About the Snapshot

“Pacific Technology” includes all of the university’s technology support employees. We are striving to provide **insanely great** support throughout the university. Though the Stockton facility is home base to most team members, many others provide local presence and support across our multi-city university. This structure provides benefits found in both centralized and distributed service models. It also means effective communications must be a priority.

Welcome to the Snapshot! This quarterly newsletter is part of our ongoing work to improve dialogue and awareness for team members as well as others with interest in technology.

Our goal is to provide a round-up of what’s going on while at the same time keeping short and informative. It is intended to be timely and informal. Please let me or one of your managers know if this is a helpful tool and how we can change it to make it better.

Jack Brown
Deputy CIO, Pacific Technology

Communication: Everybody talks about it but. . .

The Lobby Board: Show Us Your Stuff!

The glass board in the lobby is one of our new communication tools. In the past few weeks we have looked at the evolution of the Pacific Technology Roadmap and the project list. Now it’s your turn to be creative and show us what you can do.

Get a team together and pick a theme and design a presentation to share your ideas with the world. The subject matter should deal with technology (of course), the development and growth of Pacific Technology, and hopefully how we support the university and the 2020 strategic plan.

Otherwise, it’s pretty wide open. On a project? Here’s your chance to shout about it. Excited about something on the horizon? Have at it! Turn your idea into Shim Lacy and she will schedule time to hear your concept and get you on the calendar.

Once your communication board is up, it will stay up for three weeks. We will immortalize you by mounting a print of it on the March Lane Office wall with the names of your team of contributors. We will also publish a picture of it in the Snapshot! Finally, each member of your team will receive a high quality cotton t-shirt emblazoned with the words: I Made the Board! Pacific Technology 2015 and the university logo.

**What are you waiting for?**
Progress Notes  (A Sampling)

Plaudits for Access Layer Project:  The Access Layer Project is complete, crossed the finish line, fini, done!  Data delivery to Stockton campus is over 400% better than it was just a few short months ago!  From Dean of Business Lewis Gale and Cathy Wooten, Associate VP of Development (paraphrasing here): “Great implementation process.  Excellent coordination and cooperation with the affected departments and people!” Way to go team!

Wireless is Working:  The wireless access points continue to roll out and what an impact!  Speed tests in Anderson, Baun, and Khoury Halls and the McCaffrey Center show an average download bump of over 450% and upload improvement of 300% - 600% and more.  Olson, Weber, the Library and more coming up!  From Steven Howell, Dean of Engineering and Computer Science (this is a direct quote): “Great job!! What an improvement.  I’m sure that our faculty and students will appreciate the changes.” We all know it takes a village to provide killer wireless but keep your eyes peeled for Somchay or Chandara working on the access points.  If you see them please stop by and say hello.  They're connectivity rock stars!

Project List Rationalization & Insight:  Four months ago our project portfolio was a spreadsheet listing 125 projects.  They ran the table from “active” to “on-hold” to “duplicates” to “huh?!” Kudos to many individuals who were willing to plow through a scrubbing and estimating process.  We now top out at about 60 projects and we have high-level resource estimates and timelines for most of them.  Based on this work, we have been able to spend time with the Provost and most of the university VPs to review their tech needs and get input on their priorities.  We're moving forward:  good listening and discussions lead to good relationships!

Key Projects & Initiative Updates

ITSM  (Information Technology Service Management)

What is it?  ITSM is about improving the delivery and management of IT services and the way technology is used at the university.  ITSM focuses on assuring the right processes, people, and technology are in place so we can achieve our mission to provide a superior student-centered educational experience.  ITIL (IT Infrastructure Library) will be used to assure we have an underlying framework of proven practices.  Some areas we are targeting for measurable improvement:  Incident management, help desk services, asset management.

Status and Forecast:  Basic ITSM/ITIL training has been provided for all Pacific Technology staff.  An analysis of the current state of service management has been completed.  We’re currently creating an ITSM roadmap and next will begin executing a rapid service improvement process.

How does it support Pacific 2020?  Dependable, cost effective, and consistent IT services are essential for a unified multi-city university and to provide a technology foundation to support growth of the University of the Pacific.

Key Contact:  Jack Brown.  Email:  jbrown2@pacific.edu

Security

What is it?  In the words of Interim CISO Darrion Rakestraw: “The mission of Pacific Technology Information Security is to ensure the ability of the university to carry out its mission in a secure and risk-managed way.”

Status and Forecast:  The security program targets both technical capabilities and business functions.  Technical projects will be launching shortly to address management of information assets, workstations, as well as logging and monitoring.  Additional projects focus on encryption and the software development life cycle.  Parallel work focused on business activities includes items such as university policies, contract management, and education.

How does it support Pacific 2020?  A robust information security program is a basic capability expected of all top tier educational institutions.  As we grow and achieve our one-university identity, we will also offer new programs and increase our use of distance learning models.  All of these achievements will add to our need for secure systems, data, and expanded connectivity.  A scalable and forward looking security infrastructure will facilitate our ability to innovate, meet the changing needs of students, and grow.

