Administration & Finance IT Department Overview

March 2012
Administration & Finance IT

Overview

- **Who** we support
- Division Organization Chart
- **What** we do
- **What** we support
- Few sample of Future Projects
Overview

- The size, scope, diversity and complexity of the Division of Administration and Finance operations require specialized information technology solutions. Approximately 65 specialized systems and applications are currently utilized throughout the Division.

- Administration and Finance IT works in partnership with Division Directors and the IT Division to plan, implement and support a broad range of Division systems, applications and hardware.

- A long-standing partnership with University IT has been successful in eliminating potential redundancy between the two areas.

- Partnerships with Division Directors have been successful in supporting effective information technology solutions aligned with Division needs and priorities. Administration and Finance IT responds to approximately 2,200 Division work order requests annually.
Who We Support?

- We support all the Division of Administration and Finance departments except for the Auxiliary Services Corporation.
Division Organization Chart

Division of Administration & Finance
California State University, Fullerton

Revised: March 2012
What we do

• Our team works on the following
  • System Development
  • Application Support
  • Hardware Support
  • Online Training Development
  • Document Management
Business Analysis & Research

- Business analysis and research is an ongoing business improvement process utilized to collaborate with our customers to ensure we provide effective solutions and optimize our technical resources. This includes:

  ▫ Understand, modify and integrate business processes with new and improved system functionality
  ▫ Research and identify the best hardware and software applications to satisfy the customer's requirements
  ▫ Collaborate with the customer to research optional solutions. Continue to partner with them during the selection and decision making steps, including providing recommendations for best return on investment.
  ▫ Partner with the customer to obtain requests for pricing and support them through the purchasing and installation process
  ▫ Evaluate and optimize business processes to maximize system potential and incorporate best practices
System Development

- Partner with operational managers to bring software, hardware and business processes together to accomplish a specific need utilizing a life cycle approach.


  ▫ **Implementation Phase**: Technical Specifications; Programming; Testing; Deployment Strategies; Go Live Implementation.

  ▫ **Training Phase**: Core User Training, Distributed User Training, Training Guides, Business Process Guides.

Application Support

- Support Division and department specialized applications, including:
  - User Support
  - Security
  - Reports
  - Fixing Bugs
  - Backups
  - Error Detection & Troubleshooting
  - Maintenance
  - Upgrades
  - Modifications
  - Business Processes Related to Systems
Sample-Division Applications

- Air Conditioning System
- AutoCad
- AQMD Commuter Survey
- Barcoding System
- BrassRing—Recruitment System
- Call Center-Student Financial Services
- Campus Mail Center System
- Carpool & Rideshare Programs
- Cashnet
- CIRS/Teale—State Payroll System
- Classification/In-Range Database
- CMS HR
- CFS
- Data Warehouse

- Departmental Websites
- Dishonored Checks
- Documents Records Database
- Door Access
- E-Forms
- Emergency Operations Center
- Energy Information System
- Energy Management System
- Famis—Facilities Work Order
- FileNet—Document Management
- Flex—Online Parking Permit
- Food Inspection
- Gasoline System
- Hyperion

- International Travel
- Irrigation Controls
- Key Keeper System
- LaserCheck
- LearnerWeb—Employee Training Center
- Live Scan—Fingerprinting System
- MPP Compensation Database
- Parking Ticket Handheld Software
- Parking Portal
- Parking Time Keeping
- Police Incident Database
- Parking Ticket Review Form
- Track-IT Work Order System
- Sonar—Document Management
- Walk to Work Program
- Vendor Registration
Hardware and Software Support

- Support non-rollout IT equipment and software purchased by the Division and/or used by Division staff.

- Work with Campus IT to support specialized software and hardware installed on rollout computers as requested by Divisional staff.
Hardware and Software Support

• Partner with departments to understand needs and research hardware options and solutions for purchase.

• Setup hardware/software security on associated Divisional systems.

• Provide maintenance and support.
• Support mobile devices including iPad, mobile phones, and parking handheld devices.
Network and Server Support

• Support 200+ network devices that perform various tasks including: thermostat control, building automation, energy sub-metering, lighting, irrigation, solar cell monitoring, access control and security.

• Maintain 40+ production servers such as:
  - Database Servers and Applications that run on various applications
  - File Servers which provide secure file storage and sharing for the entire Division
  - Web Servers for hosting Division wide websites and web applications
  - Backup Servers which provide data recovery and data restoration
Online Training Development

<table>
<thead>
<tr>
<th>Online Training Development</th>
<th>Employee Training Center</th>
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<tr>
<td>• Partner with divisional trainers and SME’s to bring their in person training to online training through the following steps:</td>
<td>• Support, maintenance and security of Learning Management System (LMS).</td>
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<tr>
<td>• <strong>Phase 1 - Design and Development:</strong></td>
<td>• LMS serves campus community</td>
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<tr>
<td>Analyze training needs of SME / department, Develop design and format of content, develop function specifications</td>
<td>• The following departments are power users* of the LMS:</td>
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<tr>
<td>• <strong>Phase 2 - Review Phase:</strong></td>
<td>▫ UBI</td>
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<td>Review with SME and Focus group, Analyze comments</td>
<td>▫ EHS</td>
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<tr>
<td>• <strong>Phase 3 - Acceptance Phase:</strong></td>
<td>▫ FDC</td>
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<tr>
<td>Final review, Post online</td>
<td>▫ CMS</td>
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<td>• 4 classes in development currently</td>
<td>▫ HR</td>
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<tr>
<td>• 35 on a waiting list</td>
<td><strong>Note:</strong> Power users – departments who have a high volume of training in the ETC.</td>
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Document Management

- Scan and store paper documents and forms for web-based retrieval by departments (Accounting, Accounts Payable, Human Resources, Contracts and Procurement, Student Financial Services, and Payroll).

