

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT

[Website: Technology Advisory Group](#)

Agenda for September 5, 2019

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

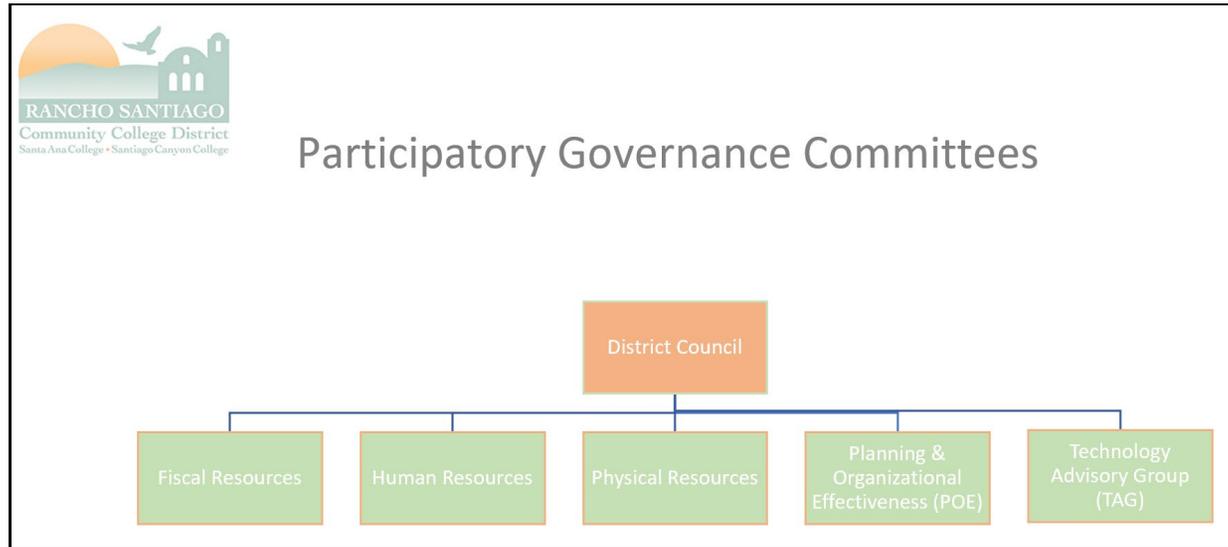
Board Room, District Office - Room #107

1. TAG introductions, membership, responsibilities and purpose (10 minutes) – All
2. Districtwide Technology Initiatives 2019-2020 Adoption – **ACTION** (20 minutes) – Gonzalez
3. Technology Update – Colleges
 - SAC – Steffens (10 minutes)
 - SCC – Rodriguez (10 minutes)
4. ITS software and hardware maintenance renewal contracts for 2019-2020 (20 minutes) – Gonzalez
 - Colleague cloud contract renewal
5. Self-Service and portal update – Davis/Gonzalez (10 minutes)
6. Approval of TAG Minutes – May 2, 2019 – **ACTION** (5 minutes) – Gonzalez
7. Other (5 minutes)

Next TAG Committee Meeting: October 3, 2019

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.

District Participatory Governance



TAG Purpose:

To promote student learning and success through technology by advancing operational efficiency, coordinating technology requests from district and college committees and departments, and developing technology policies and procedures.

Committee	Responsibilities	Membership
Technology Advisory Group	<p>Develop and evaluate RSCCD and college technology plans</p> <p>Assess the effective use of technology resources</p> <p>Develop and evaluate hardware and software standards</p> <p>Review and evaluate hardware replacement cycle</p> <p>Develop recommendations regarding equipment, staffing, and training needs related to the use of technology</p>	<ul style="list-style-type: none"> • Assistant Vice Chancellor of Information Technology Services • Administrator appointed by Santa Ana College President • Administrator appointed by Santiago Canyon College President • Two faculty members appointed by each Academic Senate, Santa Ana College & Santiago Canyon College • Three Classified representatives appointed by CSEA (District Office, Santa Ana College & Santiago Canyon College) • One of the faculty representatives shall serve as committee co-chair

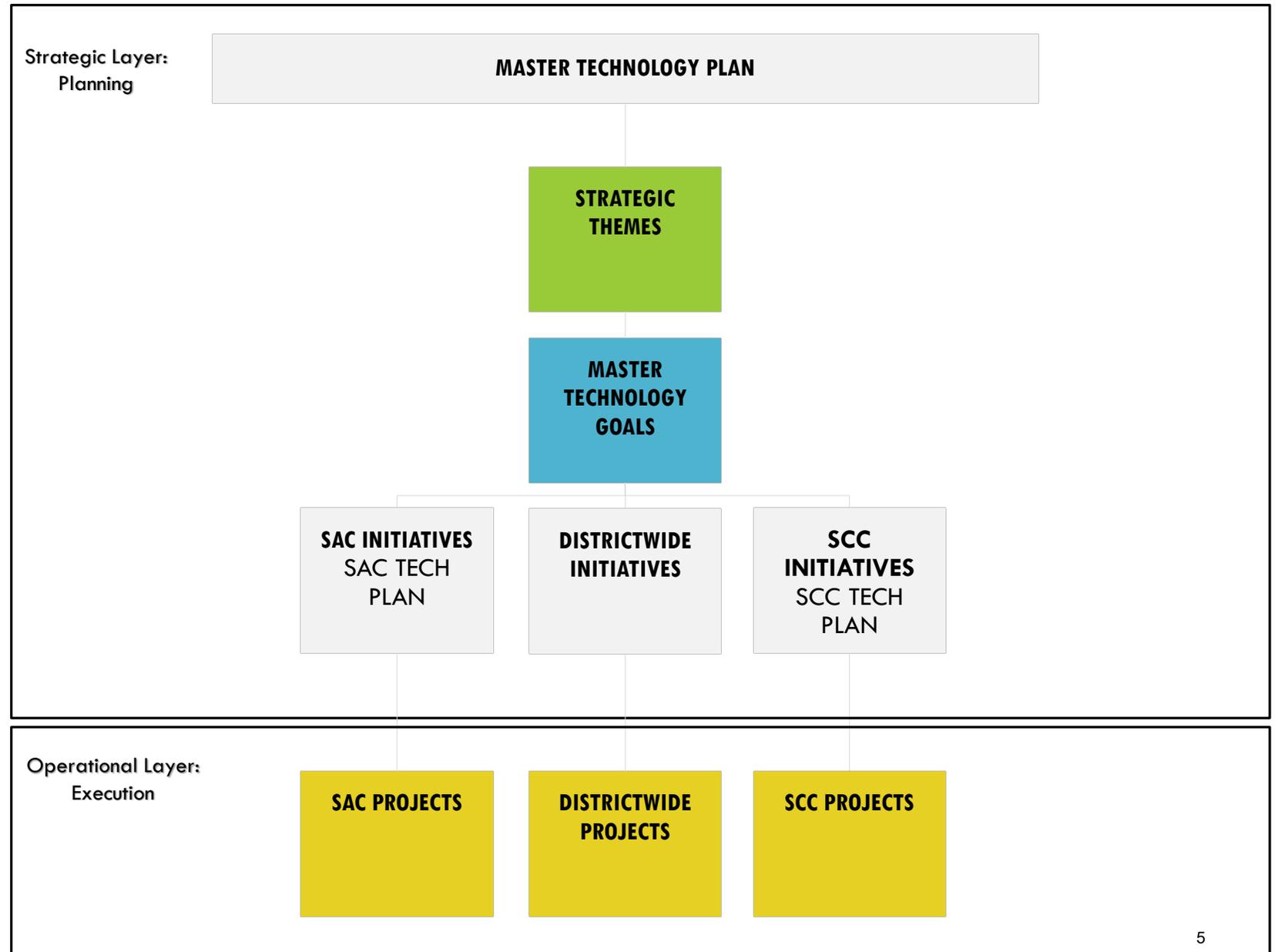


TAG Membership:

