SIS&T Accomplishments Report
Fiscal Year 2011-2012

1. Major SIS&T Projects & Accomplishments (FY 2011-12)

SIS Conversion Project

- Over the past fiscal year, **the SIS&T major focus** has been the SIS conversion project.
- **Project management**: SIS&T has provided the overall leadership and management of the project, which consists of a team of 30+ people from SIS&T, the Registrar and Admissions departments, Graduate Division, and campus representatives organized in the following 5 sub-teams: Application Conversion, Application Integration and Performance Optimization, Quality Assurance, Infrastructure Implementation, and Campus Coordination.
- **Technical expertise**: SIS&T worked with the conversion partner ATERAS to provide technical expertise and support needed for the conversion of the 18 mainframe applications and the 29 applications, using broker technology to communicate with the mainframe.
- Application conversion required **preparing all applications for conversion**, including modifying programs that include code that cannot be converted by the contractor, providing information about the application structure, extracting code and data and delivering it for conversion.
- SIS&T provided **continuous database support**, which includes maintaining the converted database and the data and keeping it in synch with the ATERAS version.
- SIS&T provided **Quality Assurance (QA) management and coordination**: development of more than 1,200 test scripts to describe the application functionality, executing these scripts to verify the correctness of the converted applications, submitting issue tickets and verifying fixes. In addition to all test scripts, we are testing in great detail all application screens to check for correctness. This is one of the areas with the biggest involvement of UCSB in this project.
- Backward (bridge) **integration with the mainframe**. In this area we are focusing on providing data to the mainframe from our converted system, to make sure that any non-SIS programs that remain there and use our data will continue to work. A very critical part of this area is the integration with BARC as most of their processing will remain on the mainframe.
- **Application Integration**. There are 29 modern applications that use direct calls to the mainframe for reading or updating student data (like GOLD, eGrades, AAA, OnlineSIR, InsideAdmissions…). SIS&T created iSIS Broker integrated versions of allthese applications. Their mainframe broker calls were converted to WCF and we are focusing on performance testing, end-user functional testing and performance optimizations.
- **Reporting and statistical analysis conversion** – some of the functionality of our applications cannot be migrated using the automatic conversion tools, like the SAS code. In this area we are rewriting these reports using new reporting technologies.
- **Campus Coordination**. This area involves the coordination of a campus wide group to test the Registrar application functionality which they use as part of their job.
- Provided coordination between SYZYGY,**campus and system-wide mainframe resources (UCOP)**
- **Infrastructure Implementation.** Designed and implemented the iSIS infrastructure and systems support services. This included the creation of approximately 19 new servers.
- **Installed and configured NeoBatch** (batch processing) server software, a very complex piece of middleware.
- **Automated the deployment process** to ensure smooth and effortless deployment of weekly code deliveries
- **Automated server configuration** allowing us to streamline the effort to instantiate a new virtual iSIS server for any environment.
- **Created a web service architecture** to replace the Entire-X broker for external application integration with the iSIS system.
- Created **a client framework built upon the enterprise authorization service and enterprise single sign on** to replace the Mainframe RACF and Natural security which could not be ported with the application.
- **Developed a print and output management** facility to replace the mainframe printing to over 300 printers.

Security Modernization

- o **Architected and developed an identity synchronization service** to enable replication of campus identity to a dedicated Student Affairs Active Directory. This service enables SIS&T to build identity management, federated single sign on services, and enterprise application authorization
- o **Designed and developed a fine-grained enterprise application authorization service**. This allows application access to be centrally managed and audited and standardizes authorization for all applications
- o **Implemented ForeFront Identity Manager** (in test; production in September) which, among other uses, replaces the existing feeding of the UCSB Person Index. It will also, in the future, enable identity management for Student Affairs identity and automate many of the manual processes around identity.
- o Implemented **database solution to receive and process Campus Identity** from OIST to feed into FIM
- o **Implemented Active Directory Federation Services** (in test; production in September). This is the service that enables federated / single sign on for all Student Affairs and partner applications. Additionally enhanced this to expose application authorization data.
- o Created Web and Windows applications **to administer identity and authorization functions**. This includes providing an interface with iSIS Person Index (in progress) to replace a user interface that will not be converted as part of the iSIS project.
- o **Upgraded to Palo Alto firewall**. This is arguably our most important security technology component. Upgrade cycles continue to keep us safe from external threats and enhance our ability to manage our network.
- o Moved SA to **new radius server to support authentication of users for remote access**.
- o Built **an entirely new network structure and infrastructure** in support of the identity and security modernization project that will service iSIS and virtually all in-house SA applications. This new infrastructure is comprised of approximately **40 new VLANs** (to provide isolation for servers and other computing devices enhancing security and network performance) and **25 servers to provide federated authentication and authorization services** to enterprise and partner applications.

