



CALIFORNIA STATE UNIVERSITY
BAKERSFIELD

**INFORMATION
TECHNOLOGY
SERVICES
ANNUAL REPORT
23-24**

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In Memoriam: Faust Gorham

Chief Information Officer, 2015-2023

It is with profound sadness that we remember Faust Gorham, who served as the Associate Vice President and Chief Information Officer (CIO) of Information Technology Services (ITS) from 2015 until his passing in October 2023. Faust's leadership and vision were instrumental in shaping the ITS annual report, a project he initiated to highlight our department's achievements and future goals.

Faust was more than a leader; he was a mentor, a visionary, and a true champion of innovation and excellence. His commitment to advancing technology and improving our services has left an indelible mark on our institution. Under his guidance, ITS made significant advancements in infrastructure, cybersecurity, and user experience, ensuring that our community had access to cutting-edge technology and support.

Faust's numerous contributions to the CSU included chairing the Advisory Committee for Enterprise Systems and being the Chief Information Officer liaison for the Network Technology Alliance and Common Network Initiative Wireless proposal process. He also participated in the CSU's systemwide Cloud Steering Group. His efforts were pivotal in closing the digital divide across the CSU system, ensuring that the benefits of technology were available to students at all campuses.

One of Faust's notable initiatives was the establishment of the Student Technology Equity Program (STEP) at CSUB. This program allows students to check out equipment, providing more equitable opportunities for the entire CSUB community. Through STEP, Faust ensured that all students, regardless of their background, had access to the necessary technology to succeed in their academic pursuits.

Beyond his professional accomplishments, Faust was known for his kindness, generosity, and unwavering dedication to his colleagues and the broader community. He was a valued mentor for newly hired employees in the IT department and young men of color in CSU Bakersfield's EXCEL Scholars program. His legacy continues through the Faust Gorham Memorial Scholarship, established to support students pursuing careers in technology, reflecting his passion for education and mentorship.

We honor Faust's memory by continuing to strive for his exemplified excellence. His contributions will forever be a part of our history, and his spirit will continue to inspire us.



For more about Faust Gorham's impact and the scholarship established in his honor, please visit CSUB's tribute page.

WELCOME

Dear Colleagues and Students,

As we reflect on the past year, it is with a mix of pride and solemnity that I share the significant changes and achievements within our Information Technology Services department.

Firstly, we welcomed a new interim president who has brought fresh perspectives and renewed energy to our institution. This transition marks a new chapter in our journey toward excellence.

We also mourn the loss of a great leader, Faust Gorham, who served our community with dedication and vision for many years. Faust mentored many, including myself, and was a force for change and improvement. His contributions have left an indelible mark on our institution, and his legacy inspires us.

In our ongoing commitment to student success, we have made remarkable strides with the Student Technology Equity Program (STEP). Over 2,000 devices have been checked out to students, ensuring they have the necessary tools to succeed academically. We also continue to provide our virtual computing lab, where individuals have spent more than 3,000 sessions of people using the virtual environment. These initiatives have been pivotal in bridging the digital divide and fostering an inclusive learning environment.

Additionally, we have enhanced the student experience by implementing self-registration for network-connected devices for housing students. This improvement has streamlined the process, providing students greater convenience and autonomy in managing their technology needs.

Our cybersecurity efforts have also been a top priority. We have hired a dedicated Information Security Officer (ISO) to lead our efforts in protecting our network and data. Alongside this, we have implemented advanced security measures, including regular security audits, better system logging, and more secure credit card processing. These initiatives are designed to safeguard our digital infrastructure and ensure a secure environment for all users.

MESSAGE FROM CIO

continued

Moreover, our commitment to system reliability has yielded impressive results. We have achieved a system uptime of 99.4%, ensuring that our services are consistently available to support the needs of our students and faculty. This high level of reliability underscores our dedication to maintaining a robust and dependable IT infrastructure.

We are also excited to announce the successful migration of our phone system to Zoom Phone, with almost 1,000 phones moved. This transition has enhanced our communication capabilities, providing a more flexible and efficient system for our community.

As we move forward, we remain steadfast on leveraging technology to support and enhance the educational experience. We are committed to continuous improvement and innovation, ensuring our students, staff and faculty have access to the best resources and support.

Thank you for your ongoing dedication and support.

Sincerely,



Chris Diniz
Interim Associate Vice President of
Information Technology Services
& Chief Information Officer

INFORMATION TECHNOLOGY GOVERNANCE COMMITTEES

INFORMATION TECHNOLOGY COMMITTEE (ITC)

THE ITC IS A WORKING GROUP FOCUSED ON ESTABLISHING AND SUSTAINING THE INFORMATION TECHNOLOGY (IT) ROADMAP FOR THE UNIVERSITY AND MAKING RECOMMENDATIONS TO THE INFORMATION TECHNOLOGY ADVISORY COUNCIL (ITAC).



21-22 INFORMATION TECHNOLOGY COMMITTEE

REQUESTED: \$400,000
APPROVED: \$0

In 21-22 the ITC approved the campus roadmap and the request for an additional \$400,000 in ongoing funds. Unfortunately, due to budget uncertainty, the additional funding wasn't approved; however, we were able to move forward on many of our critical projects thanks to HEERF funding.

22-23 INFORMATION TECHNOLOGY COMMITTEE

REQUESTED: \$2,100,000
APPROVED: \$248,000



For 22-23 the ITC approved the addition of \$2,100,000 in ongoing funding to the IT budget to fund investments. ITS received \$248,000 to continue critical services that were added during the 19-21 academic year such as Adobe Sign, Boomi (integration services), Canvas, and the virtual computer lab. That said, we need to expand security and expand critical staff positions. For example, with the growth of our campus and the need to maintain our fleet of computers, we need the staff to be able to automate and support the patching and upgrading of computers.



23-24 INFORMATION TECHNOLOGY COMMITTEE

REQUESTED: \$2,295,000

Finally, the ITC approved the addition of the Accessible Technology Initiative staff and center to support our campus in championing accessibility, procuring accessible software and making sure our web efforts are all accessible.

For 23-24, ITC requested funding to bring on key services such as a customer relationship management system to support strategic enrollment efforts, key security tools and investment to expand and the build data ecosystem. The ITC approved \$2,295,000 to be added to the ongoing roadmap budget to meet campus needs and technology goals.

ENTERPRISE APPLICATIONS

**DIGITAL TRANSFORMATION
SERVICES
PEOPLESOFT TEAM
WEB SERVICES**

Enterprise Applications is responsible for supporting the enterprise computing systems of the university. We provide implementation, development, and maintenance support of these enterprise applications, primarily PeopleSoft Campus Solutions, Finance and Human Resources, as well as for related third-party systems.