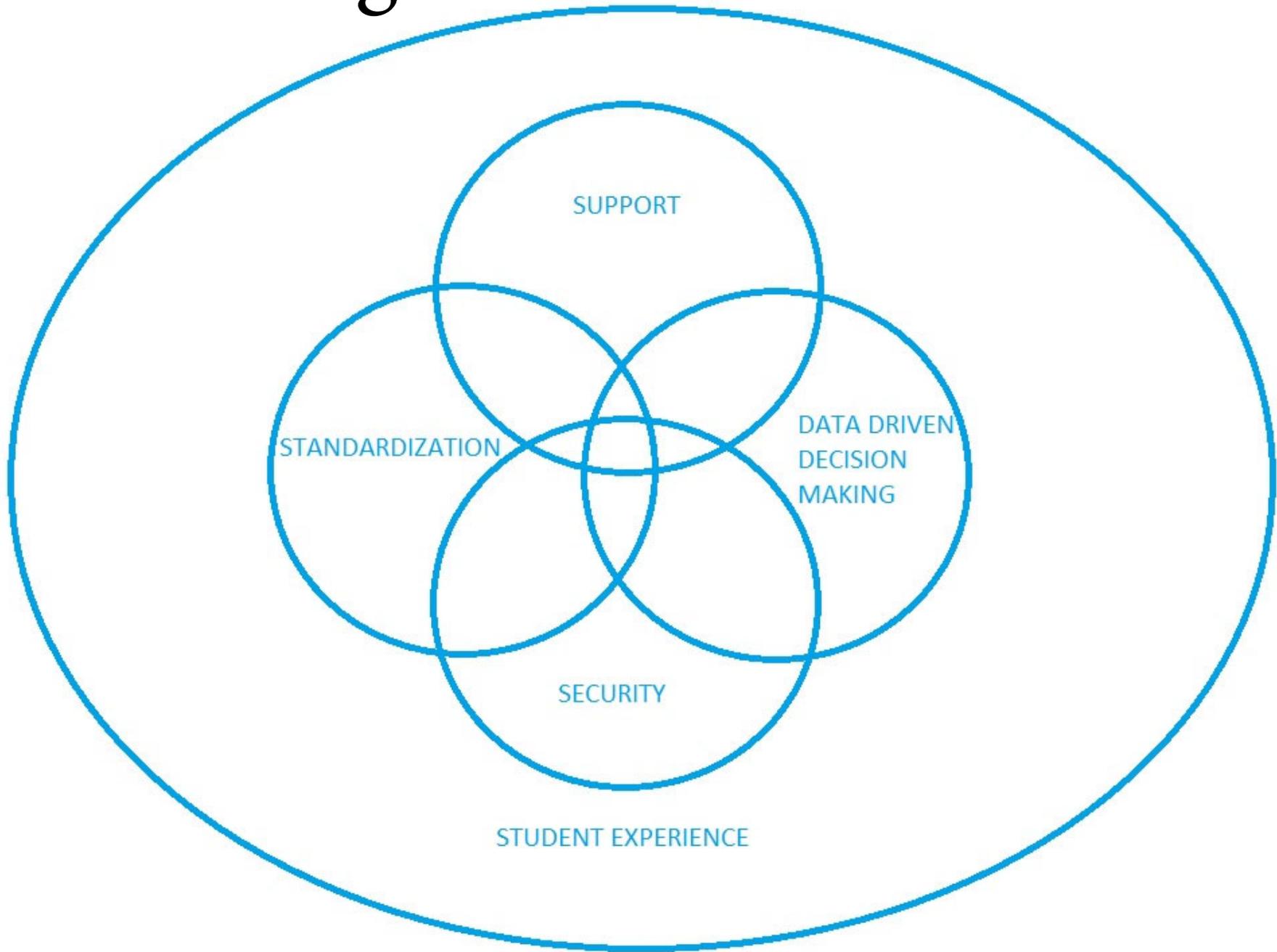
Santa Ana College	Santiago Canyon College	District
Susan Hoang, Faculty	Scott James, Faculty*	Jesse Gonzalez, Asst. Vice Chancellor*
Cherylee Kushida, Faculty	Randy Scott, Faculty	Alfonso Oropeza
John Steffens, Admin	Sergio Rodriguez, Admin	Dean Hopkins
Jim Kennedy, CEC	Daniel Oase, OEC	Michael Hoang
Tammy Cottrell, Classified	Vacant, Classified	Pat Weekes, Classified
Juan Briseno, SAC Student; Sophia Baltodano (alternate)	Garradan Simmons, SCC Student	
Joe Pacino (alternate)		Dane Clacken (alternate)

* Co-Chair (faculty co-chair rotates between SAC and SCC)

TECHNOLOGY PLANNING STRUCTURE



Strategic Themes 2019-2022



MASTER TECHNOLOGY GOALS

2019-2021

1. Student Experience

- a. Provide technology infrastructure capacity and technology services to support on-campus and online student support services. (III.C.1, III.C.2)
- b. Provide scalable technologies, services and staff to fully support online education. (III.C.1)
- c. Provide technology services to align student experience with the pillars of guided pathways. (III.C.1, III.C.4)
- d. Enhance internal and external web resources and mobile applications to improve ease of use for students, programs, services and operations. (III.C.4)

2. Standardization

- a. Establish an ongoing plan to ensure all technology equipment is replaced on a regular basis to support operations, programs, services and district and college missions. (III.C.2)
- b. Ensure that all classrooms, labs and study spaces have standardized audio-visual equipment, networking, hardware and software to support collaborations, simulations, presentations, teaching and learning. (III.C.1)
- c. Develop and update policies and procedures that guide the use of technology and support teaching and learning processes. (III.C.5)
- d. Continuously improve and establish standardized business processes involving technology to enhance institutional operations. (III.C.4)
- e. Institutionalize technology planning framework and standardize project management including portfolio management, project intake and project prioritization. (III.C.1)

3. Data Driven Decision Making

- a. Plan regular updates of technology to ensure the quality and capacity to support operations, programs, services and the mission. (III.C.2)
- b. Institutionalize data management and data governance for data-informed decision making. (III.C.4)
- c. Streamline, encourage and support the use of Business Intelligence reports and reporting tools for the effective use of technology systems. (III.C.1)

4. Security

- a. Continuously improve network infrastructure security processes at all locations where courses, programs, and services are implemented and maintained to assure reliable access, safety, and security. (III.C.3)
- b. Develop and maintain information security plans, policies, procedures, practices and projects to assure reliable access, safety, risk management and security compliance at all locations. (III.C.3)
- c. Deploy Single Sign-On (SSO) solution for all standardized applications and technology resources to assure reliable access, safety and security at all locations. (III.C.3)
- d. Perform ongoing information security training to faculty, staff, students, administrators and external stakeholders. (III.C.3.)