UCSB eProcurement

- o **SIS&T played a critical role for this campus project**. In addition to the **technical project management**, SIS&T was also responsible for the **interface integrations**, Gateway and GMC **systems software development**, the systems **infrastructure (hosting)** and **technological expertise** in managing and developing complex applications and processes.
- o **Led the Interface Integration Team** and participated in the steering committee, Business Process Team and in campus-wide training in order to bring additional departments from other divisions onboard for using the Gateway system
- o Provided infrastructure and **deployment services** for Gateway/eProcurement. Significant effort invested on setting up networking **for external integrations with SciQuest**.
- o Provided **an expert development support to help building the website framework, service integration, and synchronization jobs** for the GMC components.
- o Provided **graphic design**, usability support, monitoring and error notification functionality
- o **Built the data interfaces** between camps data warehouse and eProcurement databases and provided other database support
- o **Provided software engineer environment** for remote developers from administrative services
- o **The first purchase order on campus has been submitted by SIS&T** using the Gateway system on May 23rd, 2012. SIS&T is using the Gateway system daily and it is 100% in production.
- o **Student Health Services, ChildrenCenter, Career Services and Counseling Departments have been trained** by SIS&T's Administrative Unit and they have joined the Gateway system as of July.
- o The goal of training the SA departments for using the Gateway system and going live 100% is set for the middle of September 2012.

Graduate Division

- By **integrating Graduate Division into SIS&T's** network and implementing technological policies and procedures honed by SIS&T, we have **successfully improved the stability and maintainability** of Graduate Division systems. Not only does this created a better experience for both internal and external users, it allowed Graduate Division Information System (GDIS) to focus on providing enhanced capabilities to support Graduate Division's business processes.
- When SIS&T took over technological efforts for Graduate Division, the **systems required major re-engineering** to improve stability and reliability. Processes and applications failed regularly and required nearly full-time attention simply to maintain; large-scale enhancements were near impossible.
- **Electronic Application (eApp)** - In collaboration with the Graduate Division, SIS&T performed a full business process analysis on the existing system in order to streamline the processes. The system was then rebuilt from the ground up using modern technology. This resulted in a system which is stable & maintainable, has a very modern appearance, and provides an enjoyable experience for users (one applicant was cited as saying she had fun completing her application). In the 8 months that the application has been live, the eApp has accepted applications from over 9,000 paid applicants hailing from 120 different countries and all 50 U.S. States.
- **Application Review (AppReview)** - Stage Two of the eApp overhaul was to introduce a new system, which complements eApp, to allow both Graduate Division and the academic departments to process applicants electronically. This system allows campus users to log in from any computer to both review and process applicants. All materials and information are available online, and users with appropriate permissions can approve decisions, immediately notifying Graduate Division. This allowed for significantly more efficient processing of applications and improved the process that existed prior to the 2011-12 application cycle.
- **Web Content Rewrite** - For the past several months, SIS&T has worked in conjunction with Graduate Division to revamp the site with a modern look and feel, and a complete rewriting of the content of the site. While the project is still underway, the effort has already resulted in entirely new copy which is clear, concise, and easy to locate on the site. This is an improvement to the current site which has duplicated, vague or difficult to find content and confusing navigation.
- **Overhaul and revamp all test loading jobs** per new normalized database architecture. Rewrite all stored procedures from scratch (GRE, TOEFL, MAT, etc). **Build ODS data feed** into graduate division systems, populate table and views for quarterly/yearly surveys
- **Migrated users to new PCs on SA divisional network**, which included extensive work to conform them our file and print services.
- **Designed, built, and migrated through 3 networking topologies** as a phased approach to integrating them into our environment.
- **Upgraded GradDiv domain controllers** as a necessary step both to improve their network and migrate them to our environment. **Installed new GradDiv switch**.
- **Analyzed and resolved critical problems** with Update Grad Student Fee Payment Data and with perm assignment functionality. Moved 30 programs into GSFRP/01 involving changes to the TIMESTAMP field (and also re-generated the DDMs for the changes the DBA made to take effect).

eTranscript California

- eTranscript California is a **statewide electronic transcript exchange**. There are currently **36 California Community Colleges sending electronic transcripts**. The electronic data exchange eliminates errors and greatly speeds up the time from transcript submission to transcript evaluation.
- The **UCSB implementation loads these transcripts directly into the Degree Audit system** for evaluation by the Admissions staff. The system eliminates the need of a staff member to key the transcript courses into the system before evaluation. We are in process of also fully automating the process of downloading the transcripts so to automate the entire transcript receiving process in the future.