Digital Transformation Services

The Digital Transformation Services team has continued assisting campus departments with transitioning forms and processes online. To address some of the past challenges and enable the campus with more features that meet our needs, a new forms and workflow product called Kuali Build was acquired. Kuali Build now enables forms to be prefilled with information about the submitter, including information from our other systems, reducing incorrect information being entered that slow down processing. One example of this is a new student orientation registration form integrated with myCSUB which has allowed students to register and even reschedule to a different orientation session, without contacting the department.



Total Submissions

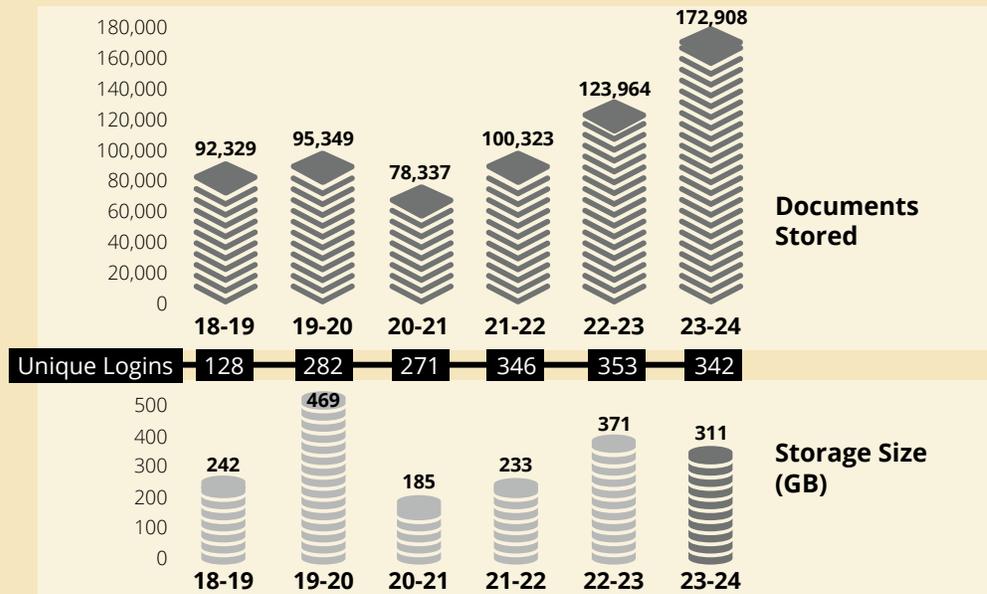


Departments using Kuali Build

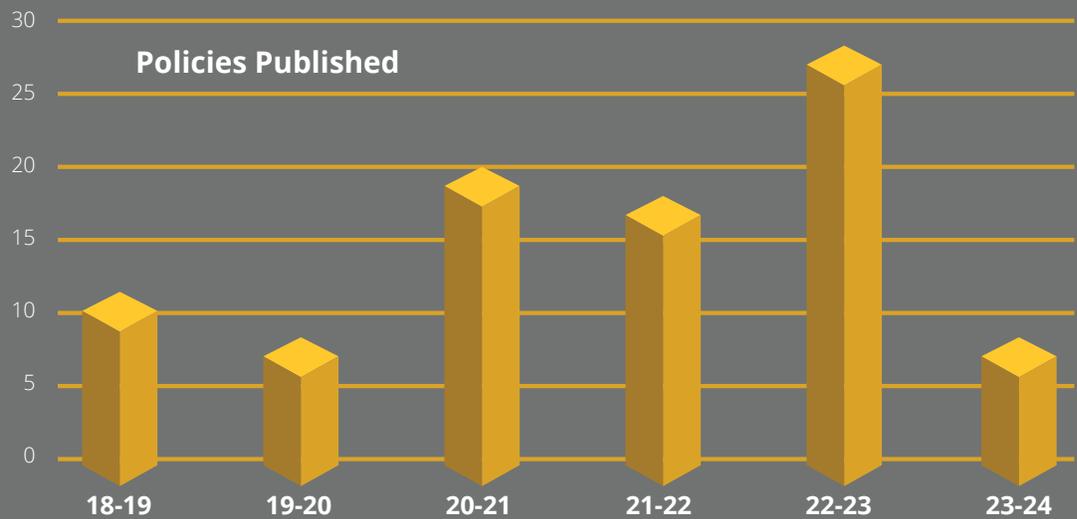
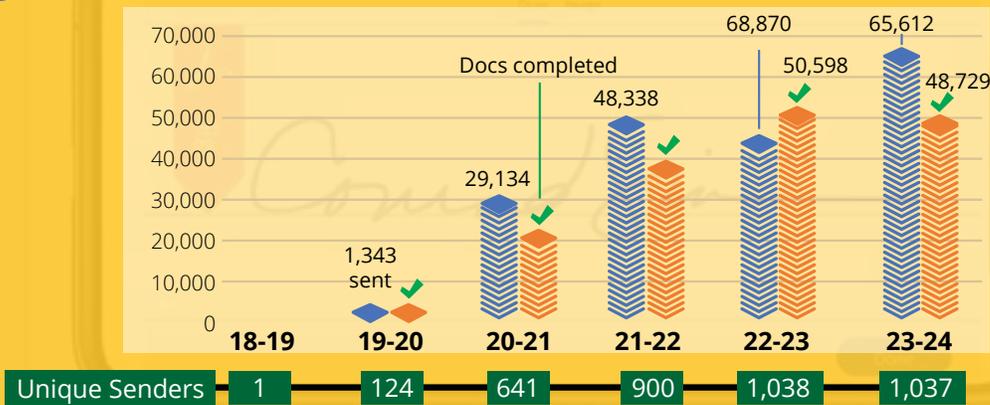
16