5. Support

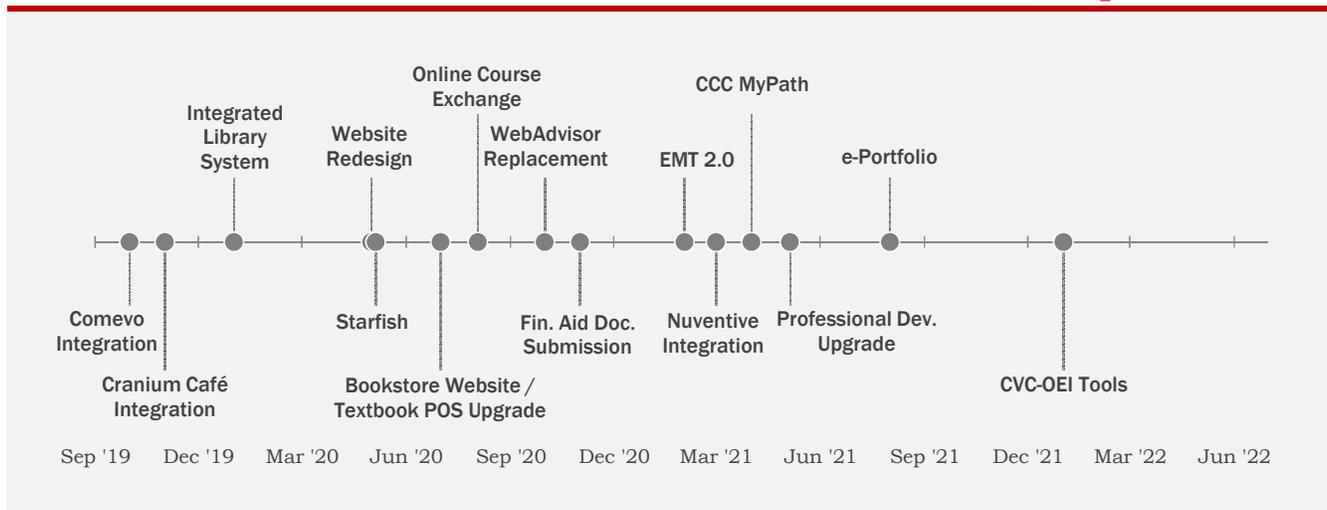
- a. Develop and foster Information Technology service excellence, performance feedback and assessment. (III.C.4)
- b. Provide training and support for faculty, staff, students, and administrators in the effective use of technology and technology systems related to academic programs, student services and operations. (III.C.4)
- c. Improve the effectiveness and efficiency of technology, services and support provided to students, faculty, staff and administrators. (III.C.1)

- d. Ensure that technology resources at all locations are implemented and maintained to assure compliance with the American with Disabilities Act (ADA) and all applicable accessibility laws and regulations. (III.C.3)

ID #	ITS District Wide Initiatives 2019-2020	DW Goal #
19-20*01	Implement an improved enrollment management solution	19-21*3C
19-20*02	Multiple Measures Implementation	19-21*5C
19-20*03	Online Education Initiative (OEI) Implementation	19-21*1B
19-20*04	Improve overall data quality for reporting needs	19-21*3B
19-20*05	Optimize student onboarding process	19-21*1C
19-20*06	Implement student case management solution with early alert and predictive analytics	19-21*1C
19-20*07	Abide by technology replacement cycle for hardware	19-21*2A
19-20*08	Refresh or replace end of life software	19-21*4A
19-20*09	Establish Colleague patch cycle standards	19-21*2D
19-20*10	Standardize Electronic Content Management (ECM) solutions	19-21*2D
19-20*11	Implement Ellucian Ethos Integration Manager (EIM)	19-21*5C
19-20*12	Implement a standard reporting solution with ad-hoc capability	19-21*3A
19-20*13	Self Service Implementation	19-21*1A
19-20*14	Implement CCCC Integrated Library System (ILS) ExLibras/Alma	19-21*5C
19-20*15	Implement a single sign on (SSO) authentication solution for staff and students	19-21*4C
19-20*16	Assess functional and technical gaps with SharePoint	19-21*5C
19-20*17	Deploy Microsoft's SCCM centralized solution for computer management and support	19-21*5C
19-20*18	Assess future use of AirWatch as centralized solution for mobile device management	19-21*5C
19-20*19	Deploy a centralized ITSM solution for ticketing, inventory tracking and project management.	19-21*5A
19-20*20	Assess guided pathways scheduling optimization options	19-21*1C
19-20*21	Utilize professional services for Database Administrator support for district wide applications	19-21*5C
19-20*22	Assess solutions for browser security measures to proctor online testing	19-21*1A
19-20*23	Implement security solutions to comply with Gramm-Leach-Bliley Act (GLBA) and General Data Protection Regulation (GDPR)	19-21*4A
19-20*24	Implement solutions and processes to support Business Continuity (BC) and Disaster Recovery (DR)	19-21*4B
19-20*25	Develop Standard Operating Procedures (SOPs) that define and streamline functions and services across ITS teams	19-21*2D
19-20*26	Support technology solutions that support facility construction projects, improve efficiencies and automate manual processes	19-21*5C
19-20*27	Improve district website mobile experiences and platform stability	19-21*1D
19-20*28	Standardize classroom mediation deployments	19-21*2B
19-20*29	Provide business process documentation for districtwide technology solutions	19-21*2C
19-20*30	Document technology planning standards and ITS project prioritization procedures	19-21*2E
19-20*31	Schedule ongoing cybersecurity awareness training sessions.	19-21*4D
19-20*32	Develop training materials and schedule training sessions for districtwide technology solutions	19-21*5B
19-20*33	Improve Siteimprove accessibility scores for district websites	19-21*5D
19-20*34	Foster base system utilization and improve stability while reducing customizations within Ellucian Colleague	19-21*5C

TECHNICAL PROJECT ROADMAP

for Guided Pathways



Delivery*	Project	GP Alignment†	Notes
Oct '19	Comevo Integration	1	Colleague & SSO Integration
Nov '19	Cranium Café Integration	2b-e	Colleague Integration
Jan '20	Integrated Library System	4c	Phase 1; Phase 2 TBD
May '20	Website Redesign	1c, 1d, 3b	Guided Pathways subsite by Nov. 1
May '20	Starfish	2b-e, 3b, 3d	Student success & analytics platform
Jul '20	Bookstore Website / Textbook POS Upgrade	4	Requires new network design
Aug '20	Online Course Exchange	3	1-click registration (N2N Illuminate)
Oct '20	WebAdvisor Replacement	1	Depends on Self-Service
Nov '20	Fin. Aid Doc. Submission	3c	Electronic Submission System
Feb '21	EMT 2.0	3e	Enrollment Management Upgrade
Mar '21	Nuventive Integration	4a, 4e	SSO & Canvas Integration; No API
Apr '21	CCC MyPath	2a	Depends on SuperGlue
May '21	Professional Dev. Upgrade	4g	Vision Resource Center / Cornerstone?
Aug '21	e-Portfolio	4f	Portfolium?
Jan '22	CVC-OEI Tools	2-3	Tools TBD

*Does not reflect post-delivery operational scaling by service areas.