Student Health and Counseling Services

- o Over the past one year, Student Health and Counseling Services information systems have been one of the highly active areas for SIS&T. Majority of the projects were driven by mandates by UCOP.
- o Formed Student Health Services/Counseling and Psychological Services (SHS/CAPS) IS unit
- o UC SHIP – **Implemented UC SHIP / Anthem Blue Cross, Delta Dental and Eyemed plans**:
    - **Waiver System**: Implemented and support new system which processes > 8,000 insurance waivers yearly.
    - **Roster/Insurance Feeds**: Created and support new Roster/Insurance automation transmitting student demographic data and insurance enrollment data from the Registrar system, to SHS and to Anthem, Delta Dental and EyeMed.
    - **Claims/Remittance Processing**: Developed and support new Billing, Claims and Remittance processes and capabilities. Insured over 14,500 Grad and Undergrad patients and transmitted 250,000+ claims in excess of $6.5M for FY 11-12.
    - **Referral Interface**: Pioneered PnC to Anthem referral interface to transmit > 6,500 referrals yearly.
- o **Marsh Review and Risk Management Initiative Projects**: Provided IS related input and support for the Marsh Review and ensuing projects: Credentialing, Standard Templates and Dictionaries, UC Hosting and Data Warehouse initiatives.
- o Application Upgrades: **Upgraded all major production applications (PnC EMR, ProPharm Pharmacy, Dentrix Dental and Harvest Lab System) and the Lab Interface to Quest Diagnostics**.
- o **Veterans Boots to Books**: Provided support for training to other campuses and departments that interact with veterans.
- o **Email Encryption**: In response to Marsh Review, deployed new encryption tool to SHS and CAPS.
- o **International Association of Counseling Services**: Provided for data requests and submit information to the board for the accreditation program for UCSB CAPS
- o **Zoomerang Survey Tool**: Created, managed and distributed surveys as need for Pre-Doctoral Internship Candidate Experience and Post Internship Survey.
- o **UCOP Mental Health Initiative**: Provided technical support for this system-wide initiative.
- o **Policy Manager**: Deployed policy and procedure document management system to aid in patient safety and compliance issues.
- o **Cottage Hospital ER**: Adopted Cottage Hospital reporting process enabling providers to reach out to students with emergency room visits.
- o **Santa Catalina CAPS Outpost**: Worked with Housing and IS&T to coordinate the installation of a new network, computers and peripheral equipment to run PnC in Santa Catalina.
- o Ongoing Maintenance, Training and Support: Continued support for all IS operations related to SHS and CAPS clinics, insurance office and billing processes. This includes support of the primary SHS and CAPS clinics, and specialty clinics (Dental, Physical Therapy and Eye Clinics), Pharmacy and Lab services across all major applications, including Point N Click, ProPharm Pharmacy, Harvest Lab and Dentrix Dental systems as well as managing a heap of computers and peripheral devices.
- o **Counseling Video**: Continued support and training for the Practicum, Interns and Psychologists use of the video recording services.
- o **Report Writing Services**: Respond to ad hoc report writing requests that cover a myriad of CAPS and SHS data and reporting requirements.
- o **UC EHR Team Leadership**: Provided UC level leadership for IS-related issues by interacting with campus IT, clinic leadership and vendors on behalf of UCSB.
- o **Major upgrade of Student Health Dental Clinic system** including support for integrated billing with PNC, x-ray imaging conversion and replacement of panoramic scanner/camera in Dental Clinic
- o Provided dedicated **Terminal Server for GVCH to SHS**
- o Established Spend Map connections
- o Built **a collaboration VPN to Cottage Hospital/Goleta Valley** and established **new remote VPN connections for users and SHS Vendors**
- o Set up **Procedure & Policy Manager (PPM) server** to manage SHS policies

Arts & Lectures

- o **Implemented RAMP conversion**, Tessitura's PCI-compliant hosted solution, migrating the locally hosted A&L systems and databases to a remote data center.
- o Upgraded to the third party **email marketing application**, Wordfly, which is integrated with Tessitura.
- o Upgraded to **the latest version of the payment gateway software**, TranScend, in support of a UCOP mandated change in credit card processing.
- o Provided an extensive A&L Tessitura **database support and reporting**
- o Converted Arts and Lectures Online Ticketing website from asp.net 1.0 to asp.net 3.5
- o **Built A&L mobile website**
- o Working on the Save Your Own Seat (SYOS) functionality

Ongoing Help Desk / Customer Support

- o Help Desk service **requests by department** opened from 6/1/2011 to 6/30/2012:

Department	# Requests
SHS	1,150
SIS&T	1,080
A&L	897
ADMS	420
ESSR	347
REG	320
FIN	308
SAIT	307
GDIV	283
OSLI	262
EOP	207
COUN	189
CLAS	158
CARE	144
ORPG	112
UCC	72
OISS	68
WOMS	56
STORKE	55
VCSA	48
DSP	38
SA	38
MCC	31
EAO	30
GSA	12
UPB	10
UPBD	2
CAREER	1
NEXUS	1
Total:	
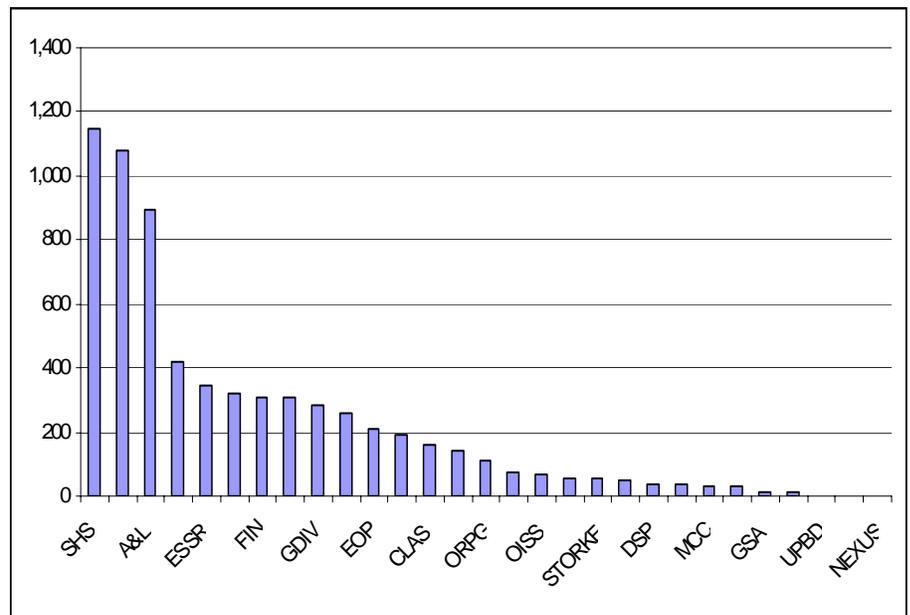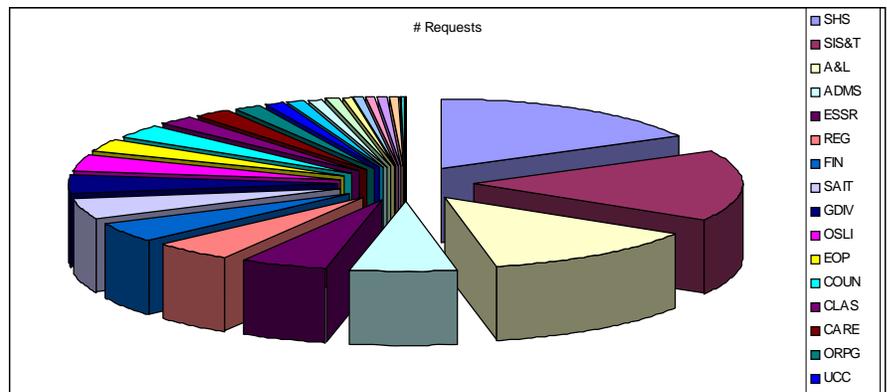
- o Help Desk set up **temporary computing labs** for various projects throughout the year:
  - - SHS – in support of the RMI project
  - - STEP – for 2 week summer program
  - - FSSP – for 6 week summer program
  - - Admissions readers – November through March
  - - Netbooks for Orientation staff
- o **New employee support**: as a result of increased hiring done over the past twelve months, the help desk has deployed new pc's, peripherals and provided new employee training
- o Moved Admissions to Registrar, and back to Admissions after the remodel
- o Provided ongoing operational support to the division. **Responded to 6,647 requests** averaging 554 requests per month, or 140 requests per week. This figure does not include ad-hoc support and phone calls made to the Help Desk.
- o **Virus/malware issues** were about 15% of Help Desk time.