OnBase
by Hyland
Authorized Solution Provider



Adobe Sign



PeopleSoft Team

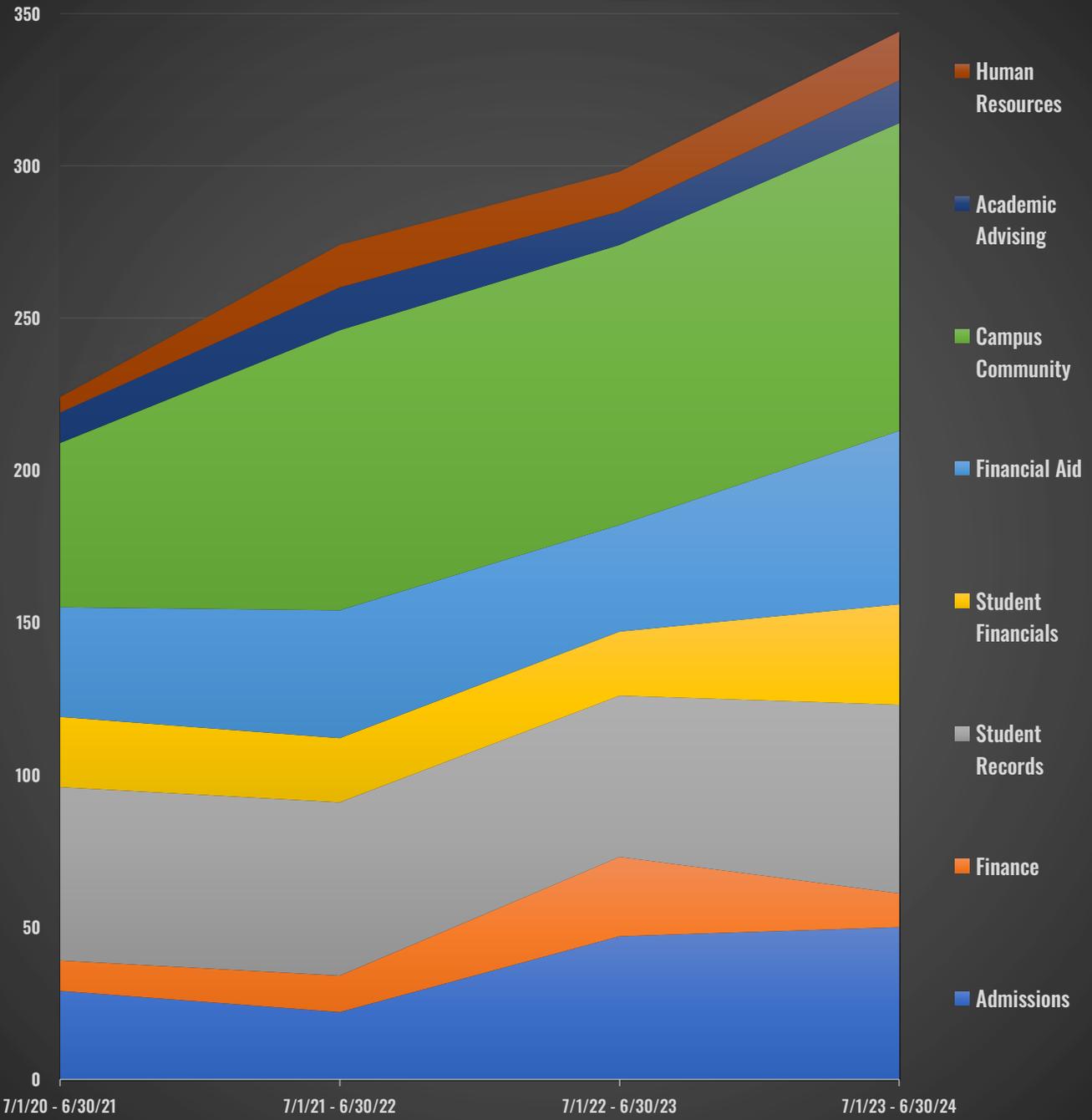
The campus enterprise systems are myCSUB, myHR, and CFS. They are powered by PeopleSoft - one of the essential platforms for campus operations. As the backbone of key functions, PeopleSoft ensures seamless support for the university's daily activities and long-term goals.

The ITS team remains dedicated to supporting the campus PeopleSoft installation through a range of essential services. This includes testing and deploying regulatory program updates, developing custom applications tailored to campus needs, and creating integrations and automation to streamline data exchange between PeopleSoft systems and third-party applications. Additionally, ITS actively participates in system-wide initiatives led by the Chancellor's Office. Recent accomplishments include:

- Launching the myCSUB QuickView.
- Developing multiple API integrations to support various Kualu Build applications.
- Completing the Procure-to-Pay project.

The following page provides a high-level overview of projects completed by the team. The numbers are shown per module within the PeopleSoft system.

Enterprise Applications - Projects



Web Services

More than ever, the ability to find information and online services from anywhere and on any device is very important. We have been focused on improving user experience on web properties and CSUB Mobile app. We continue to find better solutions helping web content editors in departments, schools, administrative offices and student-facing sites keep their content up to date. The research for an alternative WCMS 3.0 has identified Omni CMS to make web editing easier for end users. While exploring whether to purchase this new system and its closed system, we are now focusing resources around MyWeb and Cascade, which may provide an internal solution. We improved security measures by implementing SSO authentication in Drupal and Cascade WCMS. As part of a new modern look and improved brand promise, we updated over 200 websites to be in alignment with new CSUB logo and branding guidelines. This included HR Jobs and New Employee Portal. We provided high-service-level management, launched high-profile sites. (e.g. COVID, CARES, Budget Book, Provost and Dean search, etc.). To make wayfinding easier and to improve the virtual tour of campus, we delivered Concept3D campus map. Lastly, we developed ITS Annual Report website to celebrate and chronicle ITS Accomplishments during the difficult time of the pandemic.

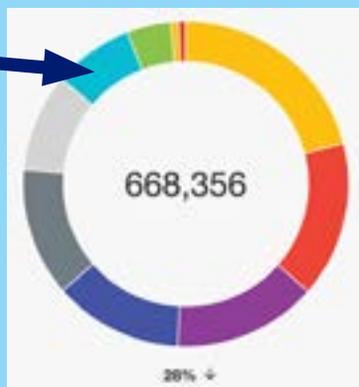
WEB GOOGLE ANALYTICS

TOTAL TRAFFIC OF ALL PAGES IN WEB CMS (all template pages)

FISCAL YEARS	PAGEVIEWS	UNIQUE PAGEVIEWS	USERS
18-19	10,300,920	7,929,465	1,200,000
19-20	15,365,264	8,045,112	987,000
20-21	22,306,598	9,964,063	2,869,000
21-22	20,659,494	9,475,739	1,917,000
22-23	21,805,780	9,381,775	1,809,420
23-24	6,044,187	N/A in GA 4	1,312,090
Total	96,482,243	44,796,154	9,999,622

Instructors created 668,356 content, including:

- PDF 140,426
- Pages 103,412
- Word docs 95,915
- Assignments 85,600
- Images 85,390
- Presentations 65,434



Accessibility of Instructional Material

Blackboard



Making course content accessible

For the fiscal year 23-24, Ally scanned 5,946 course 10% more than the previous year. Instructors created 668,356 content, including pages, PDFs, Word docs, images and presentations.

