Rancho Santiago Community College District

District Office

2323 N. Broadway, Santa Ana, CA 92706

Office: (714) 480-7439 Fax: (714) 796-3995

# Technology Advisory Group

Meeting of: Thursday, October 6, 2016 – 2:30 p.m.

District Office 107, Board Room

**Meeting Minutes for October 6, 2016**

**Members Present:** Archana Bhandari, Ancie Dulalas, Jesse Gonzalez, Dean Hopkins, Jim Kennedy, Lee Krichmar, Daniel Oase, Alfonso Oropeza, John Steffens, George Sweeney, Mike Taylor, Pat Weekes

**Members Absent:** SAC Student, SCC Student, Tammy Cottrell, Scott James, Cherylee Kushida, Sergio Rodriguez

**Guests:** Stuart Davis

**Discussion**

* Call to Order
  + Meeting called to order at 2:30 p.m.
* Approval of Minutes
  + The minutes from the September 1st, 2016 meeting were approved.
* Jim Kennedy announced splitting his role with John Steffens; John will now be Admin Rep and Jim to be the CEC Rep. Lee verified that the TAG committee was in agreement and she will update the committee membership to reflect this change.
* Strategic Technology Plan – Lee presented the plan and covered the major areas of the technology plan:
  + This 3-year plan which will continually get updated and will be a living document.
  + Projected presentation of the plan to the Board at the January 2017 meeting for informational purposes.
  + Adequate service ratios were discussed regarding the ITS staffing section. Lee reviewed the statistics and the TAG committee agreed that establishing the ratio goal of **200:1** with regards to number of PC’s each technician is responsible for supporting is the best approach. The group agreed that it might take several years to reach this goal.
  + Jim Kennedy shared that this is a good year in the SAC budget and the college is interested in investing in replacing computers that are older than 4 years old. Archana is currently working on getting an inventory put together for SAC, CEC, DMC, Sheriff’s Academy and other large locations that we support. Alfonso is doing the same for SCC, OEC, etc.
  + Goal - Technology plan for the colleges will be integrated into the plan based on their relevant information.
  + Major areas covered:
    - Strategic Planning Elements - announced key people that are in-charge of major projects.
* New ITS mission statement - created through collaborative efforts by the ITS Directors. Touched on Core Values with emphasis on “Transparency”.
* New Section: Responsible for tracking of VPAT’s on all technology & equipment purchases within the Purchasing Department in adherence to Section 508.
* Goals of focusing on establishing printer & copier standards. Inclusion of various technology/product standardizations that aren’t made public (i.e. cabling, network core, WAN).
* Telecommunication & VoIP more work required, Jesse to investigate on all current phones (handsets) for issues to avoid bottlenecks or jams and overall assessment as necessary. Are our current handsets limited at 100mb bandwidth if a PC shares the phones network port?
* The concern of limited ITS human resources to support our technology continues:
* Investing in new equipment will result in effective use of manpower
* Staffing & support goals to lower the technology to technician ratio be incorporated into the plan in time to be presented for next year’s budget
* Technology Plans:
* Windows 10 updates are going well; Lee described the large update that Microsoft has released that takes 90 minutes to install and DO has created a new base image that includes this update for the non-instructional computers
* Continue investing in equipment hardware equipment with 5-year warranty instead of 3-year
* Continued commitment in wireless infrastructure and video infrastructure
* Security testing & initiatives as well as focusing on 5 of the 20 controls per year
* Mobile responsive web design – new industry standard to provide more positive user experience
* Implement fob system for computer server room security and track access to the rooms at SAC and SCC
* Facilities Construction Standards – projects are coordinated with ITS
* Technology & Instruction to be discussed in future meetings – George will provide an update of this section to Lee.
* Centralized services:
* Communication such as general email notifications
* Recent updates to the District’s Helpdesk system
* Stuart was assigned to take on the mandated statewide assessment project – for future.
* Jesse shared that the servers are virtualized to transition to cloud and the fail over connectivity is still actively in the works. Exchange and SharePoint are already setup because those applications support failover as delivered.
* Portal Update
  + Stuart shared that the Employee page is ready to “go-live”.
  + A link will be provided on RSCCD website to access “portal”.
  + Student portal is close to “go-live” as Ellucian needs to rebuild the site in the cloud in mid-October; we should be ready soon after that date.
  + Ellucian Ethos for single-sign-on capability.
* Strategic Technology Plan “draft” was unanimously approved by TAG.
* Lee will make the additional changes that were discussed at the October meeting and present the draft plan at SACTAC and SCCTAC next to solicit input.

**Information Distributed**

* Strategic Technology Plan

**Next Meeting: November 3, 2016**

**2:30 to 4:00 p.m. in the Board Room (DIST-107)**

**Adjournment**

Lee adjourned the meeting at 4:05 p.m.