2. Other Key Projects & Accomplishments

Admissions Office

- o **Mainframe Undergraduate Admissions**: SIS&T performed the annual analysis, design, development, and programming support on the mainframe for the Undergraduate Admissions systems. As part of this process, the team modified approximately 40 programs to handle the new and changed fields for the Fall processing cycle. In addition, we modified about 24 decisions programs to handle new input parameters and other requirements. Code was added to change majors of freshmen Engineering applicants who FAIL the Engineering Screening and give them their 2nd choice of major with a new letter ('Letter 63'). Changed 30 programs to look at CPSCI majors as part of Engineering (rather than L&S). Added screen functionality, broker call and in code criteria for 'MEETS 9% STATEWIDE INDEX' to a decision program and to the ODS, SADW and Planning File.
- o **DeltaSys**: Added TOEFL scores import and reporting features. Updated ACT and SAT data schema and reports for 2011-2012 changes. (Annual). Created an evaluation report comparing SFTP packages for SIS&T: Rebex, Dart, IP Works, and ATP Inc (choose Rebex). Upgraded SAT, TOEFL, AP score downloading code from dtEnterprise FTP library to Rebex SFTP library. Updated Fall 2012 printed letters templates.
- o **Inside Admissions**: Updated UC Pathways file import for 2012-2013 data schema format. (Annual). Implemented new High School Profiles data importer and UI. Added Course Repeat Status feature to UI. Added feature for automated exclusion of course repeat grades during data import. Updated and optimized the F12 Academic and Comprehensive review batch assignment queries. Implemented shared work queue assignment manager and user interface. Added the Health Evaluation feature and Assessment tables for essay evaluations.
- o **AppStatus**: Added IGETC status. Updated Winter/Fall 2012 steps to enrollment, letters, and messages. Documented the decisions release preparation process for AdmissionsWeb.
- o **Admissions Website**: Implemented Winter and Fall 2012 content updates. Collaborated with Earth Bound Media regarding content strategy and technology specifications and wrote-up systems requirements document for a new Content Management System. Evaluated Sitefinity CMS. Unified the AdmissionsWeb code-base to run on both Legacy and Web Farm environments. Split the AppStatus and CampusVisits sections of the site into their own projects. Migrated website to the web farm.
- o **Applicant Authentication:** Migrated website to the web farm.
- o **Online SIR**: Generated report for SIR Online Survey results. Updated Winter/Fall 2012 Confirmation Emails. (Annual). Migrated website to the web farm.
- o **Campus Visits**: Updated email confirmations and reset Access database. Updated reCAPTCHA public/private key-pairs.
- o **RSVP Regional Receptions Website**: Deployed and loaded/maintained data for Regional Receptions website.
- o **ApplyUC**: Programmed comparison tool for testing Berkeley generated UCAP test files and reported found issues to UCOP and Berkeley.

Financial Aid

- **Office of Financial Aid and Scholarships (OFAS) website**: The OFSA website was extended to include a mobile website. With the addition of the Summer Aid Calculator students were able to estimate the cost of attending Summer Session at UCSB and possible aid eligibility. This has also helped decrease the number of students that withdraw from Summer Session. The OFSA was able to expand its visibility with the use of Facebook and Twitter. FAIS continued supporting the UCSB service for the 2012-2013 Aid Estimator being used by most UC Financial Aid Offices.
- **Wave**: SIS&T has continued support the Wave application to handle mandated changes and changes to the business process. Some of the more notable include the federal **Satisfactory Academic Progress** requirements necessitating all students to be monitored for Satisfactory Academic Progress regardless of whether or not they were a Title IV aid recipient for that given period. Modifications were made to support this process and dependent processes including disbursement interface and the appeal processes. The California Student Aid Commission also changed the methodology used to determine aid eligibility based on the Cal Grant recipient's cohort year. Enhancements include the addition of Summer Session programs that could be automatically awarded.

Registrar's Office

- **GOLD System:** maintenance and email enhancements, Unofficial Transcripts enhancements, incorporated UCSB Alert Service, drop deadline changed for dual College students, added message to student enrolled in 2 or more classes with time conflict, migrated the website to SA server farm
- **AAA System:** maintenance and email enhancements, changed L&S petition distribution rules, migrated website to server farm
- **eGrades system:** maintenance and minor enhancements, migrated website to server farm
- **STAR**: moved Athletic System functions to STAR, added new UCOP Course extract and other various extract programs
- Implemented **eTran California** (incoming transcripts)
- Implemented LDAP login (updated) to various systems (FERPA, GOLD, AAA)
- Implemented new **California Residency Override** program
- Started new**Registrar Access** system
- Started **Mobile web Public Course Search**
- Maintained **TEAS/TTS system** (various fixes)
- Implemented changes in **Academic Probation** (Summer 2011 quarter)
- Implemented **Grad School of Education Technology fee**
- **Registrar website** redesign (in progress)
- Updates to the**UCSB Catalog** (annual process)

Software Engineering and Development Processes

- Implemented **Microsoft Team Foundation (TFS) Server** to be the new software engineering toolset for SIS&T. This was a major upgrade replacing AccuRev, OnTime, and CruiseControl and adding many new automation capabilities, enhancing the quality and productivity of our development teams. Transitioned the team to this new environment with minimal impact.
- Provided **massive automation improvements to software build and deployment operations** using new TFS capabilities
- Implemented **automated versioning of applications and components** as part of the build process. This will allow us to better track and isolate problems and changes with applications and components.
- Implemented a new technology for **automatically including application component dependencies** (NuGet server)
- Implemented **automation improvements in the configuration of applications for each environment** (Config Transformations)

