CALIFORNIA STATE UNIVERSITY BAKERSFIELD

Meeting Information

Meeting Title: IT Committee

Date: February 21, 2023

Location: Zoom Conference

Time: 1:30 PM – 3:00 PM

Dial In #:
https://csub.zoom.us/j/84951724385?pwd=WWU2ditIbW9MUUlyTjBrMDhSRlE2dz09

Meeting ID: 849 5172 4385

Passcode: 764515

Meeting Called By: Faust Gorham

Purpose:

Attendees

Checkmark or "X" indicates the attendee is present.

Attendee	Representing	√
Rebecca Weller	Faculty Teaching & Learning	
Vincent Oragwam	GRASP, Director	X
Dwayne Cantrell	Enrollment Management, AVP	
Ilaria Pesco	Associated Students, Exe. Dir.	X
Debra Jackson	Academic Operations, AVP	
Chris Diniz (non-voting)	ITS – Deputy CIO	X
Lori Blodorn	Human Resources, AVP	X
Monica Malhotra	IRPA, AVP	
Jeremy Warner	Communications	X
Faust Gorham	ITS- AVP/CIO	X
Heather McCaulay	Interim University Controller	X
Steve Garcia	Computer & Electrical Engineering	X

Attendee	Representing	√
Ying Zhong	Library	X
Yong Choi	Management & Marketing	X
Kyle Susa	Psychology	
Brian Chen (non-voting)	ITS – Director of E Apps	X
Michelle Soza (non-voting)	ITS- Administrative Support	X
Jennifer McCune	University Registrar	
Tommy Holiwell	Enrollment Management Liaison, Director	X
Carson Vollmer	ASI President	
Jaimi Paschal (non-voting)	ITS – Assoc. Dir. Of Academic Technology	X
Alex Slabey	Faculty Teaching & Learning	X

Agenda

#	Agenda Topic	Submitted/Led By	Time Allotted
1.0	Welcome & Call to Order	F. Gorham	
2.0	Approve Minutes from November 2022 Meeting	F. Gorham	
3.0	Approval of Agenda	F. Gorham	

4.0	Old Business
	  1. Campus Phone Policy and approach
	  2. Centralize Computing Policy and model
		C. Diniz
		R. Nelson	

| 5.0 | New Business
   • Enterprise Applications Updates
   • Academic Technology Updates
   • ITC Roadmap
      ○ Review Priorities
      ○ Approve Roadmap | Brian Chen
Jaimi Paschal
Faust Gorham | |
| 6.0 | Adjourn | | |

Meeting Minutes from February 21, 2023

CALIFORNIA STATE UNIVERSITY, BAKERSFIELD
INFORMATION TECHNOLOGY COMMITTEE MEETING
November 18, 2022, at 1:30 PM
Zoom Video Conference

Attendance:

Faust Gorham, AVP/CIO, Information Technology Services
Heather Macaulay, Interim Controller
Ilaria Pesco, Associated Students Exe. Director
Tommy Holiwell, Enrollment Management
Ying Zhong, Library
Yong Choi, Management & Marketing
Steve Garcia, Computer & Electrical Engineering
Jeremy Warner, Communications
Alex Slabey, Faculty Teaching & Learning
Lori Blodorn, Human Resources, AVP
Vincent Oragwam, GRASP, Director
Chris Diniz, ITS Deputy CIO
Rich Nelson, ITS Support Services Manager
Michelle Soza, ITS Administrative Support

A Quorum was established.

Call to Order: Meeting called to order by F. Gorham at 1:37 PM.

Approval of November 18, 2022, meeting minutes.

• **MOTION #1:** Motion to approve minutes. Second/Approved: All in Favor- Aye's have it. The minutes approved.

Agenda for 2/21/23 meeting review. No added items to agenda.

• **MOTION #2**: Motion to approve meeting agenda Second/Approved: All in Favor- Aye's have it. The agenda approved.

1. **Campus Phone Policy and approach**   C. Diniz

Data reviewed on PowerPoint Presentation by C. Diniz

CSUB currently owns 6K phone extensions, 2,200 are assigned, 1,703 extensions received a call.