†From CCC Scale of Adoption Assessment

Establishing the Starfish Implementation Team

When forming your implementation team, it is important to note that this effort should not be considered a technical project for the information technology team to implement. Strong leadership and guidance from the functional owners of academic and student affairs is imperative. Having said that, the most successful clients are those that have a strong partnership with their IT group. Our consultants will do our best to foster such a partnership and ensure appropriate leadership, functional, and technical resources are available for all relevant meetings.

We know that changing an institution's culture, policies, and processes around student success is an ongoing effort. Increasingly, institutions will often dedicate a role to student success (Director or Coordinator of Student Success are roles that are becoming more prevalent among our client base), which would include the oversight and management of the Starfish Enterprise Success Platform. The individual that fills this role will certainly spend much of their time with implementation activities when first implementing Starfish, however, once the solution is live, the vast majority of their time should be focused on higher-level activities related to cultivating a collaborative student success culture and expanding upon the work that is deemed most effective to achieve desired outcomes.

A team of individuals is required to implement Starfish in the first year. This team should expect to participate in the following activities for the estimated time allotted:

Role	Description	Activities	Hours
Project Manager	Manages the progress of the implementation plan and ensures all parties are working together with Starfish to launch the system. The Project Manager is often a Functional Lead.	Implementation meetings: 1 - 2 hours per week	30 - 60
		Project Management: 2 - 4 hours per week	60 - 120
		Internal preparation meetings: 2 - 4 hours per week	60 - 120
Technical Lead	Responsible for managing resources that will work on the technical aspects of integrating with the SIS and LMS, as well as user access points.	Implementation meetings: 1 - 2 per week	30 - 60
		Management of technical resources and activities	30 - 60
Functional Lead(s)	Makes decisions and leads the configuration of the Starfish Platform (not a technical role). Should have a broad view of the institution's student success initiatives and knowledge of how students are identified to be at-risk, how interventions are delivered, and who manages student success. This person may have student success in their title, but is often held by a Director/Dean of Student Services or Counseling, Associate VP, or Assoc Dean/Dean of Student Success/Counseling.	Implementation meetings: 1 - 2 per week	30 - 60
		Internal preparation meetings: 2 - 4 hours per week	60 - 120
Executive Sponsor	Provides oversight to the implementation. May not be a hands-on participant but will	Monitoring project status: 1 hour per week	30

	provide feedback on who should be involved and assessment of the project throughout its duration. Often held by the Provost, VP of Academic Affairs, or VP Student Affairs.	Championing the effort and communication with stakeholders	10
Faculty Liaison	Advises on the needs and views of faculty as it relates to Starfish rollout and adoption.	Implementation meetings and vetting decisions with larger faculty group	30
Training Lead	Develops and delivers training for end user base on an ongoing basis. Should be involved in testing phase to best understand configurations and workflows.	Customize and deliver training materials and training sessions for end-user community	40 - 60
Project Scribe	This individual ensures that decisions made by your institution and action items for your team are documented and shared with the team after each Starfish meeting. This may be the institution's project manager.	Take notes and coordinate action items	30 - 60
Data Integration Specialist and other IT specialists	Staff with the ability to extract, format and QA data for Starfish. Additional expertise pertaining to authentication, networking, and security may also be needed.	Implementation meetings: 1 - 2 per week	10 - 20
		SIS Integration Work - Operational Data	60 - 120
		SIS Integration Work - Strategic Data	40 - 60
		LMS Integration	10
		Authentication and Networking Updates	10 - 20
Institutional Research Analyst	Member of institutional research team to assist with data extracts to populate the strategic data model, validate and QA the data, and work with Starfish Analytics Consultant.	Meetings, data extract assistance, and data validation	20 - 40
Additional team members, as needed	Instructors, counselors, advisors, financial aid staff, disability services, information technology staff, training staff, instructional designers, institutional research, assessment, and/or accreditation staff.		

Once implemented, resource needs for the management and maintenance of Starfish are relatively light. The student success director/coordinator role should be responsible for the administration of Starfish along with an identified partner owner from the information technology team (usually a technical business analyst). The functional owner should expect to spend up to 25% of their time working with Starfish. Most of this time will be spent adding new configurations as new workflows and processes are designed, refining existing workflows, and building or refining end-user roll-out materials as new departments, faculty, and student groups onboard in their use of the solution. The technical business analyst can expect to dedicate approximately 10% of their time to

troubleshooting technical issues and enhancing the data integration to accommodate new workflows and processes as business needs demand.

