

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT

[Website: Technology Advisory Group](#)

Agenda for April 2, 2020

2:30 p.m. - 4:00 p.m.

Zoom Meeting (Invitation shared via Outlook)

1. Update on coronavirus technology response (30 minutes):
 - Hardware – Brown and Hoang M.
 - Software – Gonzalez, Clacken, Steffens
 - Zoom
 - Teams
 - Adobe Sign
 - Adobe Creative Cloud for students
 - Cranium Cafe
 - Connectivity – Clacken:
 - Remote terminal sessions
 - Phone system
 - Tracking EW students - Davis
2. Technology Update – Colleges
 - SACTAC – Steffens (10 minutes)
 - SCCTEC – Rodriguez (10 minutes)
3. Technology Initiatives for FY 2020-2021 (30 minutes) – Gonzalez
4. Approval of TAG Minutes – March 2, 2020 – **ACTION** (5 minutes) – Gonzalez
5. Other (5 minutes)
 - Membership
 - Budget Allocation for PC replacements

Next TAG Committee Meeting: May 7, 2020

The mission of the Rancho Santiago Community College District is to provide quality educational programs and services that address the needs of our diverse students and communities.

Districtwide Initiatives 2019-2020

<u>Initiative ID #</u>	<u>ITS District Wide Initiatives 2019-2020</u>	<u>Districtwide Goal #</u>
<u>19-20*01</u>	<u>Implement an improved enrollment management solution</u>	<u>19-21*3C</u>
<u>19-20*02</u>	<u>Multiple Measures Implementation</u>	<u>19-21*5C</u>
<u>19-20*03</u>	<u>Online Education Initiative (OEI) Implementation</u>	<u>19-21*1B</u>
<u>19-20*04</u>	<u>Improve overall data quality for reporting needs</u>	<u>19-21*3B</u>
<u>19-20*05</u>	<u>Optimize student onboarding process</u>	<u>19-21*1C</u>
<u>19-20*06</u>	<u>Implement student case management solution with early alert and predictive analytics</u>	<u>19-21*1C</u>
<u>19-20*07</u>	<u>Abide by technology replacement cycle for hardware</u>	<u>19-21*2A</u>
<u>19-20*08</u>	<u>Refresh or replace end of life software</u>	<u>19-21*4A</u>
<u>19-20*09</u>	<u>Establish Colleague patch cycle standards</u>	<u>19-21*2D</u>
<u>19-20*10</u>	<u>Standardize Electronic Content Management (ECM) solutions</u>	<u>19-21*2D</u>
<u>19-20*11</u>	<u>Implement Ellucian Ethos Integration Manager (EIM)</u>	<u>19-21*5C</u>
<u>19-20*12</u>	<u>Implement a standard reporting solution with ad-hoc capability</u>	<u>19-21*3A</u>
<u>19-20*13</u>	<u>Self Service Implementation</u>	<u>19-21*1A</u>
<u>19-20*14</u>	<u>Implement CCCCO Integrated Library System (ILS) ExLibras/Alma</u>	<u>19-21*5C</u>
<u>19-20*15</u>	<u>Implement a single sign on (SSO) authentication solution for staff and students</u>	<u>19-21*4C</u>
<u>19-20*16</u>	<u>Assess functional and technical gaps with SharePoint</u>	<u>19-21*5C</u>
<u>19-20*17</u>	<u>Deploy Microsoft's SCCM centralized solution for computer management and support</u>	<u>19-21*5C</u>
<u>19-20*18</u>	<u>Assess future use of AirWatch as centralized solution for mobile device management</u>	<u>19-21*5C</u>
<u>19-20*19</u>	<u>Deploy a centralized ITSM solution for ticketing, inventory tracking and project management.</u>	<u>19-21*5A</u>