5,946 courses

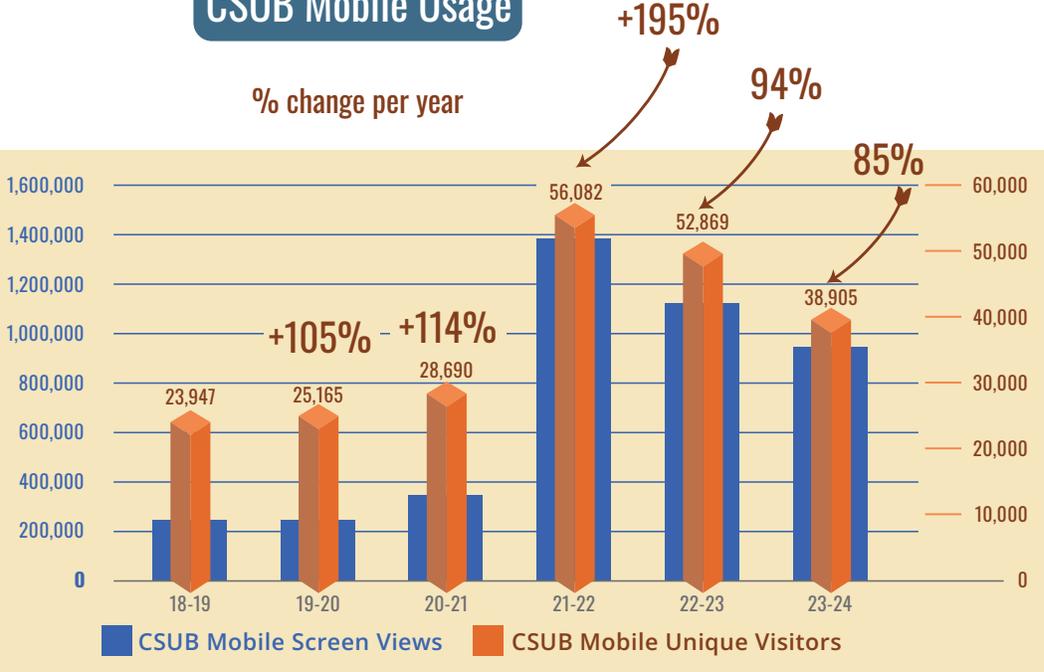
65.8% is a little better. On average, courses are somewhat accessible and need improvement.

Overall accessibility score 65.8%

CSUB Mobile Usage



- Events with most usage**
(based on module)
- Future 'Runner Day
 - Commencement
- Dates with most activity**
- August 105k views
 - January 80k views
 - April 62k views
 - May 78k views



SERVING UP INFORMATION FOR STUDENTS, FACULTY, & STAFF

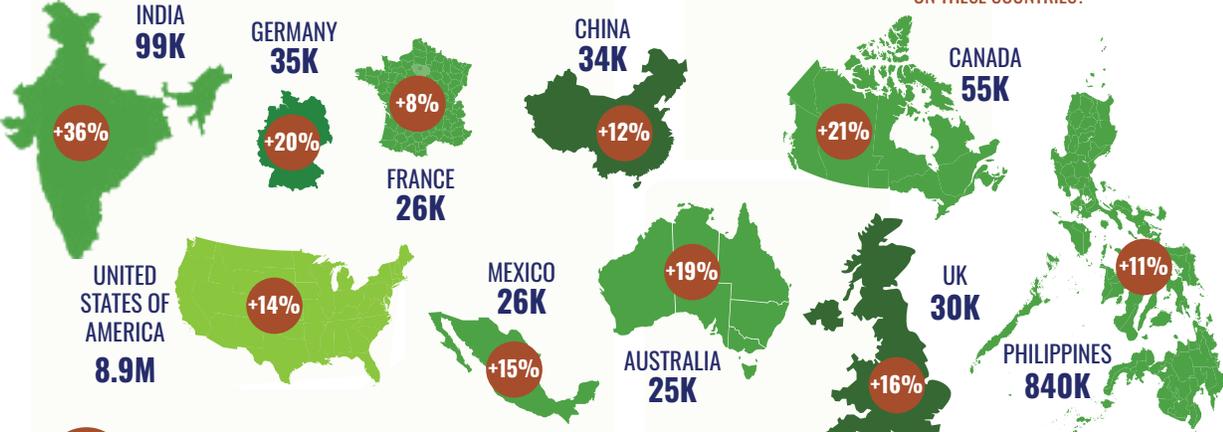
96.5 MILLION
PAGEVIEWS IN PAST 6 YEARS

THAT'S EQUAL TO 10 VIEWS FOR EVERY UNIQUE USER

ITS WEB SERVICES

COUNTRIES THAT VISIT CSUB'S WEBSITE - 6 years

DO WE FOCUS OUR FUTURE GLOBAL GROWTH ON THESE COUNTRIES?



+% Percent increase in visitors since FY 22-23

SUPPORT SERVICES

“MORE THAN JUST
THE HELP DESK”

**THE ACADEMIC TECHNOLOGY
DEPARTMENT SUPPORTS SERVICE
AREAS THAT FOCUS ON ACADEMIC
AND INSTRUCTIONAL TECHNOLOGY,
AND RESEARCH SERVICES.**



New Media Created: 13,607

Average Monthly Users: 7,738

Average Monthly Views: 11,947

Academic Technology

The Academic Technology team maintains all academic spaces at CSUB allowing for instructors to deliver face-to-face, instructional television, and online courses. The department will upgrade 4 additional instructional spaces in summer '25.