- o Created a **new build server** for CruiseControl (enables automated building and deployment of applications).
- o Set up **a symbol server** and integrated it with application components. This allows developers to step debug into compiled components without having to have the source projects and code loaded locally on their development machines.
- o **Email Gateway**: Added new search feature. This service provides tracking of business communications created by our custom developed information systems.
- o **Document Management**: Added new search function to the web interface
- o Upgraded all applications to use the latest version of **Microsoft Enterprise Library**

Divisional Networking and IT Infrastructure

- o Built the **new web farm infrastructure** in support of a new IS architecture that has improved the scalability, maintainability, and up time for our web-based systems.
- o Built admission's **SFTP Sites** (60+ including iSIS sites) to support improvement of their business processes for report distribution and data exchange.
- o Completed **two storage upgrades** (from 41TB to 50 TB to 52.5TB with 2 more on the way)
- o Implemented a **new operations management infrastructure** (SCOM - Microsoft Systems Center Operation Manager 2007 R2) and began planning for migration to SCOM 2012. The new version will support additional capabilities to monitor and provide diagnostics for our .NET web applications greatly enhancing our ability to quickly correct production issues with applications
- o Implemented a development/test **SharePoint infrastructure**. The basic production infrastructure will be implemented by the end of September. SharePoint will greatly enhance the ability of teams within the Division and across campus to collaborate on projects, manage our document assets, and provide content management for applications.
- o Started process to design a new hosting of SA infrastructure using the **North Hall data center** as a primary or DR site.
- o Upgraded and replaced **Barracuda Email Firewall**. 75-85% of mail coming into the division is spam and/or infected mail. This service dramatically protects our users from wasting time managing junk mail and helps protects our data and systems from compromise.
- o Migrated SA to **new DHCP Server**. Improves our ability to manage domain clients and removed a critical service off a non-supported operating system and hardware.
- o Upgraded the **Student Affairs network domain controllers**. This provides security and regulated access to all our resources and data.
- o Began deploying **Windows 2008 R2 Server Core**. Server core has the potential to dramatically decrease the minimum resources (memory, storage, CPU) needed to run a server. This decrease equates to increasing the efficiency of our infrastructure capacity, thereby lowering costs.

Application Enhancements and Content Maintenance

- o **Disabled Students Program (DSP)**: enhancements of DSP Online Information System
- o **Educational Opportunity Program (EOP)**: Online Advising System enhancements, STEP Program online application/registration (annual process), adCRC CMS conversion (in progress), developed the EOP Newsletter
- o **Office of International Students and Scholars (OISS)**: English and American Culture Workshop online registration payment enhancements; developed online document upload system for students and scholars
- o **Orientation Program:** annual enhancements to theOnline reservation system
- o **Office of Student Life (OSL)**: Migration to OrgSync and conversion of University and Campus Awards to.net 2.0
- o **Office of Judicial Affairs (OJA)**: website redesign and content management system (CMS) conversion; assisted in the migration of information system from PAVE to Symplicity
- o **Recreation Department**: Fitsquad website redesign, SMERF web application (annual process), Walk Website updates

- **Student Health Services (SHS) website**: Website redesign, migration of home-grown insurance waiver system to Wells Fargo, Hepatitis B immunization website (annual process), mobile website
- **Vice Chancellor for Student Affairs (VCSA)**: Getman/Villa Awards (annual process), Goodspeed Internship (annual process), Student Fee Advisory Committee (annual process), Student Affairs homepage redesign (social media enhancements)
- **Wellness Center Website**: Significant updates
- **Women's Center/Sexual Gender Diversity**: Chat system (scheduled to be implemented in August), conversion to new url – wgse.ucsb.edu (in progress), new designs for RPEP, Women's Center, Non-Traditional Students, Sexual & Gender Diversity mobile website
- **Student Affairs Business Officers Group (SABOG)** website
- **Sustainability website redesign** and CMS conversion
- **LaCumbre Yearbook** updates
- **UCOP EALT Accessibility** fixes for Admissions, SHS, DSP, and Recreation websites
- **Give IV** updates
- **Alcohol and Other Drug Program**: website enhancements
- **Gaucho Parents**: website enhancements
- **MultiCultural Center** – quarterly updates to calendar and various content, graphics update
- **Early Academic Outreach Program (EAOP) website**: The EAOP website was redesigned providing not only a new look and feel to their website, but provided updated content and better navigability. The EAOP Office has also added a Facebook presence.