<u>19-20*20</u>	<u>Assess guided pathways scheduling optimization options</u>	<u>19-21*1C</u>
<u>19-20*21</u>	<u>Utilize professional services for Database Administrator support for district wide applications</u>	<u>19-21*5C</u>
<u>19-20*22</u>	<u>Assess solutions for browser security measures to proctor online testing</u>	<u>19-21*1A</u>
<u>19-20*23</u>	<u>Implement security solutions to comply with Gramm-Leach-Bliley Act (GLBA) and General Data Protection Regulation (GDPR)</u>	<u>19-21*4A</u>
<u>19-20*24</u>	<u>Implement solutions and processes to support Business Continuity (BC) and Disaster Recovery (DR)</u>	<u>19-21*4B</u>
<u>19-20*25</u>	<u>Develop Standard Operating Procedures (SOPs) that define and streamline functions and services across ITS teams</u>	<u>19-21*2D</u>
<u>19-20*26</u>	<u>Support technology solutions that support facility construction projects, improve efficiencies and automate manual processes</u>	<u>19-21*5C</u>
<u>19-20*27</u>	<u>Improve district website mobile experiences and platform stability</u>	<u>19-21*1D</u>
<u>19-20*28</u>	<u>Standardize classroom mediation deployments</u>	<u>19-21*2B</u>
<u>19-20*29</u>	<u>Provide business process documentation for districtwide technology solutions</u>	<u>19-21*2C</u>
<u>19-20*30</u>	<u>Document technology planning standards and ITS project prioritization procedures</u>	<u>19-21*2E</u>
<u>19-20*31</u>	<u>Schedule ongoing cybersecurity awareness training sessions.</u>	<u>19-21*4D</u>
<u>19-20*32</u>	<u>Develop training materials and schedule training sessions for districtwide technology solutions</u>	<u>19-21*5B</u>
<u>19-20*33</u>	<u>Improve Siteimprove accessibility scores for district websites</u>	<u>19-21*5D</u>
<u>19-20*34</u>	<u>Foster base system utilization and improve stability while reducing customizations within Ellucian Colleague</u>	<u>19-21*5C</u>

ID #	ITS District Wide Initiatives 2019-2020	DW Goal #	Projects Completed	Projects in Progress
19-20*01	Improve Enrollment Management	19-21*3C	5	1
19-20*02	Implement AB705	19-21*5C		
19-20*03	Implement OEI	19-21*1B	22	1
19-20*04	Improve Data Quality	19-21*3B	46	15
19-20*05	Optimize Student Onboarding	19-21*1C	1	2
19-20*06	Implement Student Case Mgmt	19-21*1C		
19-20*07	Utilize Hardware Replacement Cycles	19-21*2A	37	2
19-20*08	Utilize Software Replacement Cycles	19-21*4A	40	4
19-20*09	Establish Colleague Patch Cycles	19-21*2D	1	0
19-20*10	Standardize on ECM	19-21*2D	2	2
19-20*11	Implement EIM	19-21*5C		
19-20*12	Implement Standard Reporting Solution	19-21*3A		
19-20*13	Implement Self Service	19-21*1A	0	2
19-20*14	Implement ILS	19-21*5C	0	1
19-20*15	Implement SSO	19-21*4C	0	2
19-20*16	Assess SharePoint Gaps	19-21*5C	10	0
19-20*17	Deploy SCCM	19-21*5C	0	1
19-20*18	Assess Airwatch	19-21*5C	0	1
19-20*19	Deploy ITSM Solution	19-21*5A	0	1
19-20*20	Optimize Guided Pathways	19-21*1C	1	1
19-20*21	DBA Professional Services Support	19-21*5C	0	1
19-20*22	Assess Online Proctoring	19-21*1A		
19-20*23	Implement Security Solutions	19-21*4A	5	2
19-20*24	Support DR and BC	19-21*4B	2	3
19-20*25	Develop SOPs	19-21*2D	2	3
19-20*26	Improve Efficiencies and Automation	19-21*5C		
19-20*27	Improve District Mobile Experience	19-21*1D	8	0
19-20*28	Standardize Classroom Mediation	19-21*2B		
19-20*29	Provide Business Process Documentation	19-21*2C	8	3

19-20*30	Document Standards and Prioritization	19-21*2E	0	5
19-20*31	Cybersecurity Awareness Training	19-21*4D	1	1
19-20*32	Develop Training Materials	19-21*5B	6	4
19-20*33	Improve Accessibility	19-21*5D	8	4
19-20*34	Foster Off the Shelf Product Adoption	19-21*5C	2	12
			207	74

Technology Advisory Group
Board Room – District Office, Room 102
2:30 p.m. – 4:00 p.m.

