



# THE CSYOU COLLABORATION SOLUTION

FOCUS ON EFFICIENCY

*The CSU Chancellor's Office has released CSYou, a CSU system-wide communication and collaboration solution servicing all 23 campuses. CSYou uses a single sign-on and is available 24/7 via a web browser.*

The launch of CSYou, the new system-wide employee intranet, marked the first time all CSU employees, regardless of their physical locale, could access employee-specific information from one online location. CSYou was part of a system-wide initiative to improve employee communications, productivity and engagement. The solution does not replace campus websites or portals; instead, it consolidates employee-focused information from disparate sources, such as www.calstate.edu, shared drives, FTP sites and multiple email lists.

From this centralized website, CSU employees are able to access a range of tools and services and find campus and CSU news, web-based services, and documents and data specifically intended for employees. It also features a searchable CSU-wide employee directory.

The CSU strategic initiative goal is to implement a standard software solution that provides:

- A single infrastructure for all Chancellor's Office websites (internal to the Chancellor's Office, extranet to all CSU campuses and external to the world) taking advantage of its content management, audience targeting and publishing capabilities
- Chancellor's Office internal campus collaboration tools to share documents with colleagues, manage projects and publish information both internally (Chancellor's Office-only) and externally (CSU system-wide)
- Tools and components for creating do-it-yourself, code-free business solutions (workflow, web forms, etc.)
- Content management for compliance measures making use of document types, retention policies and automatic content sorting
- Code-free access to information in databases, reports and business applications to help employees locate the information they need to make good decisions

Currently, SharePoint is the software used to address the CSU strategic initiative goal.

CSU employees access CSYou via single sign-on, using their campus's credentials. Strategic partners like AT&T and Unisys also have access via social login using Facebook, Google, Yahoo or OpenID accounts.

## MILESTONES

- April 2010**
  - Project timeline created and budget submitted to reflect expected costs
- June 2010**
  - Microsoft volume licensing negotiations complete
- July 2010**
  - Budget request approved
  - Project gets green light
  - Infrastructure and software license in place
- April 2011**
  - Successful campus single sign-on test (CSU San Bernardino)
- Nov 2011**
  - CSYou design complete
- Sept 2012**
  - Successful single sign-on for all 23 campuses
  - CSYou launches
- Oct 2014**
  - Social sign-on implemented
- Dec 2014**
  - External vendors (AT&T, Unisys) added
- June 2015**
  - Rollout of micro applications
- June 2016**
  - CSYou mobile enabled

## OPPORTUNITIES AND SOLUTIONS

- CSYou is available 24/7 from anywhere with internet access. Browser use breakdown for August 2017: Safari, 37 percent; Chrome, 21 percent; IE, 20 percent; unknown, 11 percent; FireFox, 10 percent; Netscape, 1 percent.
- The Identity Access Management team is working with the UC Office of the President to determine the possibility of integrating their federated services, thus giving UC campuses access to the collaboration groups.
- With CSYou, every user has a personal page where they may post a photo, contact information, interests, skills and past projects. This allows users to connect with others having similar interests, skills, etc.

## QUANTIFICATION AND RESULTS

More than 923 collaboration and team sites (1,859 subsites)
26,291 peak page views per day
15,959 daily average views
24,039 unique users
801 daily average users
Examples of collaboration teams include advising; alcohol and other drugs conference; bill analysis; campus audits; construction management; African American Initiative; Educational Opportunity program; entry-level mathematics; and others.
The success of CSYou and its web content management features influenced the decision to use SharePoint as the platform for the new www.calstate.edu

## IMPACT AND BENEFITS

- Content audience is targeted, so campuses receive information that is pertinent to them without having to wade through information that is not relevant to the user.
- CSYou provided project management tools for the system-wide Common Finance System (CFS). The Common Human Resource System (CHRS) project currently underway is leveraging the same tools.
- CSYou allows business units to build their own solutions; traditionally, they would rely on IT to do so. The technical barrier to entry is relatively low and builds on users' existing skill sets and familiarity with Microsoft Windows, Office and web-based technologies.

## TEAM MEMBERS

### PRODUCTIVITY SERVICES

**Brien Core**  
assistant director

**Peter Wang**  
web development manager

**Yuushi Kotow**  
SharePoint engagement specialist

**Steven Schmidt**  
SharePoint administrator

**Waseel Akbari**  
SharePoint administrator

**Prasanna Kakulawaram**  
SQL Server DBA

**Ching Huang**  
SQL Server DBA

### COMMUNICATIONS

**Robin Wade**  
senior web manager

**Jae Paik**  
web development manager

**Ricky Sua**  
SharePoint developer

### IDENTITY ACCESS MANAGEMENT

**Michael Trullinger**  
chief technical operations officer

**Marcus Mizushima**  
lead identity management analyst

**CSU campuses: identity access management groups, focus groups**

## QUALITY, COST, OR DELIVERY

The CSYou platform:

- Empowers employees to build their own solutions to better organize and identify CSU information
- Provides cross-platform capability
- Offers a single platform for storage, social tools, basic archiving, email filtering, publishing and collaboration
- Reduces costs while delivering the necessary tools to meet the needs of CSU employees

## LESSONS LEARNED

- 1 The need/desire to collaborate with colleagues is critical for higher education institutions.
- 2 The ability to revert unauthorized changes and/or accidental deletion of sites/subsites is necessary.
- 3 CSYou rapidly became a mission-critical content repository.
- 4 CSYou became the single point of access to content on dispersed and distributed systems, becoming the platform for delivering enterprise-wide solutions.