Phone data on months 09/22 and 01/23 for comparison purposes:

Phone Data: September 2022
- 1703 total extensions
- All call types
- 844 extensions received < 10 calls
- 341 extensions received 0 calls
- Call outside of campus
- 1,510 placed <10 calls
- 1,250 placed 0 calls
- Extension to extension dialing
- 1,051 extensions made < 10 calls
- 560 extensions made 0 calls
- Outside and ext to ext
- 551 - 0 calls

Phone Data: January 2023
- 1703 total extensions
- All call types
- 945 extensions received < 10 calls
- 392 extensions received 0 calls
- Call outside of campus
- 1,530 placed <10 calls
- 1,242 placed 0 calls
- Extension to extension dialing
- 1,100 extensions made < 10 calls
- 596 extensions made 0 calls
- Outside and ext to ext calls
- 579 – 0 calls

Campus - Proposed Policy

Campus provides soft and desk phones with outbound and internal calling for:
- Staff and Faculty that are considered full-time in the campus HR system (> 0.9).
- Telecom lines used to support telecom, networking, and the data center.

Desk phones and soft phones with internal calling for:
- Shared office environments where no full-time staff are placed.

Desk phones with internal calling for:
- Instructional spaces including those for classroom or lab purposes.

Department Funded - Proposed Policy

Phone service, soft phones, and desk phones supported by the department or other support models, include:
- Staff and faculty that are not considered full-time in the campus HR system.
- Staff and faculty that are part of auxiliaries or self-support units.
- Call banks
- Student workers
- Call centers
- Conference room phones
- Fax lines
- 800 numbers
- Any lines not covered in the centrally funded model

Campus wide life safety funds
- EOC
- Panic alarms
- Fire alarms
- Emergency poles
- Elevator lines

Costs
(Includes desk phone cost)

Phone Type	Quantity	Monthly Per Cost	Monthly Cost	Annual Cost
Full-time	965	$19.92	$19,219	$230,628
Shared Desks	300	$19.92	$5,975	$71,700
Classroom/Labs	196	$14.42	$2,826	$33,912
Telecom lines	103	$17.60	$1,803	$21,636
Total	1,536		$29,823	**$357,876**

One-time Costs

Type	Quantity	Amount each	Total
Full-time and Shared	1,265	$87	$110,055
Classroom Lab Phones	196	$87	$17,052
Total	496		$127,107

Department Costs

Phone Type	Quantity	Monthly Per Cost	Monthly Cost	Annual Cost
Alarm Circuits	73	$12.00	$876	$10,512
Conference Room	48	$17.50	$840	$10,080
Fax	92	$17.50	$1,610	$19,320
Info line	26	$17.50	$455	$5,460
Courtesy Phone	16	$12.00	$192	$2,304
Emergency Phones	149	$12.00	$1,788	$21,456
Elevator lines	6	$12.00	$72	$864
Total	410		$5,833	**$69,996**

Campus Safety Funds

T. Holiwell asked if ITS will be making recommendations to those who do not have much phone activity. C. Diniz answered that in the proposed policy, there is a base model option available for those who still want a desk phone. It was added that the proposed policy will cost about $70K annually after the initial cost.

- **MOTION #3**: F. Gorham motion to approve proposed policy and related costs for the Campus Funded Phone Project.   Second/Approved: All in Favor- Aye's have it. The agenda approved.

- ➢ F. Gorham will take the approved Proposed Phone Policy to ITAC Committee for approval.

2. **Centralize Computing Policy and Model**   R. Nelson

   General Description

   Purpose:
   Establish a standard on when and where campus computing devices shall be centrally supported for campus.

   Definition:
   Computing Device – a laptop either Mac or PC.
   Monitor – an external unit from the computing device used for larger viewing on a desk.
   Docking Station – an aggregator of cables to support the laptop when in a desk.

   Scope:
   This policy applies to all CSUB staff, including auxiliaries.

   Policy / Procedures

   Policy
   Computing devices centrally supported by the University, include:

   - One computing device provided every 4 years for each fulltime staff member.

   Computing devices supported by the department or other support models, include:

   - Faculty computers (Tenured, Tenure Track and FT Lecturer are supported via Faculty Refresh)
   - Staff and faculty that are part of auxiliaries or self-support units.
   - Staff less than .9 FTE
   - Student workers
   - Conference rooms
   - Kiosks

        Campus wide Life Safety Funds
        - Emergency Operations Center (EOC)
        - Panic Alarm lines meant for life/safety purposes.
        - Lines meant for fire alarms or other life/safety required purposes.
        - Emergency poles (Blue Lights) around campus meant for life/safety and informational purposes.
        - Elevator lines meant for life/safety purposes.

   Review (Frequency and Process)
   This policy shall be reviewed annually by the Associate Vice President & CIO or a designate and provided to the Vice President Business and Administrative Services for approval and then to Cabinet for final approval.

   Many work hours go into purchasing computers from getting quote to final purchase whether its with a purchase order or on a ProCard. Rich can consult with department MPP to help determine computer need. Apple Product is extra, outside the scope of this proposal. 21% are Apple users and 79% are PC users.