ITS Contract List 2019-2020

	Vendor Name	Vendor ID #	Department	Contact	Key	Service	PO #	Cost for FY 18-19	Cost for FY 19-20	C/U or Pricing Note	Term	From	To	Notes
1	Ad Astra Information System	1059730	ITS	S. Davis	S	Astra Schedule Blue (FTE 20,000 or larger, interface maintenance fee)	0199326	\$16,300.00	\$16,300.00		1	9/20/19	9/19/20	Discussed/unable to co-term
2	Ad Astra Information System	1059730	ITS	S. Davis	S	Hosting Fee	0199325	\$14,500.00	\$14,500.00		3-3	9/20/17	9/19/20	Discussed/unable to co-term
3	American Security Group	2036449	ITS	D. Clacken	S	OnSSI Ocularis Support - Camera Licenses	0209039	\$33,020.95	\$28,625.20	GST Quote-\$32,352.71	1	7/1/19	6/30/20	
4	Calero Software	2116263	ITS	D. Clacken	S	VeraSMART Call Accounting System	0209021	\$2,817.75	\$2,817.75		1	7/1/19	6/30/20	
5	Carahsoft Technology Corp	2442048	ITS	S. Davis	S	Jira Cloud License & App (25)	0209022	\$3,028.10	\$4,777.00		1	6/28/19	6/28/20	
6	CCLC Community College League	1031939	ITS	S. Davis	S	Turnitin - Plagiarism	0209098	\$67,916.64	\$73,311.80		1	8/1/19	7/31/20	
7	CDW Government Inc	1031948	ITS	D. Clacken	S	Cisco Umbrella Support	0209032	\$26,058.00	\$24,000.00	VPLS Quote-\$37,540	1	7/1/19	6/30/20	
8	Coast Electric	1708348	ITS	D. Clacken	S	Cleaning of Cameras - District Wide	0209059	\$14,400.00	\$14,440.00		1	7/1/19	6/30/20	
9	Collegesource Inc	1032083	ITS	S. Davis	S	Catalink all catalogs	0209056	\$1,410.00	\$1,481.00		1	8/1/19	7/31/20	
10	Computerland of Silicon Valley	1032119	ITS	A. Oropeza	S	Software subscription renewal for Sassafrass K2 Technical Services	0209019	\$1,900.00	\$1,900.00		1	7/1/19	6/30/20	
11	Computerland of Silicon Valley	1032119	ITS	D. Clacken	S	Jetnexus support	0209020	\$2,400.00	\$2,400.00		1	7/1/19	6/30/20	
12	Computerland of Silicon Valley	1032119	ITS	D. Clacken	S	Symantec Academic Subscription	0209042	\$17,043.00	\$17,043.00	CDW Quote-\$17,803.38	1	7/1/19	6/30/20	
13	Computerland of Silicon Valley	1032119	ITS	D. Clacken	S	Adobe-Creative Cloud Enterprise	0209127	\$84,474.00	\$98,427.00		1-3	7/29/19	7/28/22	Board Approved: 7/15/19
14	Computerland of Silicon Valley	1032119	ITS	D. Clacken	S	VMWare software license support	0209044	\$58,257.14	\$58,463.40	SHI quote: \$59,972.03	1	7/1/19	6/30/20	
15	Computerland of Silicon Valley	1032119	ITS	J. Gonzalez	S	Microsoft Campus Agreement for RSCCD	0199285	\$23,446.50	\$97,553.10	2020 PO in progress	3-3	9/15/17	9/14/20	Microsoft Agreement Board approved: 9/11/17
16	Computerland of Silicon Valley	1032119	ITS	J. Gonzalez	S	Microsoft Campus Agreement for SAC	0199286	\$118,630.00	\$112,115.00	2020 PO in progress	3-3	9/15/17	9/14/20	Microsoft Agreement Board approved: 9/11/17
17	Computerland of Silicon Valley	1032119	ITS	J. Gonzalez	S	Microsoft Campus Agreement for SCC	0199287	\$53,912.40	\$55,381.80	2020 PO in progress	3-3	9/15/17	9/14/20	Microsoft Agreement Board approved: 9/11/17
18	Computerland of Silicon Valley	1032119	ITS	D. Clacken	S	Airwatch Workspace 1	0209058	\$9,000.00	\$9,300.00		1	7/1/19	6/30/20	
19	Curvature (Formerly SMS)	2226839	ITS	D. Clacken	S	Software support for Proliant Servers	0209017	\$1,032.00	\$1,032.00		1	7/1/19	6/30/20	
20	Curvature (Formerly SMS)	2226839	ITS	D. Clacken	M	Annual Software renewal for SMS + SMARTnet - Cisco Gear Support	0209018	\$5,812.80	\$5,812.00		1	7/1/19	6/30/20	
21	Data Clean Corp	1032256	ITS	D. Clacken	M	Data Center - Decontamination - (3) rooms/2x/year	0209100	\$4,150.00	\$4,275.00		1	7/1/19	6/30/20	

ITS Contract List 2019-2020

	Vendor Name	Vendor ID #	Department	Contact	Key	Service	PO #	Cost for FY 18-19	Cost for FY 19-20	C/U or Pricing Note	Term	From	To	Notes
22	DLT Solutions	1961285	ITS	A. Oropeza	S	Red Hat Enterprise Linux	0209015	\$640.16	\$640.16		1	7/1/19	6/30/20	
23	DLT Solutions	1961285	ITS	S. Davis	S	TOAD - SQL server Pro Edition	0199216	\$3,129.47			1	9/15/18	9/15/19	Inv. From vendor
24	ECS Imaging Inc	1032395	ITS	S. Davis	S	Updates & Maintenance software support - Laserfiche & Quick Fields	0209014	\$11,463.00	\$11,463.00		1	7/1/19	6/30/20	
25	Educause	1032409	ITS	J. Gonzalez	S	Domain name renewal for sac.edu and sccollege.edu	0209150	\$80.00	\$462.00		3 yrs	7/31/19	7/31/22	
26	Educause	1032409	ITS	J. Gonzalez	S	Domain name renewal for rscdd.edu	0209150	\$40.00	\$231.00		3 yrs	8/31/19	8/31/22	
27	Ellucian Inc.	1753874	ITS	J. Gonzalez	S	Application Server 401-500 partner maintenance	0209031	\$1,715.00	\$1,784.00		1	7/1/19	6/30/20	
28	Ellucian Inc.	1753874	ITS	J. Gonzalez	S	SQL Unrestricted Colleague Licenses - Maintenance fee	0209029	\$10,296.00	\$10,708.00		3-3	5/1/17	6/30/20	Board Approved 4/24/17
29	Ellucian Inc.	1753874	ITS	J. Gonzalez	S	Identity Service	0209026	\$15,336.00	\$16,104.00	1342/mo	5-5	9/15/15	10/14/20	Board Approved: 5/16/16
30	Ellucian Inc.	1753874	ITS	J. Gonzalez	M	Software maintenance & licenses: (Colleague for Core, Student, HR & Financial modules), Application Dev Environment, E-commerce, Mobile Application Edition & Application Service Partner	0209030	\$458,083.00	\$476,407.00		5-5	7/1/15	6/30/20	Ellucian Maintenance Advantage Program; Board Approved: 6-15-15
31	Ellucian Inc.	1753874	ITS	J. Gonzalez	S	Colleague Self-service Financial Aid Maintenance	0209028	\$6,472.00	\$6,731.00		1	7/1/19	6/30/20	
32	Ellucian Inc.	1753874	ITS	J. Gonzalez	M	Application Management & Application Hosting Services	0209027	\$354,000.00	\$354,000.00		4-5	9/15/15	10/15/20	Board Approved: 9/14/15
33	Ellucian Inc.	1753874	ITS	J. Gonzalez	M	Subscription - Ellucian Payment Center by Touchnet	0199343	\$44,770.00	\$45,000.00	Estimated	4-5	10/1/16	9/30/21	Board Approved: 9/28/15
34	Ellucian Inc.	1753874	ITS	J. Gonzalez	S	Mobile Go cloud service server application managed service	0209025	\$14,364.00	\$14,364.00	\$1,197.00/mo	4-5	1/1/18	6/30/20	Board Approved: 1/22/18
35	Ellucian Inc.	1753874	ITS	J. Gonzalez	S	Annual Subscription for Canvas Intelligent Learning Platform	0199547	\$17,639.00	\$17,639.00	inc. 1-time \$7,242	2-3	6/1/18	5/31/21	Board Approved: 3/26/18
36	Evisions	1059463	ITS	S. Davis	M	Maintenance & Support - Enterprise Fusion Solution	0199056	\$1,425.00	\$1,899.00		1	7/1/19	6/30/20	
37	Faronics			J. Gonzalez		Deep Freeze licenses (1050/ea)	0209006	\$2,865.65	\$3,279.15		1	7/1/19	6/30/20	
38	Golden Star Technology, Inc	2092617	ITS	D. Clacken	M	Annual maintenance for Informacast System & Informacast Moble	0209043	\$14,454.50	\$15,553.60	Singlewire quote: \$16,740.50	1	7/1/19	6/30/20	
39	Golden Star Technology, Inc	2092617	ITS	D. Clacken		Knowb4	0199071	\$39,655.32	\$26,436.88	per year cost	1.55 yrs	12/13/18	6/30/20	
40	Hyland LLC (Formerly Lexmark)	2182900	ITS	S. Davis	S	Imagenow licenses	0209045	\$37,592.10	\$39,609.17		1	7/1/19	6/30/20	Board Approved: 6/15/15
41	IBM	1032905	ITS	J. Gonzalez	M	SPSS Advanced Statistics	0209005	\$2,874.75	\$3,162.25		1	7/1/19	6/30/20	
42	Internet2		ITS	D. Clacken	S	InCommon Certificate - Level 4	55404	\$5,000.00	\$5,000.00		1	2/1/19	1/31/20	

