1 million. The following budget reductions were made: \$100,000 came through reductions in payments to vendors for maintenance contracts; and approximately \$100,000 was realized through reductions in budgets for capital equipment, supplies, and travel and training. The remainder was realized through a reduction in force. Salaries and benefits comprised about 75% of our budget and a reduction in staff was unavoidable given the size of the required budget reduction. Nine full-time employees were affected by this reduction along with three employees in part-time or temporary positions.

By necessity, there will be changes in some service levels. We are working with the major areas affected. We tried to make cuts that would least impact the following strategies: 1) enhance the student experience, 2) increase faculty support for use of technology in and out of the classroom, and 3) protect the University's investment in PeopleSoft. While we have tried to plan for a smooth transition, there may be unintended consequences or hiccups in service. Please contact Timothy Chester or Jonathan See right away to discuss any concerns with changes in service levels.

- **Telephone and Photocopier Recharges.** Each month IT gives Finance recharges to process for telephone and photocopier use across the University. Since September, a backlog of over \$1 million in recharges has accumulated. Finance is diligently working to address this issue. In the meantime, IT continues to remind major area budget managers to plan on these recharges hitting their budgets.
- **Cost Savings for Desktop Computers.** Instructional Technology Support continues to roll out NComputing clients (smaller computing devices) across the University. NComputing uses one hard drive to support multiple workstations. Los Angeles Community College visited the West Los Angeles Graduate Campus in February to see how the University has utilized NComputing and the substantial savings we have garnered.

### b. New Services

- **Retirement Partner Transition.** In January, we completed the switch in the PeopleSoft HR system to our new retirement partner, Diversified. PeopleSoft capabilities allowed IT programmers to eliminate the manual process the Center for Human Resources had been using each night to transfer employee retirement record updates to the University's retirement vendor. Programmers also wrote the scripts necessary for the new Roth IRA program to be available to employees online.

- Videoconferencing. More faculty and staff are using videoconferencing. Our greatest accomplishment over the past few months was using videoconferencing to have Convocation streamed live from the Firestone Fieldhouse to the West Los Angeles Graduate Campus.
- c. Equipment and Upgrades
- Distribution Lists. Server Engineering wrote scripts to update the All Faculty/Staff Distribution List and the All Students by School Distribution Lists. This change allows the closure of the last Exchange 5.5 server.
  - Mainframe Decommissioning. On July 31, 2009, the University mainframe will be turned off. It will no longer be needed due to the full conversion of University systems to PeopleSoft. Information previously stored in the mainframe will be accessible by a PeopleSoft query. IT will continue to help the handful of users still accessing the mainframe to transition fully to PeopleSoft.
  - Cell Phone Towers. The installation of temporary cellular towers on the Malibu Campus has been completed. The new towers have dramatically improved coverage for AT&T customers. In the coming year, we will continue to work with AT&T to install their planned permanent towers. These towers will render the same coverage as the temporary towers while meeting the University standards for aesthetics by remaining inconspicuous. IT Infrastructure Services is working with T-Mobile and Sprint on plans to install additional cellular towers on the Malibu Campus within the next year.
- d. Additional Projects and Accomplishments
- Nolij. The imaging conversion to the new University-wide imaging platform, Nolij (pronounced knowledge), is underway. Nolij converts paper files to electronic images so that documents can be electronically filed, easily retrieved, and preserved. This project includes helping departments adopt Nolij and converting documents from the Stellant system, which total 5.5 million pages. So far, 2.2 million pages have been converted. Full migration is expected by April 30, 2009. Below are additional project updates.
    - This winter, the C2C staff wrote PeopleSoft queries for Nolij allowing the program to interface with PeopleSoft records.
    - Seaver College, the University Registrar, and GSBM are operational with Nolij. They are experimenting with new ways to use the technology. Finance, Payroll, and GSEP are using Nolij for new records. Information Services and Program Management is helping Advancement to convert restricted data, such as Social Security numbers, to a local constituent identification number. The Center for Human Resources has just begun using Nolij to store position descriptions and employee management documents.
    - After the full Stellant document migration concludes in May 2009, IT will help new areas adopt Nolij as resources become available. The following areas have requested a needs analysis: Athletics, General Counsel, Department of Public Safety, and Seaver Business Services.

- University Technology Services Survey Results. For the past two years, the University has participated in a national survey, TechQual+, which measures faculty, student, and staff satisfaction with the institution's technology services. The department conducted four staff workshops to review the results and make recommendations regarding IT priorities and areas for improvement. The next survey will be released in April 2009.

## 7. External Activities

- a. Gerry Flynn, Director, Institutional Technology Support, and Tom Hoover, Director, Instructional Technology Support, presented at EDUCAUSE in January. They discussed learning initiatives.
- b. Timothy Chester was invited to participate in an Internet2 panel regarding support for international university campuses in China and the Middle East. The meeting was attended by the chief information officers from Georgetown, Duke, University of Chicago, New York University and Carnegie-Mellon.

### 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