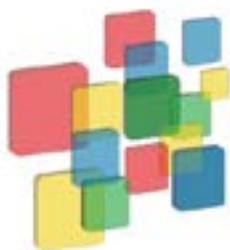
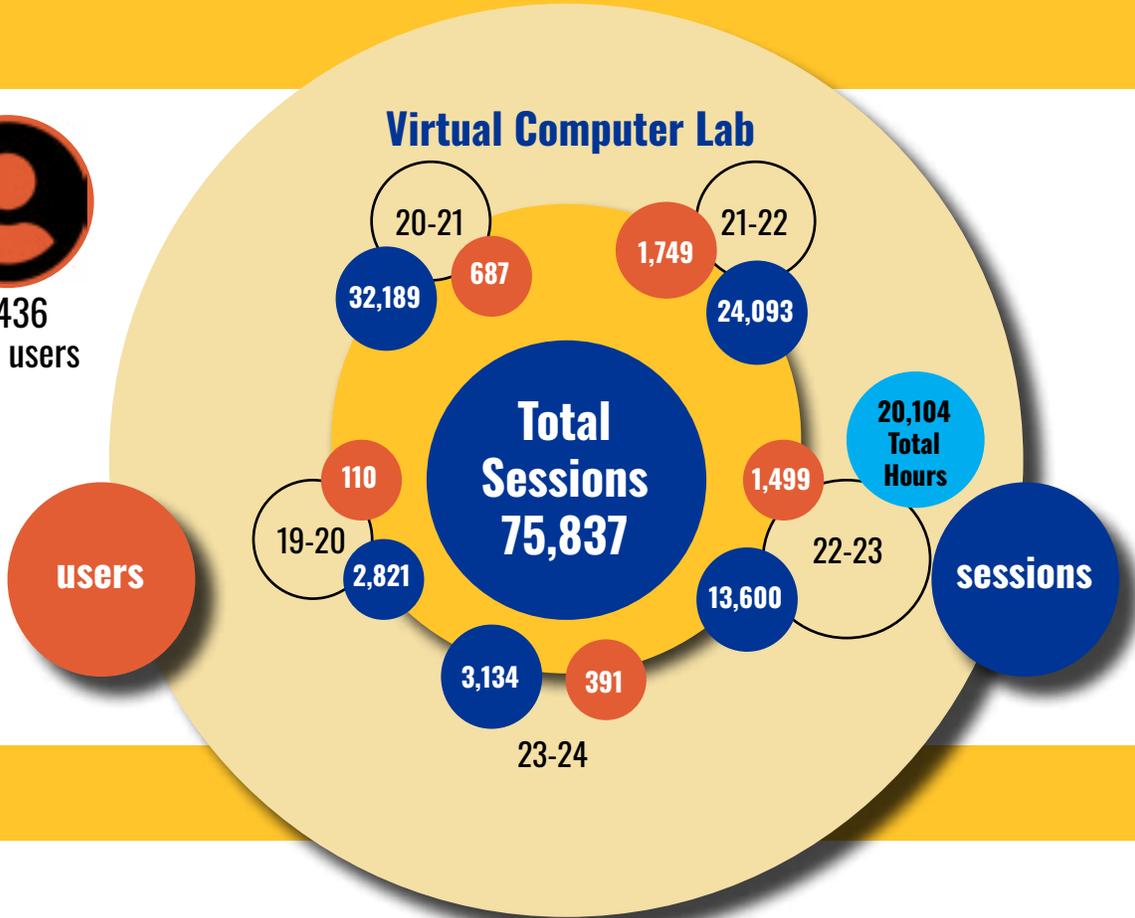
In spring 2024, ITS established a Technology Engagement Center (TEC), located in Lab A on our main campus. The TEC currently has academic PC's, 20 eSports PC's, and study/engagement space. In spring 2025, the TEC will have it's grand opening, and collaborate with the NSME FabLab to offer students specific services and access the FabLab equipment software.

Canvas Ally, launched in 2022/2023, continues to help students and faculty convert content into alternative formats. Text can be converted to audio with a simple click. Ally also helps faculty check and improve the accessibility of their course material.

The Virtual Computer Lab continues to be used by students, with 3,134 uses. SPSS is the most popular tool in our virtualized lab with over 3,007 uses since July 2023.



4,436
total users



Apporto



Zoom Meetings/Webinars

<u>YEAR</u>	<u>MEETINGS</u>	<u>ATTENDEES</u>
19-20	26,947	23,3116
20-21	176,962	1,848,779
21-22	127,160	1,409,950
22-23	70,824	563,108
23-24	59,035	425,668

Zoom continues to be a widely used tool for communication for classes as well as for business use, both on and off campus. From July 1, 2023 to June 30, 2024, there were over 59,000 Zoom meetings and over 425,668 participants.



Events

The Events team provides support for small-to medium-sized events, both in person and online. This includes, but is not limited to, deployment of audio/video equipment, projection screens and podiums (lecterns), as well as event setup, take down and production.



Fiscal Year	Events
18-19*	210
19-20*	189
20-21	42
21-22	111
22-23	317
23-24	260

* Totals for FY 18-19 and 19-20 are incomplete. Data begins at Jan 20.



CLIENT SERVICES

SERVICE CENTER & MORE

Service Center

The Service Center serves as the front line IT support for the campus. They provide Tier 1 tech support including software and printer installation, virus and malware removal, and computer and network issue troubleshooting, and computer, Wi-Fi and other campus system connectivity. This year the Service Center implemented a new call center application to allow for quicker response times and improved service to the campus.

Desktop Support

The Desktop Support team provides advanced troubleshooting of hardware and software including hardware repair. The team is also responsible for installation of new workstations on campus and for maintenance of system integrity through

patch management. The team prepared and delivered 746 computers and peripheral devices” to “The team prepared and delivered 279 new computers to the campus.

Application Support

The Application Support team provides advanced troubleshooting and operation of critical campus services including Office 365, Box, Student Health Services, Transact and more.

OTHER SERVICES

Specialized Services

The Specialized Services team primarily focuses on completing complex large projects, which is mostly construction- and audio/video-related. This generally includes quoting and bidding, developing statements of work (SOWs), contracting and overall project oversight. However, the team also works to vet new products to recommend them as part of the technology-approved standards. Most importantly, the team is an integral part of the campus’s commencement ceremonies each year.

Campus Training

The Technology Campus Training team continues to expand opportunities for

educational and professional success. The team provides resources and support to faculty and staff to ensure they get the most out of the myriad enterprise software tools available at CSUB. For example, the team helps build skills and knowledge bases, offers many linked resources as well as live trainings.

Reprographics/Printshop

The Reprographics and Printshop group is the campus’s one stop shop for all printing needs and promotional products like shirts, banners, etc. The group oversees the campus copier/printer program.