ITS Contract List 2019-2020

Vendor Name	Vendor ID #	Department	Contact	Key	Service	PO #	Cost for FY 18-19	Cost for FY 19-20	C/U or Pricing Note	Term	From	To	Notes
43 Instructure	2307089	ITS	J. Gonzalez	S	Canvas Cloud Subscription SAC	0209064		\$17,525.60		1	7/1/19	6/30/20	
44 Instructure	2307089	ITS	J. Gonzalez	S	Canvas Cloud Subscription SCC				N/A - Due	1	7/1/19	6/30/20	
45 KLM, Inc	1033111	ITS	D. Clacken	M	Data Center - HVAC - Maintenance - 3 Liebert Delux Sys II AC's; SN #: 53941A, 327983-001, 32738-002; Emergency Repair	0209099	\$7,380.00	\$12,040.00	\$92/Hr/Labor \$45/Hr/Trip Chg	1	7/1/19	6/30/20	
46 Konica Minolta	1033123	ITS	J. Gonzalez	L	SAC ITS Minolta Bizhub 458; S/N: A9HH011001795	0209074	\$1,590.26	\$1,590.26	\$122.99/mo +tax	2-5	7/17/17	7/16/22	FCCC Admin Svc Agreement #CB 13-011 Related to RFP #13-001; Board approved: 2-22-16
47 Konica Minolta	1033123	ITS	J. Gonzalez	M	SAC ITS Minolta Bizhub 458; S/N: A9HH011001795 -Maintenance/copies	0209075	\$300.00	\$300.00	\$.0062/copy	2-5	7/17/17	7/16/22	FCCC Admin Svc Agreement #CB 13-011 Related to RFP #13-001; Board approved: 2-22-16
55 NBC Universal Media LLC	1963979	ITS	J. Gonzalez	M	NBC Learn	0209013	\$11,712.80	\$10,648.00		1	7/1/19	6/30/20	
56 Nth Generation Computing Inc.	1732134	ITS	D. Clacken	S	Software support for Foundation Care for HP Servers	0209053	\$7,044.00	\$6,864.00		1	7/1/19	6/30/20	
57 Nth Generation Computing Inc.	1732134	ITS	D. Clacken	S	HP OneView Support	0209057	\$2,775.90	\$2,880.00		1	7/1/19	6/30/20	
58 Nth Generation Computing Inc.	1732134	ITS	D. Clacken	S	Cylance	46874	\$63,810.00	\$21,270.00	per year cost	3 yrs	6/8/17	6/8/20	
59 Open Text	2094896	ITS	D. Clacken	S	Right fax server	0199034	\$9,093.87	Need to cancel PO		1	7/1/19	6/30/20	
60 Optiv Security Inc	2196829	ITS	D. Clacken	S	Palo Alto Software support for Threat Prevention	0209040	\$59,618.19	\$99,960.40		1	11/22/18	6/30/19	CMAS contract #3-09-70-2428M; Board Approved: 10/26/09
61 O'Reilly Media Inc	2244391	ITS	J. Gonzalez	S	Safari Books Online, Technical Book Repository	0209024	\$3,990.00	\$3,990.00		1	7/1/19	6/30/20	
62 PCM-G (Formerly En Pointe Tech Sales LLC)	2184168	ITS	D. Clacken	M	Veritas Enterprise Vault (E-Discovery, Storage Mgt & File System Archiving & Search)	0209046	\$30,730.00	\$38,500.00	Insight quote: \$54,005	1	7/1/19	6/30/20	
63 Pluralsight LLC			S. Davis	M	Annual license renewal: Academic Professional	0209011	\$1,783.71	\$11,580.00		9 mos	9/13/18	6/30/19	
64 Presidio Networked Solutions	2258293	ITS	D. Clacken	M	Cisco Cloud Email Security-License/Support	53688	\$121,275.00	\$40,425.00	per year cost	3 yrs	9/20/18	9/20/21	NASPO contract #AR233 (14-19) CA/PA 7-14-70-04; Board Approved: 9-10-18

