



Fresno State

CALIFORNIA STATE UNIVERSITY, FRESNO

Common Ground Initiative

Shared tools and standard practices to improve how computing assets are managed, applications delivered and end-users supported





Consultation to Date

Nov. '10 – Oct. '11 - initiatives developed in consultation with stakeholders including Deans, Associate Deans, Technical and Administrative staff

May '11 – Jan. '12 - Information shared with IETCC, College and Division Support Committee and key stakeholders

Jan. '12 - IETCC adopts four recommendations for the implementation of key aspects of Common Ground.

Feb. '12 – AIT adopts the four recommendations and advises us to ensure that people understand that the VPA will continue to consult with key stakeholders, for example Deans, when any discovery activity is necessary in their area. Otto Benavides co-authors draft communications to faculty.

Mar. '12 - AP&P reviews the recommendations to AIT and forwards these to the Academic Senate



Recommendations

Apply to state-owned personal computing devices

Remote Support: Adopt the use of remote support tools and practices to support end-users on state-owned personal computing devices. Employees opt-in to any use of remote support.

Standard Tools and Practices: Adopt the use of standard support tools and practices. These tools would be standard on state-owned personal computers.

Authenticate to Active Directory: Employees authenticate to Active Directory when logging on to a state-owned personal computer.

Technology Purchasing Standards: Continue to support technology purchasing standards.



What Common Ground means to faculty

Remote Support

- Can be more timely and effective than “desk-side” support
- You may opt-in for remote support or ask for a “desk-side” support appointment

Standard Support Tools

- A standard tool installed on all state-owned computers
- Helps support staff be more effective
- Provides you more flexibility as to when changes are applied

Employees Authenticate to Active Directory

- All users will authenticate to the campus’ Active Directory if they are not already doing so.



Why are we making these changes?

- Responding to budget constraints while continuing to deliver needed services and make appropriate improvements
- Continually improving practices to support changing needs and achieve efficiencies to facilitate those improvements
- Using effective tools and practices to deliver these services to users in a way that improves their experience

Who benefits from this work?

Users

- more timely and tailored support
- more control over when changes occur
- lays foundation for improved services e.g. encryption, file sharing

Campus

- more consistent service
- efficiencies in how these services are delivered
- cost-savings from purchasing standards
- reduced risks through improved configurations and practices

Support Staff

- better able to manage devices, deliver applications and support users
- consistent practices, shared tools, and common framework



When will these changes take place?

Projects & Schedule

- Remote Support
 - April-May '12 – CHHS, CSM, Students Affairs and VPA
 - June-October '12 – Remainder of campus
- Technology Purchasing Standards
 - '12 – existing practice in Procurement
- PC Support Tools and Practices
 - July-October '12
- Mac Support Tools and Practices
 - May-July '12
- Active Directory
 - Through Oct '12 – campus-wide adoption



Thank you.

A more detailed presentation on this topic, and three documents with additional information, are available at:

<http://www.csufresno.edu/technology/projects.shtml>

We will distribute information to faculty in April or early May to ensure time for communication and questions before summer.

For questions regarding this presentation and suggestions regarding communications please contact Philip Neufeld at pneufeld@csufresno.edu

Q & A