Key Contact:  Darrion Rakestraw.  Email:  drakestraw@pacific.edu

Banner Hosting

What is it?  Hosting and operations of 12 applications in our Banner suite will be transitioning to the Ellucian Data Center by year end 2015.  Ellucian will provide the hardware, applications and databases.  The university will retain core system elements including administration of user access, custom programs and 3rd party integrations.

Status and Forecast:  A university-wide impact and informational process, including multiple group meetings and input sessions, has been completed.  We are targeting implementation for November of this year.

How does it support Pacific 2020?  The hosting project supports our strategy of sourcing commodity services while focusing on development of core skills.  A key element of this initiative improves operational hardness by distributing our infrastructure footprint and reducing Banner disaster recovery time from 10 days to 2 days.

Key Contact:  Peggy Kay.  Email:  pkay@pacific.edu
The Pillars of Communication
In order to create and maintain strong communication within a team or organization, the processes of giving and getting information will have certain characteristics. To the right we’ve shown a few of the hallmarks of a good communication program. People use many different styles and methods, both to hear and learn information as well as pass information along. This means a single pathway or method will not work for all people all the time. To be effective and to engage our team members, we will need to communicate in multiple channels and styles. If we expect people to participate, our communications will need to be useful and intriguing.

Below is a list of programs and methods we will be trying out to achieve better communication among ourselves at Pacific Technology. We probably will not achieve a perfect communication model out of the gate. However, we’ll take one step at a time, learn from our mistakes, and continue to work the conversation. As we learn what works we will make changes and improvements.

Timely Management Information Flow
Pacific Technology executives and managers have committed to a one day communication model. Information which should be known by the staff will be fully distributed within one business day. The communication route may vary: meetings, discussions, email, etc.

Open Forum
A discussion forum for Pacific Technology staff, centralized and distributed. Bring up anything and everything. Ask questions, talk out ideas. Hosted and lunch provided by Jack Brown. Summer forums: July 9 and Aug 6

Divisional All-Hands Update Meeting
Our monthly update. The executive team provides updates on the major happenings affecting Pacific Technology. You’ll hear the status of major initiatives and projects and what to expect coming down the road. Summer meetings: July 9 and Aug 6

Snapshot Newsletter: You’re looking at it!

The Board: See Page 1

Ideas Over Lunch
Pacific Technology presents the first in its seminar series: Ideas Over Lunch. These voluntary sessions provide an opportunity to learn new ideas or look at old ideas from new perspectives. Our first two scheduled sessions:

- 7/27: Security: Creating a Functional, Mission-Driven, Risk-Managed Environment for Pacific

And….we will be looking for interesting and exciting topics and presenters. Not necessarily tied strictly to technology. If there is an interest in quasi-technology or even non technology topics we’re open to them. Consider the possibilities of:

- "The Changing Technology of Science Fiction: Jules Verne to Star Trek to Total Recall," or
- "The Technology of Art: Creation and Production."

Get involved! Think about suggesting an idea or volunteering as a presenter. Our primary requirements:

* Passion
* Excitement
* Interesting topic
* At least a moderate connection to the Pacific Technology mission

Send your ideas for seminars and feedback to Shim and she will make sure they get to the right place for consideration and action. Lunch will be provided at each session. We hope to see you there!
Event Horizon
Things you don’t want to forget:

The Internet of Things (Prof Rick Hutley) Jun 19 (12-1pm - DUC211 & Vid Conf)
Ideas Over Lunch Jun 22
University Holiday (Indep. Day) July 3
Divisional All Hands Meeting Jul 9 (AM)
Open Forum Jul 9 (PM)
Network Refresh Maint. (tentative) Jul 10 (11PM-6AM)
Network Refresh Maint. (tentative) Jul 24 (11PM-6AM)
Ideas Over Lunch Jul 27
Divisional All Hands Meeting Aug 6 (AM)
Open Forum Aug 6 (PM)

Stepping Up
Recognizing Leadership Wherever it Shows Up

Carmen DeLorenzo, Support Services Electrical Supervisor

How he leads: Carmen has been a leader in the wireless refresh project. Our beautiful campus buildings bring a classic element to the Pacific experience. They also bring decades of building materials which can challenge us as we upgrade our infrastructure. As we have required access to various parts of our facilities, Carmen has been a wizard in finding innovative ways to safely reach and upgrade access points. Carmen’s support has been a big factor in keeping us on schedule and on budget. Great leadership Carmen!

Thanh Le, Developer II, Enterprise Information Systems

How he leads: New students confirm their attendance at Pacific using an online application called the Admitted Student Portal which they access through insidePacific. Under a tight deadline, Thanh drove the update and setup of the portal, consolidating information from several different areas including housing, orientation and admissions to create a unified student-focused view. This is critical work; if not done properly, students are unable to communicate their intention to come to Pacific and pay their fees. Thanh did an outstanding job working with the Admitted Student Portal Committee to define the requirements, translate them into technical changes and implement the changes in the necessary timeframe. Here’s to Thanh’s leadership by example!