Proposed 2019/20 Short Term Operational Objectives

During the summer 2019/20 the IRES leadership group updated our short term key priorities in preparation for updating the organization’s strategic plan in 2020/21. With a focus on Graduation Initiative 2025, the following priorities emerged. In addition, IRES will continue its efforts to leverage economies of scale for software acquisitions, improve communication and organizational effectiveness and operate within a transparent environment.

UNITS

Institutional Research, Testing Office, and Data Services, Tom Rosenow
- Complete the migration of Phase I PeopleSoft Finance for the data warehouse
- Complete the migration of Phase I PeopleSoft HR/Payroll for the data warehouse
- Complete the migration of Phase I PeopleSoft Student for legacy reporting tools
- Complete the ABC budget model
- Update the AWTU data capture
- Complete the class climate migration
- Complete the DWF Dashboard
- Complete the Enrollment Management Dashboard
- Complete the International Student Dashboard
- Complete the Credentials Dashboard

Computing and Communication Services, Scott Claverie
- Migrate legacy camera systems and infrastructure to updated infrastructure
- Provide infrastructure support for the new science building
- Install supporting systems for the new science building
- Complete disaster recovery plan in the cloud for the data center and campus web services
- Create high availability environment for directory services in the cloud
- Update legacy data center environment and prioritize transition to the cloud
- Deploy Global Protect on-demand VPNs
- Develop energy cost saving accomplishments for network services for the past 5 years

Creative Media and Technology, Mike Magrey
- Complete classroom/lab/conference room design and build-out for new science building
- Provide classroom design input for Physical Science building renovation
- Review service offering in CMT units in support of the campus Strategic Plan
- Classroom – develop cost analysis for upgrading/refresh of all remaining classrooms/labs
- Classroom – develop energy cost savings accomplishments for classroom work for past 5 year
- Web Services – develop ATI staffing and mitigation plan
- Web Services – support campus web server transition plan to cloud
- Web Services – research and propose home page redesign
Enterprise Applications and Data Services, Andy Miller
- Org Tree Alignment - coordinate with data/process owners of Finance, HR, and Academic Org trees to synchronize business processes and data structure
- Salesforce Expansion for Faculty Advisors - expand Salesforce to all campus faculty advisors
- Salesforce Orientation Phase II/III - migrate Orientation into Salesforce
- Salesforce Student Photos - develop API to dynamically move from CS Gold into Salesforce
- Salesforce for Registrar's Office - onboard the Registrar's Office into Salesforce
- RDS Upgrade/Migration - upgrade the RDS operational store data warehouse to current level
- Reports Portal - design a new web application that allows stakeholders a method to catalog/search reports across all systems
- API Platform - design an API and data integration platform and pilot at least one API
- Blackboard Learn Migration to SaaS - migrate Blackboard to Blackboard SaaS
- Implement Perceptive Content Retention Policy Manager Module - provide a scalable means to manage retention for documents/content in the Perceptive Content document imaging system
- Intelligent Capture for Transcripts - implement/configure the Intelligent Capture for Transcripts
- Transform - participate in technical coordination of the TransForm e-form implementation
- Blackboard After Hours Support - implement after hours support for Blackboard Learn

Information Resources Administrative Service Center, Teresa Miller
- Complete an analysis of IRES positions to mitigate future losses and reevaluate classifications
- Redesign internal workflows to create greater efficiencies and streamline processes
- Participate as a partner in the transition to the new Concur Travel platform
- Complete quarterly and annual financial updates
- Produce monthly staffing dashboard
- Coordinate monthly, quarterly and annual staff events

Project Management/Prioritization, Craig Bentley
- Improve the flow and processing of IT procurement and project requests
- Focus IRES efforts on prioritization and alignment with campus wide goals and objectives
- Redefine/restructure project and procurement flow and steps: Cabinet (if required), FAC, prioritization reviews and technical review, vendor exploration, vendor selection, award, ordering, scheduling, deployment, and other steps
- Create a procurement review and prioritization plan to schedule initiatives
- Provide support for IR and the Enterprise Data group to manage their projects
Information Security, Ray Quinto

- Deploy Duo to all faculty and staff by spring 2020
- Deploy Duo for remaining student employees within Level 1 applications by fall 2019
- Enable Duo for O365 email and Box L1 folder access (winter 2019)
- Aggregate event logs into Splunk and create a dashboard for PeopleSoft and SalesForce
- Assess CSU, Chico Centers beginning with Passages data security, remote access, and training
- Complete Splunk certification for two IRES analysts
- Engage with leadership, campus groups and student orgs to promote security awareness
- Prepare materials for campus supporting security awareness for Cybersecurity Awareness Month
- Begin work to redesign annual PeopleSoft reauthorization process
- Streamline the technical exception process; to be presented to ITEC and Cabinet
- Begin work to create standardized role based access permissions to PeopleSoft
- Complete security awareness training compliance annual review
- Continue Spirion Identity Finder L1 data scans and remediation

Identity and Access Management, Ray Quinto

- Develop plan with Fischer to automate workflow for SalesForce, Box, Team Dynamix and Duo
- Implement internal workflows to automate Fischer/PeopleSoft deprovisioning
- Develop internal process supporting the annual PeopleSoft reauthorization process
- Complete high availability LDAP and Shibboleth (authentication) migration for Azure
- Replace aging on-prem LDAP servers and service with current hardware

Information Technology Support Services, Scott Kodai

- Lead the initiative to provide IT support to Chico State Enterprises
- Recruit a new staff member to serve as embedded support for the College of ECC
- Participate in the implementation of PAM (Privileged Access Management)
- Convert student printing from GoPrint to Uniflow
- Support the campus effort to re-issue all Wildcat ID cards
- Implement dashboard for desktop/laptop management
- Complete the transition from Windows 7 to Windows 10 for all campus managed desktops
- Develop energy cost savings accomplishments for ITSS for the past 5 years
Information Resources Administration

- The IRES organization is to develop an approach to balance priorities
- IRES will seek to reduce the overall expenses the campus has in licensing, software purchases, and installation/maintenance that emerge through the ITPR process
- The IRES organization should explore ways of communicating updates regarding IRES
- IRES is to communicate Duo requirements for faculty and staff
- IRES is to continue tackling the challenge of combining IR with the data warehouse group to develop and prioritize efforts of the campus and the CSU
- IRES is to work with ECC and the RF on creating IT staffing solutions to better serve each unit
- IRES is to monitor software and hardware implementation projects
- IRES is to take a more visible role in working with Student Affairs and Advising to communicate the plan and required elements of eAdvising
- IRES should deepen its software strategy to reduce redundant purchases of the same or similar solutions and focus our users on the packages that we have already purchased
- IRES is to work with the Vice Provost of Academic Affairs, the interim dean of RCE and the incoming Academic Technology Officer to develop an energetic and unified vision for the enhanced use of technology for learning and the delivery of curricula by distance