

Dear Campus Community,

As I finished my 3rd year as your Chief Information Officer and start my 4th year, I continue to feel blessed and honored to be able to serve together our Fresno State students together with you. The Fresno State technology team continues to provide core technology services to the campus, including internet, wireless, telecommunications, computer procurement, deployment, and support, technology support services, classroom technology design and installation, educational technology support, server infrastructure and support, administrative applications, information security services, project management services, and more. The team continues to explore technology innovation initiatives in partnership with faculty and staff in many areas, such as artificial intelligence, machine learning, virtual reality, augmented reality, blockchain, eSports, and more.

What were some of the major technology accomplishments this past year?

- DUO multi-factor authentication rolled out for those with access to confidential information
- IT Disaster Recovery Plan designed and implemented, providing a secondary IT datacenter backup and recovery site in Sacramento to provide redundancy and failover in case of physical disaster or cyber terror
- Information Security efforts helped greatly reduce the number of people clicking on phishing attempts and reported physical device thefts, as well as protecting the campus through the automated blocking of more than 4.3 million threats
- Business Process Innovation initiatives in various stages, such as Google Workflows and more advanced use cases with OnBase, such as DocuSign integrations
- Student internships and experiences supporting high-impact student success practices and career preparedness – many internships and projects providing group-based and project-based learning in support of career preparation and digital literacy
- HackFresno with its second successful year bringing a strong showing of students, higher quality projects, a stronger student volunteer committee, and stronger ties with industry sponsors and partners
- Innovation Efforts – a variety of innovation grants and efforts with faculty and campus stakeholders to support students in areas of cloud, artificial intelligence, IoT, mobile technology, immersive computing, virtual reality, augmented reality, blockchain, and other emerging technologies

What is in store for the next year?

- Cloud Migration Strategy – cloud services and cloud infrastructure are enablers in the modern and mature IT organization. Fresno State IT will continue to build out its cloud strategy this coming year.
- IT Service Management Redesign and Implementation – continuous service improvement and business process improvement efforts can only be solidified by using industry-standard best-practices. This will become the cornerstone of our culture of service.
- Information Security Efforts - Spirion, Awareness Campaigns, Proactive Tool Implementations, and other initiatives will be important to protect our people and our university.

- Innovation Efforts – Research, artificial intelligence, virtual reality, augmented reality, machine learning, blockchain, business process re-engineering, cloud initiatives, and other industry efforts are changing the landscape and what our students will need to know and experience to prepare for the workplace. Fresno State will need to lead these innovative efforts in support of preparing the next generation of leaders in the Central Valley.
- Student Success Efforts – DISCOVERe, EAB Student Success Collaborative, Canvas, Accessible Technology Initiatives, Adobe Creative Cloud, Customer Relationship Management systems, GI2025, Classroom Modernization – Fresno State IT will play a central role in supporting infrastructure, systems, and services that will enable our campus partners to more effectively support digital literacy efforts and high impact practices to support student success.

We are proud that Fresno State continues to be recognized by peers and national publications, such as the Washington Monthly rankings. Fresno State technology efforts are also being recognized by peers nation-wide, as well as with industry partners, such as Amazon. This coming year will bring more challenging excitement, as we continue to grow DISCOVERe and invest in other technology innovation efforts to better support Fresno State and its students.

I continue to be grateful for your support, collaboration, partnership, and dedication in supporting our campus, the community, and the Central Valley. Let us continue to support our campus and the mission of Fresno State, which is to boldly educate and empower students for success.

Sincerely,
Orlando Leon
Chief Information Officer
California State University, Fresno