ITS Contract List 2019-2020

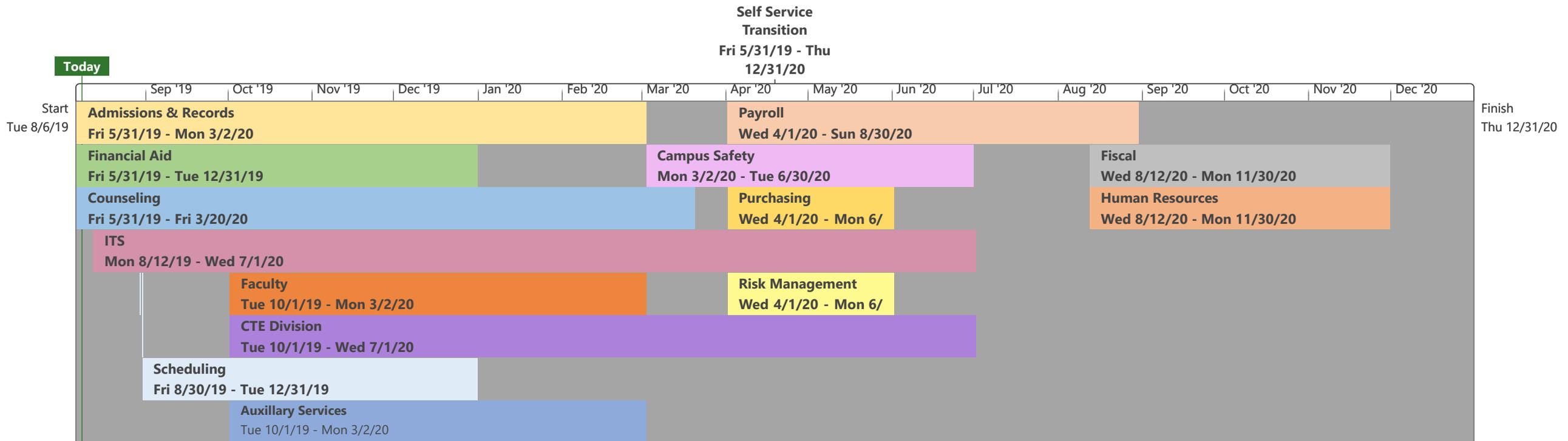
Vendor Name	Vendor ID #	Department	Contact	Key	Service	PO #	Cost for FY 18-19	Cost for FY 19-20	C/U or Pricing Note	Term	From	To	Notes	
65	SectorPoint Inc	1783793	ITS	A. Oropeza	S	Software support - SWS Dynamic Web Suite for SAC, SCC & DO	0209063	\$60,000.00	\$60,000.00	\$15,000 ea	1	7/1/19	6/30/20	
66	SectorPoint Inc	1783793	ITS	A. Oropeza	S	Remote service provision (RSP)	0209062	\$72,000.00	\$72,000.00	\$6,000/mo	1	7/1/19	6/30/20	
67	SHI International	2072070	ITS	D. Clacken	S	Annual Software support/maint. for Solarwinds	0209023	\$12,279.44	\$12,735.76		1	7/1/19	6/30/20	
68	Sidepath Inc	2078607	ITS	D. Clacken	S	Software renewal, essential NBD parts only, BR-6505-12PORT, BR-6505-24 PORT, S/N: CCD2519M039 & CCD2519M037	0199142	\$1,893.84	\$946.92	per year cost	2 yrs	7/19/18	6/30/20	Fully paid
69	Sidepath Inc	2078607	ITS	D. Clacken	S	Dell Compellent for SCC	0209038	\$40,228.83	\$39,517.11	SHI Quote: 42,044.20	1	7/1/19	6/30/20	
70	Sidepath Inc	2078607	ITS	D. Clacken	S	Dell Compellent for SAC	0209037	\$45,452.73	\$42,499.87	SHI Quote: 45,160.82	1	7/1/19	6/30/20	
71	Sidepath Inc	2078607	ITS	D. Clacken	S	PowerEdgeM630 Support Renewal (Service Tag #s: 2D6PV52, 2D6QV52, 7JP4C42, 7JP5C42, 7JP6C42, 7JQ4C42)	0209054		\$4,858.44		1	7/1/19	6/30/20	
72	Sidepath Inc	2078607	ITS	D. Clacken	S	PowerEdge M1000E and Force 10 MXL ProSupport renewal (Service Tag #: F2V5Q22)	0209054		\$1,460.94		1	7/1/19	6/30/20	
73	Sidepath Inc	2078607	ITS	D. Clacken	S	PowerEdgeM620 Support Renewal (Service Tag #F5N6Q22)	0209054		\$1,234.42		1	7/1/19	6/30/20	
74	Sidepath Inc	2078607	ITS	D. Clacken	S	Force MXL 10_40 Support Renewal (Service Tag #s: 2NZN0Z1, 7MZN0Z1)	0209054		\$2,527.38		1	7/1/19	6/30/20	
75	Sidepath Inc	2078607	ITS	D. Clacken	S	Force MXL 10_40 Support Renewal (Service Tag #s: F2V7Q22, F2VHN22)	0209054		\$3,324.84		1	7/1/19	6/30/20	
76	Sidepath Inc	2078607	ITS	D. Clacken	S	BrocadeM6505 Support Renewal (Service Tag #: C1VGXP1, G2VGXP1)	0209054		\$390.00		1	7/1/19	6/30/20	
77	Sidepath Inc	2078607	ITS	D. Clacken	S	BrocadeM6505 Support Renewal (Service Tag #: J2VGXP1)	0209054		\$195.89		1	7/1/19	6/30/20	
78	Sidepath Inc			D. Clacken	S	Watchdog ICX 6610 Essential Remote (Serial #: BXK2507J0HL, BXP2502J2BF, BXK2507J0FD, BXK2507J0FL, BXK2507J0FN, BXK2507J0HR, BXK2507J0HZ, BXN2549H1GC, BXN2549H1GD, BXN2549H1GB, BXN2549H1GE, BXN2549H1G7, BXN2549H1GF, BXK3846K075, BXM2521H00M, BXL2548H0HF & BXL2548H0JB)	0209065		\$5,487.26		1	7/1/19	6/30/20	
79	Sidepath Inc			D. Clacken	S	Watchdog NBD Parts Only Support (Serial #: BXN3845K02A & BXM2552G00S)	0209065		\$855.56		1	7/1/19	6/30/20	
80	Sidepath Inc			D. Clacken	S	Watchdog ICX 7750 Essential Remote (Serial #: CRH3312M0D3, CRH3312M0EW, CRH3305L00T, CRH3305L0KJ, CRH3305L0KH & CRH3305L0MG)	0209065		\$4,386.66		1	7/1/19	6/30/20	

ITS Contract List 2019-2020

Vendor Name	Vendor ID #	Department	Contact	Key	Service	PO #	Cost for FY 18-19	Cost for FY 19-20	C/U or Pricing Note	Term	From	To	Notes
81 Sidepath Inc			D. Clacken	S	Fiber Channel Switches - ESSENTIAL NBD PARTS ONLY SUPPORT RENEWAL, BR-6510-24 PORT, BR-6510-48 PORT (4); (Serial #s: BRW2516K054, BRW2516K055, BRW2548L01C & BRW2548L00C)	0209061	\$3,982.32	\$3,980.00		1	7/1/19	6/30/20	
82 Siteimprove Inc	2108512	ITS	J. Gonzalez	S	Web Monitoring Service	0209010	\$14,999.00	\$14,999.00		1	7/1/19	6/30/20	
83 TechnoPro Computer Solutions	2291269	ITS	S. Davis	S	ClockWork support plan	0209009	\$7,468.74	\$7,475.00		1	7/1/19	6/30/20	
84 Techstrata LLC	1893401	ITS	D. Clacken	S	Juniper VPN HW Support	0209033	\$4,180.00	\$4,180.00		1	7/1/19	6/30/20	
85 Thycotic Software Ltd	2051587	ITS	D. Clacken	S	Secret Server	0209034	\$1,563.00	\$1,719.50		1	7/1/19	6/30/20	
86 Touchnet Information Systems	1034605	ITS	J. Gonzalez	S	Subscription-Touchnet POS Client & Bill+Payment Mobile	0209188	\$15,748.10	\$16,379.00		5-5	10/1/15	9/30/20	Board Approved: 9/28/15
87 Trimdata Corp	1777409	ITS	S. Davis	S	FA-Link User Fee - SAC & SCC Bookstore	0209035	\$7,000.00	\$7,000.00		1	7/1/17	6/30/18	RFQ Rec
88 Tyler Technologies, Inc.	2265205	ITS	D. Clacken	S	nDiscovery managed solutions for data and enterprise system protection	0209192	\$63,840.00	\$63,840.00		1-3	3/13/18	3/12/21	Board Approved: 3/12/18
89 Tyler Technologies, Inc.	2265205	ITS	D. Clacken	S	Cyber Security Partnership Program	0209044	\$14,900.00	\$14,900.00		1	7/1/19	6/30/20	
90 Tyler Technologies, Inc.	2265205	ITS	D. Clacken	S	Vulnerability Scanning	0209101		\$14,400.00		1	7/1/19	6/30/20	
91 Utelogy Inc	2172118	ITS	A. Oropeza	S	U-Manage Portal - Districtwide	0209110		\$6,965.20		1-3	7/1/19	6/30/22	
92 VPLS Solutions LLC	2180500	ITS	D. Clacken	S	Exagrid	47547	\$21,983.00	\$4,396.60	per year cost	5 yrs	7/6/17	7/6/22	Fully paid
93 VPLS Solutions LLC	2180500	ITS	D. Clacken	S	Veeam Availability Suite Ent Plus (36) & Premium Support (4)	53886	\$2,577.08	\$1,718.05	per year cost	18 mos	3/16/18	6/30/20	Fully paid
94 VPLS Solutions LLC	2180500	ITS	D. Clacken	S	Premium Support (56) & Veeam Availability Suite Ent Plus (3)	0209050		\$44,431.29	CDW Quote: 45,921.15	1	7/1/19	6/30/20	
95 VPLS Solutions LLC	2180500	ITS	D. Clacken	S	Aruba License & Support	0209051	\$35,253.00	\$37,304.71		1	7/1/19	6/30/20	
96 VPLS Solutions LLC	2180500	ITS	D. Clacken	M	Annual renewal for Cisco Phone System	0209082	\$54,125.25	\$60,672.97		1	7/1/19	6/30/20	
97 Wilcon (Freedom Telecommunications, LLC)	1998119	ITS	D. Clacken	S	Fiber Optic Connection - Districtwide	0209036	\$186,000.00	\$186,000.00		7-10	7/1/2013	6/30/23	Board Approved: 11/13/12, 4/15/13
98 Zoho Corp	2308668	ITS	D. Clacken	S	ManageEngine ADManager Plus Professional; Software & Support	0209016	\$3,958.20	\$3,958.20		1	7/1/19	6/30/20	
							\$2,602,640.49	\$2,691,103.09					