Meeting Minutes for March 5, 2020

Voting Members Present: Robert Bustamante, Tammy Cottrell, Jesse Gonzalez, Susan Hoang, Sergio Rodriguez, John Steffens

Voting Members Absent: Mary Mettler, Pat Weekes

Supporting Members: Scott James, Dane Clacken, Michael Hoang, Daniel Oase, Juan Briseno – SAC Student

Discussion

1. Call to Order
 - Meeting was called to order by Mr. Gonzalez at 2:31 p.m.
2. Approval of Updated Districtwide Technology Plan – Mr. Gonzalez briefly reviewed the updates made to the Districtwide Technology Plan. He reminded the group that the Districtwide Technology Initiatives will be reassessed before June of 2020.
 - Mr. Gonzalez called for motion to approve the Updated Districtwide Technology Plan. A motion to approve was made by Mr. Steffens, seconded by Ms. Hoang and approved unanimously.
3. Mid-year report Projects completed in support of the technology plan – Mr. Gonzalez presented an overview of the Mid-year Status Report consisting of existing and completed projects as well as Helpdesk tickets closed by the ITS team for the period July 1 to December 31, 2019.
 - He expounded on how the projects tie in with the districtwide initiatives from the Technology Plan and in accordance with accreditation standards.
 - The report provides insightful information of how projects are categorized and prioritized within each area in ITS (Infrastructure, Applications, Web, Helpdesk, SAC and SCC Academic Support teams). Each project has its own unique identifier for tracking purposes.
 - Most of ITS current projects are related to improving data quality. This is expected considering our new funding formula is based on data accuracy.
 - Mr. Gonzalez plans to provide a mid-year and end-of-the-year status report to be shared with operational groups and advisory committees like TAG.
 - Ideally for future projects, ITS will be able to utilize these datapoints to determine resource availability of each team or technician and better forecast project completion timelines.
 - The group conversed on what systems or list of applications are on-prem vs. in-cloud. Mr. Gonzalez will start compiling this information as well as placing this matter for consideration to be added as an official initiative for next year.
4. Technology Update – Colleges
 - SAC – J. Steffens
 - Mr. Steffens announced that SACTAC approved the committee goals at their last meeting. They plan to complete the following goals during the remainder of the year:
 - creating the strategic planning workgroup
 - creating the accessibility workgroup

- reviewing and formalizing the membership
- Informational discussions regarding computer replacement plan and technology projects.
- Starfish consultant is scheduled for site visit in March. Mr. Steffens is coordinating final logistics.
- Focus groups for website redesign project have been scheduled.
- Regular meetings and other essential groundwork for Self-Service and Self-Service transition are taking place. Collaborating with Early Decision for students to register through Self-Service. Plan to train Outreach and A&R with respect to student facing features of Self-Service.