  - Provides a more efficient process for locating documents
  - Reduces file storage and space needs

- The Document Management Center annually scans, indexes, and archives approximately 350,000 pieces of paper.

- Effective document management involves:
  - Document Preparation
  - Scanning
  - Indexing
  - Retrieval
  - Archival
What We Support

• We provide end to end support on various systems and applications utilized throughout the Division. We also provide production support on applications that are being used campus wide.
Human Resources & Payroll

- PeopleSoft HCM
  - Absence Management
  - Benefits
  - Employee Self Service
  - Labor Cost Distribution
  - Manager Self Service
  - Position Management
  - Regulatory Reporting
  - Student Worker
  - Time and Labor
  - Workforce Administration

- Other Systems
  - Brassring—Online Applicant Recruitment & Tracking System
  - Secured Server (Document Management Scanning- Sonar)
  - Classification & Compensation Database
  - State Payroll System (PIMS/CIRS/Teale)
  - Documents & Records Database
  - MPP Compensation
  - Titan Excellence Award Entry
  - Applicant Data Flow
Parking and Transportation

- Parking Management System (Flex)
  - Parking Permit Module
  - Parking Ticket Module
  - eBusiness (Permit Sales, Ticket Payments, Ticket Appeals)
  - Super Directory Integration
  - Permit Now (Special Permit Parking Requests)
  - California DMV Integration
  - Reports
- Walk to Work
- Parking Portal
  - FDMS Integration Reporting
  - U-Pass Report
  - Faculty/Staff Carpool Permit Sales
  - Rideshare Update
- Key Lockbox
- License Plate Recognition
- AQMD Commuter Survey
- Parking Permit Request (PRO)
- NovaTime
- Cameras
- Student Carpool Sales
- Student/Faculty/Staff/Olli Carpool Matching Board
- Commuter Tracking Form
- Commuter Rewards
- California Law Enforcement Telecommunications System (CLETS)
Risk Management and Environmental Health and Instructional Safety

- International Travel
- Inventory and Inspections System
  - Chemical Inventory
  - Hazard Assessment
- Multimedia Health & Safety Training
- Food Inspection
- Material Safety Data Sheets
- Food ID Badges
Facilities Management
Physical Plant

- Enterprise Facilities Management System (FAMIS)
  - Maintenance management
  - Inventory Management
  - Key Inventory
  - Space & Facilities
  - Self-Service
  - BRIO Access
- Assets Management (OBIEE Reports)
- AutoCAD
- Irrigation Controls System
- Gasoline System
- Energy Management System (Andover)
- Energy Information System (EIS)
- Energy Enterprise System (EEM)

- Building Access Control
- Space & Facilities Database
- Meridian
- SC Logic
- EOC Alert
- Plant Photo Admin
- Work Order Survey
- Physical Plant Intranet
- Prolifix
- Wireless Pneumatic Thermostats
- Lutron
- Exergy
- Solar PV
- Electric Vehicle Charging Stations
- Campus Mail Center
Financial Services

- LaserCheck
- Data Management Center (Filenet)
- SCO Fiscal Systems
- Dishonored Checks
- Student Financial Services Call Center
- CashNet (Security)
- PeopleSoft Finance (CFS)
- Travel Tracking Log
- Wells Fargo (Post-It Check System)
- Vendor Registration Form
- Finance Calendar
- CWID to SSN Converter
- Bid Results
University Police

- RIMS Record Management
  - RIMS
  - RIMS Reports
  - RIMS Maps
  - RIMS Inventory Barcode
  - RIMS/CLETS Integration
  - GIS
- CLETS
- Incident Database
- DVR System
- Cace-L
- Behavior Concern Report
- EOC Laptops
- Key System
- Key Keeper
- Card Access
- Fire Wall
- License Plate Recognition
VP of Administration & Finance

- University Business Institute
  - Reports
  - UBI Web Application
Administration & Finance IT

- ServiceNow
- LearnerWeb
- Department Wiki
Common Division Systems

- Division WEB
- Report Writing (Hyperion, Crystal, OBIEE)
- Approximately 278 Division Forms (Informed Filler, eForm, Adobe, Excel, Word)
- Employee Training Center
- Online Training
- University Business Institute
Few sample of Future Projects

• There is 25 new projects for future the following are few sample
  ▫ Had held devices for Police cars to access Rims
  ▫ Mobile development for EHS, Physical Plant and others
  ▫ Expansion of lighting system on the campus level
  ▫ Develop hazardous Waste Manifest Data Base
• there is always need for upgrades the systems the following are few sample of upgrades
  ▫ Conversion of Filenet scanning in the division
  ▫ Upgrade of hand held devices and Flex
  ▫ Upgrade of Famis and related systems
• There are 35 classes on list for on line training
• There are at least ten major process need to be remapped