

## IT Strategic Plan - Big 8 Ideas

<b>Division or Area</b>	Finance and Administrative Services
<b>Date</b>	01-22-2018
<b>Number of Participants</b>	35 attendees (Admin/Staff) 14 attendees (Deeper Dive Session)

### Summary of BIG Ideas/Themes/Keywords:

Customer Service, Connection to University Master Plan, Next Generation *Working* Environment, Genius Bar – concierge type services for students/faculty/staff, “Emerging Technologies” campus workgroup

### Common Themes - ideas noted by trend and primary theme

<b>Non-Traditional Support Services</b>	<b>Focus on Customer Service</b>	<b>Unified Communications</b>
<ul style="list-style-type: none"> <li>• Support the Technology Learning Center concept/idea</li> <li>• Need IT training for staff development</li> <li>• Expand technology support services (for staff as well as students) to earlier and later 7 to 7) and weekends. Drop-in “Genius Bar” (concierge-style support) type services.</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback</li> <li>• Shared positive/negative</li> <li>• Yelp Platform</li> <li>• Needs communicated to areas/expectations</li> <li>• Ability to speed up progress to reduce down time to improve efficiency e.g. new employee logins, training of IT processes and resources.</li> <li>• More training for website and systems (software) that are available for departments to use. If departments know software is available, it may help them be more efficient.</li> <li>• Everything we do in FDM is based on providing the best customer service we can. This theme is critical for FDM and how we meet 25K challenges</li> <li>• Campus system integration and consolidation. There is significant savings to gain both in software and labor costs. In addition, campus data would be more up-to-date and accurate, which paves the way for better reporting and data driven decision making (i.e. having the ability to EGL data from PeopleSoft into other software systems (AiM)).</li> </ul>	<ul style="list-style-type: none"> <li>• How do operational areas find out about initiatives</li> <li>• How are the initiatives prioritized &amp; selected – who makes these decisions</li> <li>• How do we validate if initiatives are approved</li> <li>• Types of tools – to message students, faculty, staff etc.</li> <li>• How to target specific types of communications to specific customers (faculty/ staff/ students/ parents/ Guardians) etc.</li> <li>• Also granting specific access based on these categories listed above.</li> <li>• Ensure we id how various audiences want to receive communications and be able to easily track if they received it.</li> </ul>

<p><b>Data Analysis &amp; Decision Making</b></p> <ul style="list-style-type: none"> <li>• System for tracking how our customers are using/viewing our website – use to develop website</li> <li>• With all the Ad-Hoc software we manually upload data into PSA and loose detailed data. Like the idea of a central repository to find all data.</li> <li>• Need dashboards from high level to departmental from a variety of software repertories, combined together to help with decision making &amp; accountability</li> </ul>	<p><b>Digitalization</b></p> <ul style="list-style-type: none"> <li>• Corporation needs to move towards automating process <ul style="list-style-type: none"> <li>○ Approvals – electronic</li> <li>○ Digital signatures</li> <li>○ Digital document storage – still using paper/forms</li> </ul> </li> <li>• How can we better utilize programs like Wufoo, DocuSign etc. to meet our needs and get rid of paper? Training on the capabilities of these programs would be good.</li> <li>• Ensure that we include moving from paper processes to electronic ones (travel, HR sign-in, invoice payment, benefits, etc.) as a major action item. We need support to have more electronic processes.</li> <li>• Some staff don't know the best way to store digital files. Is it via SharePoint? OneDrive? Or a shared drive? Provide communications/ trainings on how to best do this? Are there digital archives somewhere?</li> <li>• Building plans need to be digitized for FM personnel as well as UPD/emergency services (secured environment and asset management).</li> </ul>	<p><b>Sustainability</b></p> <ul style="list-style-type: none"> <li>• Can the plan discuss how in many ways sustainability aspects (paperless, virtual conversations, efficiency/streamlining) of the strategic plan is going to help us reach our sustainability goals and/or possibly hinder them (i.e. lots of technology waste)</li> </ul>
<p><b>Technology Enhanced Offices/Mtg Spaces/Classrooms</b></p> <ul style="list-style-type: none"> <li>• Moving beyond the classroom, our offices need to be able to keep up opportunities and technologies for staff for meetings. Also for larger meetings, better meeting spaces with great technological capabilities</li> <li>• Joint effort between IITS &amp; FDM ( update classrooms in conjunction to reduce down-time)</li> <li>• Use renovation opportunities to bring everything to current standards.</li> </ul>	<p><b>Focus on Customer Service</b> <i>(Help Support/It Training)</i></p> <ul style="list-style-type: none"> <li>• Support staff to assist with all these technologies who are up to date and able to ensure success for the user</li> <li>• IT training needed for faculty/ staff (use TLC for this) transition to new software Cloud – example where training &amp; communication are lacking and could be better.</li> <li>• Need to treat &amp; support our mobile phones as mini-computers, not phones. We need to start thinking about &amp; supporting these devices the</li> </ul>	<p><b>Software as a Service (SaaS)</b></p> <ul style="list-style-type: none"> <li>• Have more data available more easily. Queries feel antiquated.</li> <li>• More campus conversations to eliminate similar software purchases that cause duplication of effort and too many systems. Need to be more strategic and aligned.</li> </ul>

