

Major Goals for 2008-09
Information Technology Department
California Maritime Academy

The following is a list of major IT projects planned for 2008-2009. Completion of projects is dependent on funding and personnel resources. Questions may be addressed to Steve Frazier, CIO <sfrazier@csum.edu>.

1. Warrant network services and green the Data Center by virtualizing mission critical applications. Train network support staff to deploy and maintain a virtualized environment. (4A, 3I, 3J)
2. Complete Phase I of the CampusEAI portal solution with basic out-of-the-box functionality described in the CampusEAI agreement. (2C)
3. Increase overall campus information security by (4C):
 - Conducting four security awareness training sessions on campus
 - Providing new Peoplesoft security training to replace existing video
 - Use of posters, tips and reminders to raise awareness of information security
 - Make demonstrable progress toward implementing an information security program based on CSU's information security initiatives. (4A, 4B, 4C, 4D)
4. Meet the California State University requirements for the Infrastructure Terminal Resources Project 2 (ITRP 2) RSW2 implementation comprised of Route, Switch and Wireless 2 (RSW2). Replace all switches in all data closets and deploy 50% or greater of 100+ secure wireless access points on campus. (3C)
5. Successfully implement Peoplesoft Finance 9.0 (current projected Go-Live date is February, 2009). (2G)
6. Reopen search for a technical programmer/analyst position – redefining the scope of work to be accomplished in this position. Revise outdated job descriptions as necessary. (1A, 2G)
7. Investigate an Enterprise Identity Management System that would complement the portal, commission and decommission accounts and integrate with CSU's federated model. (2C) *(October '08 update: After consulting with several firms, the campus made the decision to put this project on hold until after the portal has been implemented.)*
8. Submit a revised Refresh Policy to the President's Cabinet for approval, which includes possible funding sources. If accepted and funded by the University, replace older computers based on priorities recommended by ITPAC. (3A, 3H, 3G)
9. Advance the Accessible Technology Initiative (ATI) efforts by focusing on learning disabilities and providing information, training, Web-based resources, conducting campus ATI team meetings and documenting efforts. (2F)
10. Implement Altiris Help Desk to provide end-users with online self service and tracking of their requests. Populate the knowledgebase with articles. Track progress on key indicators of Help Desk performance and use the data to implement changes that are aimed at improving the quality of delivered services and customer satisfaction. Populate the Altiris knowledgebase with articles to assist both the Help Desk staff and end-users to resolve problems and find answers to questions. *(October '08 update: The Help Desk solution was implemented in October '08 and knowledge base articles have been purchased from KBI Total Base Solutions.)*
11. Implement Altiris Imaging Solution (and RIPS) for imaging the computer labs to improve the lab build process.
12. Implement a Virtual Private Network (VPN) for faculty and staff to provide secure access to campus network resources (including Z: drive and software installed on office computers) from off campus. (3E, 4D) *(Update: A Juniper VPN appliance purchased in February 2009 was installed 10/08/08. Documentation for end-users is currently being developed.)*
13. Partner with Microsoft to offer IT Academy for internal professional development, community outreach and students. Microsoft IT Academy provides software training online, instructional materials and Microsoft

certification classes (1C, 1F, 1G, 3B). *(The program was licensed during the summer 2008 and will be implemented late in the fall 2008 semester.)*

14. Investigate alternatives to using mass email distribution lists. Propose a solution. (2B)
15. Investigate document management system systems that include workflow and digital signatures and make a proposal. (2E)
16. Work with the IT Strategic Planning Committee to form an Instructional Technology Committee that focuses on the use of technology in teaching/learning.
17. Participate in CSU's Moodlerooms Pilot Project. (3B)
18. Implement VoIP desktop phone to cell phone pilot project. (3G)