Service Incidents



Fiscal Year	Opened	Resolved by SS	Closed by other team
18-19	6,522	5,214	1,308
19-20	6,091	5,002	1,089
20-21	5,900	5,347	553
21-22	8,738	7,478	1,260
22-23	6,731	5,310	1,421
23-24	4,411	3,633	419
Total	38,383	31,984	6,050

Requests



Fiscal Year	Opened	Resolved by SS	Closed by other team
18-19	17,607	13,870	3,737
19-20	16,417	12,517	3,900
20-21	14,752	11,117	3,635
21-22	22,981	16,354	6,627
22-23	19,261	12,171	7,090
23-24	18,195	13,386	3,281
Total	109,213	79,415	28,270

Interactions

Fiscal Year	Call	Chat	Email	On-campus	Self		Total
					Submission	Walk-up	
19-20	9,371	18	665	10		850	10,914
20-21	18,132	495	5,607	6		805	25,045
21-22	19,602	276	6,031	28		783	26,720
22-23	14,602	3	4,123	16	645	10,815	30,204
23-24	18,017	7	5,206	19	928	12,663	36,840
Total	79,724	799	21,632	79	1,573	28,916	129,723

New Equipment

Fiscal Year	Apple	Dell	HP	Microsoft	Unknown	Total
17-18	27	50	10	9	2	98
18-19	87	290		5	4	386
19-20	105	267	1		11	384
20-21	113	348	1		3	465
21-22	78	318			5	401
22-23	126	224				350
23-24	73	206				279
Total	609	1,703	12	14	25	2,363

STEP

Student Technology Equity Program (STEP) is a bold initiative to enhance student achievement and create more equitable opportunities for the CSUB community by providing industry-leading technology.

Fiscal Year	hotspot	Chromebook	iPad	Dell Laptop	Surface		Total
					Go Laptop	Go Tablet	
19-20	100	249					349
20-21	597	20		342			959
21-22	226	1	975	240			1,442
22-23	126	3	112	109	205	145	700
23-24	0	0	1,309	166	432	160	2,067
Total	1,049	273	1,087	691	205	145	5,517

CSUB wants students to have the tools they need to succeed throughout their college careers. We are excited to offer a variety of devices available on a first come, first serve basis — Chromebooks, iPads, Dell Laptops, Surface Laptops and Tablets, and connectivity devices such as hotspots. The device will be for students to use, for free, through the completion of their degree.

In-Person Training

2021/2022 - 41 offerings,
109 attendees
2022/2023 - 50 offerings,
240 attendees
2023/2024 - 30 offerings
324 attendees



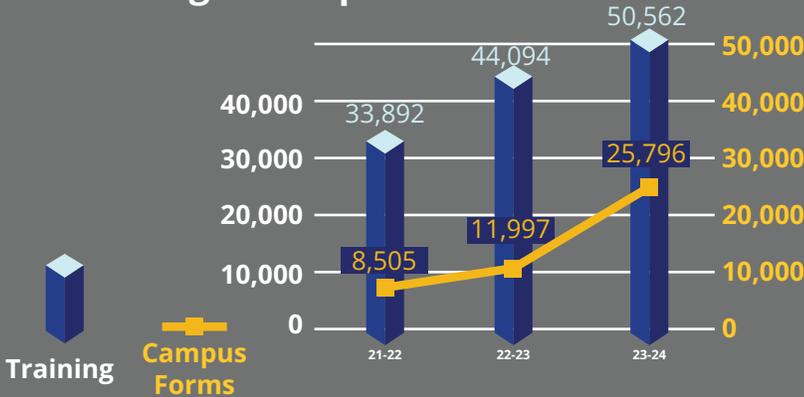
CSU Learn

Support -
2021/2022 55 incidents resolved
2022/2023 56 incidents resolved
2023/2024 40 incidents resolved



CSUB ITS TRAINING

Training & Campus Forms Website Visits



Video Training Content

	videos created	viewed
2021/2022 -	5	117
2022/2023 -	10	185
2023/2024 -	20	650

Reporting-

2021/2022 172 compliance reports run
2022/2023 180 compliance reports run

Training Visits	2021/2022 - 33,892
	2022/2023 - 44,094
	2023/2024 - 50,562
Forms Visits	2021/2022 - 8,505
	2022/2023 - 11,997
	2023/2024 - 25,796

CSUB Printshop

Orders

The paper to digital opportunity

2018/2019

total orders 2,771

2019/2020

total orders 1,968

2020/2021

total orders 809

2021/2022

total orders 1,357

2022/2023

total orders 2,191

2023/2024

total orders 2,973

INFRASTRUCTURE SERVICES

"KEEPING YOU CONNECTED"

Data Center and Systems

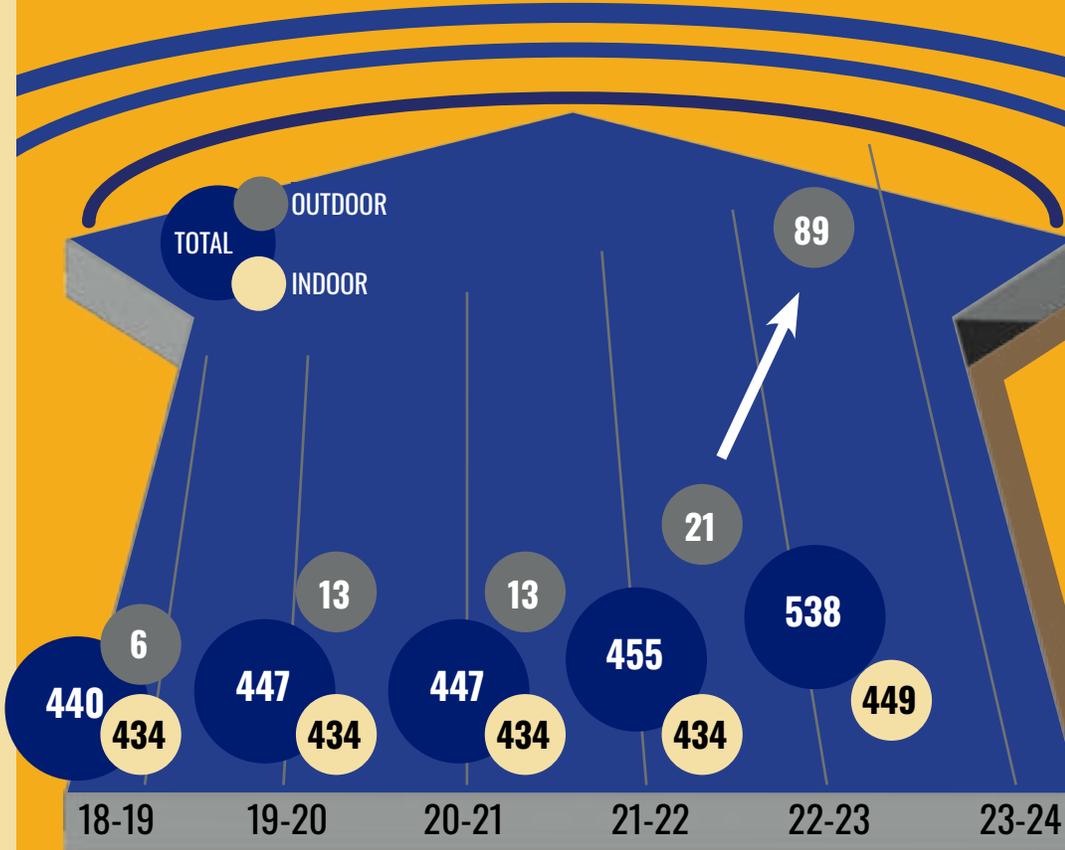
Throughout the year, additional opportunities were taken to centralize our database management practices, eliminate redundant and confusing authentication systems, and secure the infrastructure using security best practices. We've rebalanced cloud and on-premises hosting and expanded research with faculty on campus. The team is actively investigating expanding our compute capabilities to support advanced research.