Social Media, Design and Mobile

- **Assessment of departments' communication efforts/tools/plans.** Information gathered was used towards the development of communication resources website (www.sa.ucsb.edu/communication). The website includes information on policies and guidelines, divisional governance/roadmap, training and events, print/web/social and mobile media guidelines, web accessibility, marketing and analytics, crisis communications, and resources.
- **Strategic social planning** for departments for the following departments: MCC, Sustainability, EAOP, OISS, EOP, Office of VCSA, KCSB, AS EVPLA, Admissions
- **Inigral Schools**Facebook app: Administration of the application, which includes community management. Coordination of data exports to Inigral. Data analysis of application users. Membership on Inigral Customer Advisory Council
- **UC Mobile Web Framework (MWF)**: SIS&T provided campus leadership to pilot suitability of UC MWF for UCSB and Student Affairs. Partnered with Library to provide framework hosting and training. SIS&T contributed to UC project in the areas of geo-location navigation, Drupal, touch transition, responsive design, and general bug fixes. Keri became a campus representative on the UC MWF governance board.
- **Enterprise Content Management System (CMS)**: Identification of requirements (functional, technical, maintenance, support, security, accessibility, system, mobile, end-user, and general) to evaluate CMS applications to replace multiple home-grown cms applications, including Sitefinity and Sharepoint.
- Provided consultation on the Admissions **website redesign project with Earthbound Media Group** and Admissions staff in the areas of web accessibility, navigation, functionality and integration with the transactional ("gated") portions of existing website.

3. Some Additional SIS&T Notable Accomplishments

- Implemented database design and extract/load process for **Inigral Facebook app** for incoming admits and current students
- Build data feeds for **Simplicity Advocate system**
- **EOP reporting** support – provided annual reports, raw data dashboard and summary reports
- Expanded current **enterprise reporting with Reporting Services** to additional departments including Admissions, OISS, Women's Center and GradDiv

- Recreation Center: implemented online **League Scheduling for the Recreation Sports department** and provided custom reporting for Recreation management and staff.
- Initiated research for software to support the periodic **accreditation process of the Children's Center**: .
- Negotiated a **deal with Enterasys to replace all of our divisional switches** for an unprecedented discount plus a buy-back of the old equipment. New maintenance pricing model will essentially recoup the entire cost in 3-4 years.
- Engineered **wiring upgrades, communication closets, or switches** for:Admissions, SIS&T Comm Closet, Arts and Lectures, Children's Center, Registrar, Santa Catalina, San Clemente, Financial Aid, Visitor's Center, Counseling and Career, CLAS building 300, MCC Theater, Rob Gym, Building 406
- Set up **student Wireless connections** for Veterans center, Children's Center (in process), Visitor's Center (quoted)
- Updated **wiring in Nexus and La Cumbre**
- Set up **networking and laptops for ICA** as part of our partnership to support ticketing for campus sporting events
- Set up **building connections at Harder Stadium** to support ICA ticketing
- **Upgraded Enterasys switch NetSight management tool**. Allows us to monitor, control, and optimize network traffic along our switching fabric.
- Responded to many **security alerts from Campus**. Campus monitors traffic on various subnets and alerts their owners if potentially suspicious traffic is seen. Quick response on our part is necessary to ensure the uptime and security of our network.
- Processed **2 possible security incidents** and processed **2 e-Discovery requests**
- Set up **new certificate authority**. This a foundational component of security infrastructure that will enable us to continue to provide secure communication as the need for integration with external systems increases.
- Built **ERStudio Licensing Server** to support a shared enterprise data modeling service
- Purchased about **40 SSL certificates** in support of production websites. Needed to ensure security of web applications
- Provided **new remote access model** for technologists by moving them from dedicated physical machines to virtual machines (11 developers and 3 systems)
- Setup **new server to automatically push patches to windows desktops**
- Set up **new 64-bit Print Server**
- Completed **base image for Windows 7**
- Improved the **monitoring of the performance and capacity utilization of our infrastructure** and continued planning and responding to requirements to keep the division running effectively.
- Responded to **UC IS-3 audit** with overall great high marks. Substantial staff time was spent collecting and compiling the data needed to satisfy the audit requirements.
- Provided to the **Web Standard Guide (WSG) Best Practice sample sites**

Graphic Design Support

- "Money Matters" Financial Aid Resources Guide 2011-2012
- Designed two logos for Sustainability (one all-purpose, one for Sustainability Summit conference)
- Updated Labyrinth cards
- Updated Convocation 2011 flyer
- Designed GauchoSpace banner graphics for Don Lubach's Ed 20 class
- Designed Summer edition of Campus Connection
- Updated Distressed Student Flyer
- Designing Alcohol and Other Drugs postcard
- Updated design of Veteran Resource Team brochure
- Revised MyStudentBody.com instructions worksheet
- Updated Daily Nexus ad for Orientation
- Designed Parents Weekend greeting card for the Chancellor's Breakfast
- Designed "Keep it Local" Halloween Nexus ad for OSL