SCC – S. Rodriguez

- Mr. Rodriguez presented the technology initiatives at their SCCTEC meeting but found it a bit challenging since no feedback was received.
 - Self-Service presentation received numerous customization requests. Mr. Rodriguez met with Ellucian consultant to discuss a work around but to no avail as those features are considered customizations. Mr. Gonzalez from previous CISOA conference attendance shared that his associates are experiencing similar battles related to Self-Service. He proposed to continue generating a log of those requests. He will reconvene with his counterparts to discuss and categorize those requests (show stopper, must have, nice to have). Mr. Gonzalez stated a system wide approach will get more traction thereby creating clear intent with Ellucian. Discussions ensued.
 - Student Helpdesk is coming back. This will consist of two part time students and will be implemented and managed in Student Services as an extension of A&R. Other related matters such as branding and location are still up for discussion.
 - Issues experienced with data governance. Several reports were not reconciling properly, including the 320 report.
And also issues in Apprenticeship with their Web Attendance; manual hour entries are creating inconsistencies. Will submit a project request to automate and upload hours on a monthly basis.
5. Follow up on pending business
- TAG membership and responsibilities – Mr. Gonzalez presented the changes requested by Mr. James and Ms. Mettler in the February meeting.
 - There are still concerns in faculty position section and unable to arrive with a consensus. The group agreed that SCC discuss further with SCCTEC and reassess faculty representation. Results will be discussed at the next TAG meeting in April.
 - Task force to assess funding process for computer replacements – Mr. Gonzalez inquired about the membership inquiry from last meeting. The group agreed to add as members Mr. Clacken, Director of Technology Infrastructure & Support Service and Mr. Brown, Director of Academic and End User Support – SCC.
3. Updated districtwide desktop/laptop/printer standards: Mr. Hoang provided a brief overview of HP products, current vs. new standards including introduction of new high-end workstation.
- Desktop
- Model G4 vs. G5. G5 has increased processor from 6 to 8 cores. District Cost: slightly lower than current model from \$862 to \$848.
- Laptop
- Model G5 vs. G6. G6 has better mobility; size is 14” and weighs 3.26 lb. District Cost: also, slightly lower than current model from \$1337.58 to \$1322.80.
- Workstation

- Z4 G4 workstations are high-end and more robust consisting of 64GB of RAM and are used in areas like Engineering labs with higher demands for computing power. District Cost: \$4665.69

Printer

- LaserJet Pro MFP M426fdw vs. M428fdw. New model has larger memory at 512MB. District Cost: current model is \$320 and new model is \$314
- LaserJet Pro MFP M477fdn vs. M479fdn. New model has larger memory at 512MB. District Cost: current model is \$362 and new model is \$404

Action: Mr. Gonzalez called for motion to approve the new districtwide desktop/laptop/printer standards. A motion to approve was made by Mr. Rodriguez, seconded by Mr. Steffens and approved unanimously.

The districtwide desktop/laptop/printer standards will be updated in the TAG website. Mr. Gonzalez confirmed that ITS conducts testing of computing standards before they are recommended for approval.

4. Approval of TAG Minutes

- December 5, 2019 – Mr. Gonzalez called for a motion to approve the TAG Minutes of December 5, 2019 meeting. A motion to approve the minutes was made by Mr. Steffens, seconded by Mr. Rodriguez and approved unanimously.
- February 6, 2020 – No action was taken since there was no quorum.

6. Other

- PermissionClick – According to information gathered from previous conversation of Mr. Gonzalez and Mr. Bustamante with Mr. Don Maus of Risk Management, there was insufficient buy-in and it was decided not to pursue with a full featured system. Further inquiries to be directed to Mr. Maus.
- Voting members – Mr. Gonzalez suggested for voting members to designate an alternate if they are unable to attend. This will avoid quorum issues which affects approval of action items. Mr. Rodriguez suggested if possible to start adopting web conferencing. Both topics will be discussed further at the next meeting.
- Purchasing memo about PC purchases – Mr. Rodriguez asked for clarity on the cause of shipment delays. Mr. Gonzalez stated that this was originally due to the shortage of Intel processors causing lead times of 6 to 8 weeks. Now, in addition to processor shortages, the COVID19 virus is disrupting the supply chain which is causing the lead times to be 12 weeks or longer.

Informational Handouts

- Link to “Current” and “Proposed” TAG Committee, Responsibilities and Membership
- Link to “College Computer Replacement Task Force Membership”
- Districtwide desktop/laptop standards

Next Meeting Reminder: April 2, 2020; Board Room (DIST-107)

Adjournment

The meeting was adjourned at 3:49 p.m.