Network and Telecom

The networking and telecommunications team has been working this year to transition our campus phone system to Zoom Phone, consolidating our environment to a more stable telephony system. Simultaneously, we are engaged in improving our network's resiliency and expanding its capabilities to support our faculty in their research efforts. This summer, the Networking team also concluded an upgrade project that covered Student Housing East with improved wireless internet access.



WEB ACCESS POINTS BY FISCAL YEAR



WI-FI TOTAL ACCESS POINTS

18-19
Outdoor = 6
Indoor = 434
Total = 440

19-20
Outdoor = 13
Indoor = 434
Total = 447

20-21
Outdoor = 13
Indoor = 434
Total = 447

21-22
Outdoor = 21
Indoor = 434
Total = 455

22-23 Current as of 6/15/2023
Outdoor = 89
Indoor = 449
Total = 538



SECURITY

"KEEPING YOU SAFE & SECURE"

Over the past twelve months, several significant improvements have been made to campus ITS security. Foremost the Information Security Officer role has been filled. Doug Cornell brings nearly thirty years of information technology and security experience to the department.

In a proactive move, we have replaced our previous vendor's password manager with a new and more secure solution from Keeper Security. This platform not only provides best-in-class e-mail protection but also ensures our users are not repeating passwords and are using secure passwords for every service they utilize, significantly enhancing our overall security.

We have a new partnership with SecureWorks that is a significant step towards ensuring the safety of our computing environment. With their 24/7 security monitoring, our team can now focus less on the daily monitoring of security events and more on other crucial security tasks. All while ensuring that all our events are still meticulously monitored, this provides an extra layer of protection for our campus community.

We have enhanced the security of campus email by applying tagging to help users identify suspicious messages and added encrypted email services to protect confidential messages. To protect our email-sending reputation, we engaged our email protection partner Proofpoint to implement a new hosted Email Fraud Defense (EFD) service to ensure messages sent from the campus originated from the campus, stopping the spammers from making their messages appear as if they came from us.

We have updated the credit card readers for half of our campus merchants with devices that utilize the latest P2PE encryption technology to ensure the security of those card transactions.

Several enhancements have been implemented in MyID, our campus identity management system, to streamline the account provisioning and de-provisioning process. These updates include improved messaging to new alumni, an API user interface that allows other applications to manage user accounts, automated services for guest patrons, and up-to-the-minute phone directory updates.

Lastly, we have completed a complete refresh of our department's web page, <https://www.csub.edu/its/security>. We have added additional content with user-focused training material and reorganized the layout to make it easier for users to find the information they are looking for.



Secureworks®

proofpoint.

CSUB IT ROADMAP 2022-2026

AS PART OF OUR EFFORTS TO PLAN THE CHANGE OF TECHNOLOGY TO SUPPORT THE CAMPUS TODAY AND TOMORROW, ITS EMBARKED ON DEVELOPING A NEW ITS ROADMAP TO BE IN LINE WITH THE CSUB STRATEGIC PLAN AND TO TAKE US TO 2026. OF COURSE, WE WILL CONTINUE TO REVISE THE IT ROADMAP ANNUALLY THROUGH THE IT GOVERNANCE PROCESS. OVER A SERIES OF 4 MONTHS, WE MET WITH DIFFERENT CONSTITUENCIES TO SEEK FEEDBACK AND GROW THE INITIATIVES AND PROJECTS TO SUPPORT THE INITIATIVES.



Why do it?
What's the need?



What should it do?



How will it get done?

STRATEGIC INITIATIVES

2022-2026

Strengthen and Inspire Student Success and Lifelong Learning

Advance Faculty and Staff Success

Develop and Sustain High-Quality and Innovative Academic Programs and Support Services

Recognize and Address Regional Needs in Collaboration with Our Community

Diversify, Enhance and Responsibly Steward Our Campus Resources

BUILDING THE FUTURE ROADMAP

2022-2026

ITS ROADMAP ITEMS — FY 2023-2024

1) Strategic Enrollment Management Support

CSUB needs to invest in a customer relationship management tool. There is a very limited tool in use by Enrollment Management and a tool used by EEGO. However, having a tool that can be universally used by all areas of our campus, with Phase I being targeted to support our strategic enrollment efforts, is critical.

2) Security Refresh

(Password Manager, Phishing, Vulnerability Scanning, Unified SSO, Patching and Upgrading, Website Security)

Our security technology must continue to mature to protect our system and data. These will be new tools we deploy to the campus to look for vulnerabilities, enforce more security, and provide better functionality.

3) Hire Chief Information Security Officer (BerryDunn)

We have matured enough where separating the CIO from the CISO is necessary for our campus's technology and risk management leadership. Further, we need to add a security administrator to our team.

4) Campus Data Ecosystem

We will develop an environment that can house the data from our transactional system and layer additional tools, reporting, and integration to other

systems, services or needs for the campus.

5) Robust Form and Workflow Tool

Adobe Sign has been an excellent tool for CSUB, but we need an alternative tool to develop custom forms necessary to address business needs on our campus.

Kuali Build was selected for this purpose. It has been purchased and we are implementing and rolling it out to the campus this year.

6) Campuswide IT Survey

We need to select a survey instrument that can be used to gain feedback annually from campus staff, faculty and students.

7) Accessible Technology Initiative

(Staffing, Student support, software - three years 135K to 330K in third year)

8) Database Administrator

We need to add a dedicated database administrator to maintain our data environment. Our data environment is the foundation to support multiple systems such as OnBase, Point and Click, Data Warehouse, etc.

9) ITC Foundation

With the shift in what students are allowed to do versus what has to be done by staff, we need to recruit additional staff into the HelpDesk to help address the work requests submitted by campus employees.