- o Designed new tags for the Gradpost
- o Redesigned Clery Crime and Incident Report form
- o Designed new PWA logo and membership brochure
- o Designed web logo for OISS
- o Designed Fall edition of Campus Connection
- o Designed web banners for Ed 118 class
- o Designed postcard for OSL leadership
- o Designed Call for Student Regents poster
- o Designed Alcohol and Other Drugs poster
- o Designed Health & Wellness banner
- o Designed Commencement 2012 guide
- o Designed logo, brochure for Aloha Scholarship Fund
- o Designed TEDxUCSB logo for TED event
- o Designed MWF site for Visitor Center
- o Designed SCVNGR ads
- o Designed Getman Awards certificates, programs
- o Wrote for, edited, and designed Spring edition for Campus Connection
- o Created "Go Greek!" brochure for OSL/Greek Life
- o Designed Nexus ad for University Awards
- o Updated design of Distressed Students Protocol
- o Redesigned Voter's Registration ad
- o Helped design event calendar for GIVE event
- o Designed signage for Spring Insight events
- o Designed map for Orientation
- o Phone-banked newly admitted students (American Indian) with Admissions staff
- o Redesigned Parent Handbook for Orientation
- o Redesigned Office of Judicial Affairs handouts for website
- o Designed signage for GIVE Event
- o Redesigned PWA conference program, designed conference signage
- o Designed AISA logo for EOP's S.T.A.N.D.S. conference
- o Redesigned University Awards certificates and invites
- o Designed Orientation's new Gaucho Guide
- o Designed handout for Don Lubach's "Last Lecture"
- o Redesigned University Awards Program
- o Collaborated with UCOP Marketing/Communication on "Onward California"

SIS&T campus/UC-wide Staff Presentations:

- o "Fonts Have Feelings, Too", OSL Professional Development Series
- o " International Women's Day" speed mentoring session
- o "Fonts Have Feelings, Too" SA Professional Development Conference
- o "#Social Media in @Student Affairs: The Big 10" SA Professional Development Conference
- o "Using Social Media - Mission Responsible", UCSB Web Standards Group workshop
- o Presentation to ED 250 (Administration in Higher Ed, Dr. Michael Young's course) on Student Affairs technology and social media
- o "Update (Your) Status" social media presentation at SA Managers Retreat
- o "Tips for Tooting Your Own Horn with Social Media", Professional Women's Association conference
- o "Going Mobile with MWF", all-day presentations & tutorial session for UCSB Web Standards Group workshop
- o "Building Your Digital Reputation and Finding Jobs Online", Graduate Student Support Network (GSSN)
- o "Building Your Digital Reputation and Finding Jobs Online", Graduate Student Association (GSA)
- o "Alternative Professional Development", NASPA Undergraduate Fellows Program (NUFP)
- o Coordinated and led all-day presentations & tutorial sessions on social media for UCSB Web Standards Group

HR / Hiring

- o Staffed up the SIS&T team to resource demand level to ensure the ability to meet customer needs in a timely fashion and in order to support the SIS conversion project. Extensive SIS&T staff time was invested in the recruitment process. As a result, we have hired the following positions:
  - - Web Farm Administrator / Release Engineer
  - - Virtualization / Operations / Exchange Engineer
  - - Identity Systems Engineer
  - - Database Administrator
  - - SharePoint / Identity Systems Engineer
  - - IT Manager (near completion)
  - - Graduate Division IS team – 1 developer
  - - Registrar IS team – 1 developer, 1 in progress
  - - Admissions IS team – 2 developers and a manager to replace Nancy Maron
  - - Student Services IS team – 3 developers with 1 dedicated to A&L and 1 to Career Services
  - - Hired dedicated Business Analyst to support Arts and Lectures
- o The following table shows the list of positions, number of applicants, number of interviews and number of selected candidates.

Position	Number of Applicants	Number of Interviews *	Selected
IT Manager (CNT V)	10	4	1
ADMS/IS Manager (CNT IV)	4	2	1
Software Developer (CNT III/IV)	35	7	1
Software Developer (CNT III)	76	50	5
Software Developer (CNT II)	12	3	1
Business System Analyst (CNT III)	4	3	1
Senior Systems Eng (CNT iV)	33	15	5
Application Developer (CNT III)	3	2	1
Operation Support Coordinator (CNT II)	4	2	1
Quality Assurance Coordinator (CNT III)	24	14	N/A
Total	**205**	**102**	**16**

* Most interviews consisted of second and third round of interviews, which all together total more than 200 hours of interviews; with average of 5-6 interviewers each… it's been quite of a campaign!!!