	<p>same we do other work-issued devices.</p> <ul style="list-style-type: none"> <li>• Technology Storefront – if I want to do this (x,y,z) – what does campus have, who do I go to too help me. Like the TLC Center. Personal</li> </ul>	
<p><b>Strategic Alliances</b></p> <ul style="list-style-type: none"> <li>• Team up with other CSU’s to develop best practices and standardize within the limits of our unique requirements</li> </ul>	<p><b>Mobile First Perspective</b></p> <ul style="list-style-type: none"> <li>• Get information to students/parents quickly and in a way that fits their desired communication style.</li> <li>• Moving to a one card system for our students. If we move towards growing housing and dining and allowing students to use one card to make payments on campus, or check in for events.</li> <li>• Add communication strategies/ notifications</li> <li>• Need to treat &amp; support our mobile phones as mini-computers, not phones. We need to start thinking about &amp; supporting these devices the same we do other work-issued devices.</li> <li>• Need back of process to be developed and supported prior to roll out</li> <li>• Integrating EIS software</li> <li>• FDM anticipates procuring AiM Ready, a customer interfacing app that would need to be integrated into the CSUSM app.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Security / Privacy</b></li> <li>• Better understanding of what is stored and where</li> <li>• Ensuring that external apps can be folded into current security and campus framework. Implementation of an external app using SSO and other campus apps.</li> </ul>
<p><b>Next Generation Working Environment</b></p> <ul style="list-style-type: none"> <li>• What training or other initiatives can we provide to retain; attract employees.</li> <li>• Be able to compete with other organizations that offer telecommuting, flexible work hours, non-traditional work spaces &amp; hours. Processing files off-site, etc.</li> <li>• What about an “Emerging Technologies” work group or think tank that meets quarterly or semi-annually</li> </ul>	<p><b>Enabling &amp; Supporting Self-Service</b></p> <ul style="list-style-type: none"> <li>• Ensuring cross divisional/ departments that we have user friendly systems that facilitate what our students/ staff/ faculty need to access (e.g. apps/homepages) – or communicating more effectively what self-technology is available to our campus community.</li> </ul>	<p><b>Non Traditional Support Service</b></p> <ul style="list-style-type: none"> <li>• With more people on campus at odd hours of the day or week, a help counter traditionally is M-F; but also having a broader understanding of operating systems. That may need technical support after hours or weekends/ holiday</li> <li>• Need to provide services, support, and answers 24/7</li> <li>• IoT</li> <li>• Machine Learning</li> </ul>

<p>with representation from across the campus?</p>		<ul style="list-style-type: none"> <li>• Our newer equipment can/will talk to us. Path proactive/predictive maintenance</li> <li>• Advanced logistics and warehouse support (to include strategic purchasing)</li> </ul>
<p><b>Personalization</b></p> <ul style="list-style-type: none"> <li>• Include faculty and staff</li> <li>• Meet people (staff, faculty, 7 students) where they are (literally and figuratively). People learn differently, retain differently, operate differently...personalized options are key.</li> </ul>	<p><b>Human Interaction</b></p> <ul style="list-style-type: none"> <li>• As society and campus become more “device-driven,” we have an opportunity (and maybe an obligation) to teach/ support/ encourage interpersonal skills and human-to-human interaction. We may want to consider mandatory coursework in these areas. Maybe have a course that is about “human relations” that prohibits social media, texting etc. during the coursework.</li> </ul>	<p><b>Hybrid &amp; Cloud Computing</b></p> <ul style="list-style-type: none"> <li>• Connect the various software programs we have currently to reliable data</li> <li>• Drives Capital renewal strategy, succession planning, budgets</li> <li>• Planning together with FDM with Master Plan/Utilities Master Plan</li> <li>• Utilize and communicate with FDM to help with install/maintenance and cost of ongoing maintenance</li> </ul>
<p><b>Virtual Reality</b></p> <ul style="list-style-type: none"> <li>• 3D images of buildings and components for FDM technicians. Cradle to grave concept.</li> </ul>	<p><b>General Comments</b></p> <ul style="list-style-type: none"> <li>• Keeping in mind – all the different technologies – how are they all dove-tailing together?</li> <li>• This is a request – the University Strategic Plan and how the T.S.P. connects to the sustainability master plan.</li> <li>• Do Away with our current student ID cards and move to something that has more capabilities for students staff/faculty. Or do we do away and use the mobile app?</li> <li>• Expand use of campus building/facilities – expanded days &amp; hours of operation</li> <li>• Electronic Water considerations &amp; possibilities</li> <li>• Emergency Contingency Plan – no electricity – no Cloud. How do we do business that is all app oriented &amp; security oriented?</li> </ul>	