10) Campus Phone Solution

PBX technology is dead, and VoIP is the new go-forward solution. Currently, academic departments pay for their VoIP, but do not have the funding and therefore no incentive to transition away from the PBX. Our budget request will provide ITS with centralized funding to pay for VoIP Service and a phone handset for all employees that are at .9 FTE or above.

11) Centralized Compute Staff Model

Currently, departments are responsible for purchasing computing resources for their personnel. This is causing an equity, performance, and support issue. Certain departments do not upgrade their equipment for staff on a 4-year cycle and may wait until year 5, 6 or 7. The equipment at that point is slow, has issues performing basic functions, and not only causes staff morale issues but adds an increased support cost for ITS.

ITS ROADMAP ITEMS FOR 2022-2023 FISCAL YEAR

1) Virtualization

ITS deployed a virtual computer lab in 2019 to support distance learning. The lab has been instrumental in providing access to campus software anytime, anywhere, or any device. We need to continue to fund this lab after HEERF funding decreases.
[Status: Funded]

2) Expanding Data Center refresh fund

The cost of our Azure and AWS cloud services and the number of services requiring compute and storage is increasing. We need to continue to move services over to the cloud, requiring additional investment.
[Status: Funded]

3) Security Refresh

(Password Manager, patching and upgrading, website security)

Our security technology has to continue to mature in order to protect our system and data. These will be new tools we deploy to the campus to provide better functionality, more security, and look for vulnerabilities.
[Status: This was funded]

4) Campuswide IT Survey

We selected a survey instrument that can be used to gain feedback annually from campus staff, faculty, and students.

5) ITS Staffing - Chief Information Security Officer (BerryDunn)

We have matured enough where separating the CIO from the CISO is necessary for our campus's leadership. This will also give us separation of approval for key campus security decisions. Further, we need to add a security administrator to our team.

6) Database Administrator

We need to add a dedicated database administrator to maintain our data environment.

7) Communications Analyst - Web and General

We have over 200 websites that require general web content development and further growth. ITS needs an analyst serving a dual role in communicating on critical issues and projects.

- 8) Campus Data Ecosystem
- 9) Manager Enterprise Applications
- 10) PeopleSoft Programmer Analyst
- 11) Manager Infrastructure and Data

Center

- 12) Accessible Technology Initiative

(Staffing, Student support, software - three years 135K to 330K in third year)

NOTABLE ACCOMPLISHMENTS FOR 2021-2023

- Our new Identity Management System is in place and continues to be enhanced. We now have a robust system that relies on our functional offices to update our HR and student systems, which then immediately updates our central identity systems and either enable or disable access or change the relationship that a person has with our campus.
- Intune was implemented and now has over 3000 devices enrolled in it. Intune allows us to better monitor software applications, updates and configuration policies on Windows devices, It also allows for more automation with workflows and self service capabilities for our customers.
- We added 1,000 Surface Go devices to our fleet of STEP devices available for checkout to students in need of a computer.
- In April 2022, the Information Technology Department worked with the Chancellor’s Office’s Audit Team and the California State National Guard to conduct an information security audit on CSUB systems and networks. This audit identified 6 deficiencies. ITS addressed these deficiencies and implemented the changes to the campus systems and policies as outlined by the auditor. These changes will provide better security to the ITS systems going forward.
- 69 Flex Classrooms were upgraded audio/visual equipment that including an instructor-tracking camera, touch panel monitor, motorized projector screen, laser projector, and sit/stand instructor station.
- Antelope Valley upgraded 2 classrooms and an ITV studio to provide full Flex functionality. A computer lab was refreshed with 26 new computers and an upgraded projector. The Library Lab was improved with 7 new AIO computers and a new Laptop checkout program with 25 laptops.
- The campus has integrated its existing phone system with the Zoom phone service. This allows CSUB to complete 4-digit dialing across all three campus phone types. In the coming year, ITS will begin moving over phones to our Zoom environment to help simplify the user experience and provide a single login to both Zoom meetings and phone service.
- The outdoor Wi-Fi Project has upgraded 13 existing outdoor APs and has installed a total of 67 outdoor APs across campus. Outdoor AP locations include the Red Brick Road, Alumni Park, Lot H, Lot I, Lot D, Lot G.

- A 3D campus map was updated for better wayfinding capabilities. Over 300 data points enriched the map for interior classrooms and meeting areas across many locations: Dezember Leadership, Business Development Center, Dorothy Donohoe Hall, Dezember Leadership, Science III Building and 33 restrooms were marked on the map.
- Boomi was implemented as the campus standard integration platform. Currently, the Boomi platform supports 35 integrations for various systems.
- Covid-19 tracking, reporting, notification was implemented with the following: Integration with Point and Click, Campus Screening Tool, Text messaging, Email notifications and Non-compliance notifications.
- ITS installed 746 computer systems.
- In the last year Infrastructure services has moved 307 phones to campus VoIP environment. Extensions moved over include Classroom/Labs (92), Library (31), the Office of the Registrar (16), University Police (13), Student Recreation Center (12), Facilities (12), BPA (11), Sponsored Programs (10), Service for Students with Disabilities (8), Political Science (8), CECE (7), Cal Ivy (5), Athletics (5), Outreach Services (4), Early Assessment Program (4), Advanced Education Studies Program (4), Ethnic Studies (3), Human Resources (3), Project Rebound (2), Accounting and Reporting Services (2), and many others.
- Cirrus project allowed the campus to unify authentication provider to ADFS. It is the single experience for sign in.

Student Technology Equity Program	
Hotspot	352
iPad	1,087
Standard Dell Laptop	349
Surface Device	350



Text alternatives for description of infographics
for added accessibility

Page 9 OnBase graphic showing documents stored
and storage size, Adobe Sign unique senders,
Zavanta policies published.

Page 11 Enterprise Applications - Projects

Page 12 Web Google Analytics

Page 13 CSUB Mobile Usage chart
Graph showing web services pageviews, countries
that visit the website and number of sites.

Page 14 TechSmith graph showing media files,
average monthly users and media views.

Page 15 Virtual Computer Lab showing Total Sessions
71,047 and 3,979 total users.

Page 16 Zoom Meetings/Webinars graph for past 4
fiscal years.

Page 21 CSUB ITS Training and Campus Forms
website visits and other data about CSU Learn,
Video Training Content, Reporting, Campus Training
Website Visits.

Printshop and Reprographics data on orders and the
paper to digital opportunity.

Page 23 WEB ACCESS POINTS BY FISCAL YEAR

NOTES



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