Recommendation: 4-year model which matches the current model.

S. Garcia asked why we are going to mobile platform. R. Nelson, 2 years ago it was decided to go with software platform, and it is a preference. A. Slabey inquired if there is going to be an option for lower-level Apple models. R. Nelson responded that he will be happy to entertain the proposed model, be we are trying to keep with a standard of products and quality. T. Holiwell asked, what if we want a computer outside the scope of standard computer. R. Nelson, responded by saying we do have an "exception process" adding we do want to keep the standardize model. To add something outside the scope model all we need is the chart string to allow for billing the cost difference. L. Blodorn inquired on how the FTE number was calculated. L. Blodorn felt number was off and would like ITS and HR to collaborate on the data.

➢ ACTION: HR to schedule a meeting with ITS to collaborate on accurate FTE data.

- **MOTION #4:** F. Gorham asked if we should standardize computer purchasing. Second/Approved: All in Favor- Aye's have it, approved.

- **MOTION #5:** F. Gorham motioned to vote for 5-year model computing policy. Not all in favor. No pass.

- **MOTION #6:** F. Gorham motioned to vote for 4-year computing policy model. Second/Approved: All in Favor- Aye's have it, approved.

3. <u>**Enterprise Applications Updates**</u>   **B. Chen**

➢ **Ocelot** is new program to replace the current program for "Ask Rowdy." It is very similar technology to existing program with more features, as follows:

- AI Powered chatbot with enhanced knowledge base
- Direct text messaging using SMS
- Replace MainStay as the Chatbot solution

New Capabilities
- Direct integration with campus systems such as myCSUB, Canvas, etc. (This enable the chat bot to respond with student specific information)
- AI enhanced 1-on-1 messaging tool (assist staff in responding to student questions)
- Video content library

➢ **Modern Campus/Omni CMS** system is being implemented; the following are highlights:

- Real time preview for content editor
- True WYSIGYG editing
- Drag and drop page building - No HTML experience needed
- Built-in tools to ensure branding/accessibility compliance
- Fully supported cloud solution
- Consolidate into one single Web Content Management System

L. Blodorn noted that HR recently launched their new web page, how does is new system compatible. HR spent 6 months building the new page, the concern is having to redesign. B. Chen shared this system has many more capabilities and ITS will work with HR directly on the transition and also collaborate with the vendor for resources. Y. Zhong stated the library website needs update and will work with Pierre. The library would like to see some samples and what is the timeline needed for ITS. B. Chen recommends putting in a helpdesk ticket for priority. CSUB does not have contracts established yet, once we do, we will look at strategies to implement. F. Gorham stated the WWW CSUB page will be the first heavy lift in that project.

- ➢ **Kuali** system is being implemented; the following are highlights:

  - Rapid online form and app development
  - No-Code form automation
  - Integration with core systems (myCSUB, etc.)
  - Mobile friendly
  - Automatically routing for approval

B. Chen shared that first Kuali will be used as an ITS internal department tool, thereafter it will be deployed to other departments for use. F. Gorham added that Kuali will be able to take the place of Adobe-Sign, it also allows pre-populated forms, but we are not replacing Adobe-Sign. Kuali system offers different routing which will not always require signature. T. Holiwell asked if there will be form templates but is extremely excited about this implementation. B. Chen stated ITS will help determine the templates available for use and the templates will have CSUB info added.

4. **Academic Technology Updates**   J. Paschal

J. Paschal addressed the committee about an earlier email that went out with a copy of the AT Faculty Survey she created to be used as a data tool. J. Paschal has added two additional questions to the survey. J. Paschal intends to send the survey out via Qualtrics.

- ➢ Action item: M. Soza will send updated AT Faculty Survey to committee for review.

5. **ITC Roadmap**   F. Gorham

F. Gorham screen shared the roadmap worksheet and reviewed priorities which are illustrated on lines 64-74, the year 23-24 column. F. Gorham reminded the committee this information was the same information review in last meeting, next step is to vote.

        MOTION #7: F. Gorham motioned to vote for 2023-2024 roadmap.
        Second/Approved: All in Favor- Aye's have it, roadmap approved.

6. **Closing statement by F. Gorham**:
The committee welcomes Heather McCaulay and congratulates her on her new role as Interim Controller. The next meeting with be in September where the F. Gorham will give update on ITAC meeting.

        MOTION #8: F. Gorham motioned to end meeting.
        Second/Approved: All in Favor- Aye's have it, meeting ends at 2:58pm.