Colleague Cloud Contract Renewal

Current cost		Cost without early renewal		1 year resize contract cost		5 year early renewal contract cost	
Monthly	Annually	Monthly	Annually	Monthly	Annually	Monthly	Annually
\$29,500	\$354,000	\$78,430	\$941,160	\$59,360	\$712,320	\$52,218	\$626,616



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

Meeting Minutes for May 2, 2019

Members Present: Jorge Forero, Jesse Gonzalez, Susan Hoang, Dean Hopkins, Scott James, Jim Kennedy, Cherylee Kushida, Mary Mettler, Alfonso Oropeza, Sergio Rodriguez, John Steffens, Amy Styffe, Garradan Simmons - SCC Student

Members Absent: Tammy Cottrell, Daniel Oase, Pat Weekes, Estefania Perez – SAC

Guest: Stuart Davis

Discussion

1. Call to Order
 - Meeting called to order at 2:30 p.m.
2. ITS Satisfaction Survey results
 - Mr. Gonzalez shared the ITS Satisfaction Survey results from July 2018 to April 2019. The survey is anonymous and voluntary and is provided as a separate link using Survey Monkey which is not tied-in to the Help Desk ticketing system.
 - Most issues are non-recurrent.
 - Majority of requests are related to Account or system access. Adding more categories might be beneficial.
 - Participation based on locations: SAC (30%) SCC (41%).
 - Overall, Mr. Gonzalez is very pleased with the Help Desk ratings in terms of professionalism, courteousness, helpfulness, timeliness of response, usefulness of the ITS website.
 - Since the survey is anonymous, we are not able to follow-up on critical issues. Mr. Hopkins recommended that a “Contact Information” be added as an “Optional” field.
 - Ms. Hoang suggested to have a category in the survey for classroom issues.
 - ITS is in the process of evaluating other ticketing systems that are equipped to accommodate both project management and break/fix issues.
 - Discussions ensued.
3. Districtwide Technology Planning Framework Adoption - ACTION
 - Mr. Gonzalez presented the final updates of the draft. The only recommended modifications requested were to update the Master Technology Goals in the following way:
 - In goal 1.d. – Replace the word “enhance” with “improve” for better readability. For example:
 - Enhance internal and external web resources and mobile applications to **improve** ease of use for students, programs, services and operations. (III.C.4)
 - In goal 5.d. – Include ADA compliance to make it clear that the goal is about accessibility for disabled individuals. For example:
 - Ensure that technology resources at all locations are implemented and maintained to assure **compliance with the American with Disabilities Act (ADA) and all applicable accessibility laws and regulations.** (III.C.3)
 - Mr. Gonzalez explained how the framework components align through themes, goals and initiatives, as well as implementation of strategy through projects.
 - This project was a collaborative effort with representatives from SAC, SCC and the district office and it considered the current external & internal environment. For

example, Gartner review and Educause research was included for external analysis. For the internal analysis, the Strategic Themes were aligned with SAC and SCC's Educational Master Plans as well as the District's Master Plan.

- The framework will continue to be a "living document" which will get updated and assessed as deemed necessary.
- Mr. Rodriguez suggested that the Funding Request Form be included in the plan at the college level.
- Mr. Gonzalez called for a motion to approve the Districtwide Technology Planning Framework adoption. A motion to approve was made by Mr. Rodriguez, seconded by Mr. Kennedy and approved unanimously.
- Discussions ensued.

4. Technology Update – Colleges

SAC – J. Steffens

- Early Alert task force made a formal recommendation to adopt Starfish – Early Alert and Predictive Analytics and Student Success.
- At the state level, the State Chancellor's Office is paying Hobsons to make some changes on the Starfish system based on feedback from 40+ California community colleges that are currently using the system. One of the reasons is to support non-instructional attendance tracking. They are also re-negotiating new pricing agreement since the current one will expire June 2019.
- Scaling of Online Ed Plan and related technologies – hoping to get launched by Fall to comply and support a mandate that every in-coming freshmen (3300 total) should have an Online Ed Plan.
- ACC Student Help Desk – will be closed for Summer 2019.
- SAC website re-design project is in-progress. Will be contacting the district Web team for assistance and consultation.

SCC – S. Rodriguez

- Elumen went live but still finalizing which authentication protocol to use. LDAP now & ADFS later.
- Guided Pathways – Counseling department conducted a presentation on Degree Audit and Online Ed Plan.
- SCC has been approved to hire their own Webmaster. The title (Digital Media Specialist) and job description modifications are still in works.
- Multiple Measures went live April 2019 and going full steam. Working with ITS on fine-tuning programming codes and logics to help close some gaps.
- SOC codes (Standardization Occupational Codes) – codes exist in Colleague on the H/R side but would like to leverage for use on the Academic program side. Mr. Rodriguez will submit a project request to ITS. Mr. Davis provided briefly that based on his team's research and findings, we should be able to accomplish this request without going through customizations in Colleague.
- Emergency Preparedness Plan – Mr. Rodriguez has been appointed by SCC Campus Safety as the point person to provide data during an emergency. Mr. Gonzalez proposed to schedule an off-line conversation to discuss what support and resources are needed.
- Mr. Rodriguez asked if we should start a SARS replacement taskforce so they can begin a system assessment. Discussions ensued.

5. TAG Meeting days proposed for next Fiscal Year

2019	2020
September 5	February - TBD
October 3	March 5
November 7	April 2
December 5	May 7

6. Approval of TAG Minutes – April 4, 2019

- Mr. Gonzalez called for a motion to approve the TAG Minutes of April 4, 2019 meeting. A motion to approve the minutes was made by, Mr. Rodriguez seconded by Ms. Kushida and approved unanimously.

7. Other

- Follow-up on Ms. Kushida's inquiry from last TAG meeting – Mr. Gonzalez shared that as part of the ADA consultant's recommendation of hiring an ADA Compliance Officer and Instructional Designer for SAC & SCC, the colleges should follow the process involved in hiring and approval of these positions at each location.

Informational Handouts

- ITS Satisfaction Survey results
- Technology Planning Framework
- Tentative TAG Meeting for 2019-2020

Next Meeting Reminder: September 5, 2019; Board Room (DIST-107)

Adjournment

The meeting was adjourned at 4:00 p.m.