

# Information Technology Strategy Council

Agenda – 3/28/14

Greeting

Review Agenda

Approve Minutes (2/28/14)

MVC Infrastructure Timeline – Mark Oliver

Accreditation Visit

- Comments
- District Technology Plan

IT Audit Prioritization (continued)

Technology Services Staff

Policies / Standards / Service Level Agreements / Procedures

- Electronic Devices
  - Cell Phones
  - Other Mobile Devices
  - Computers/Printers
  - Operating Systems/Applications
- Data Access
  - Internet Usage Agreement
  - VPN Access
  - Data Security (FERPA, Best Practices)
  - High Availability/Disaster Recovery
  - File Shares
- Email
  - Acceptable Use
  - Student Email
  - Employee Email
  - Mailbox Standards
- Physical Security Systems (Risk Management)
  - Building Security
  - Emergency Phones
  - Fire Alarms
  - Radio Circuits
  - Rapid Alert / Duress Systems

Other Items

Next Meetings	Date	5/2/14 (to replace 4/25/14)
		5/30/14
		6/27/14
	Time	8:30-11:00
	Location	DL-409

## Information Technology Strategy Council Meeting

Friday, February 28, 2014

8:30 a.m. – Administration 109, Riverside City College

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### Minutes

#### **Members Present:**

Rick Herman (D)

Beth Gomez (N)

Norm Godin (M)

Ruth Leal (N)

Julio Cuz (M)

Damon Nance (N)

Gloria Aguilar (recorder)

**Absent:** Felipe Galicia (M), John al-Amin (R), Chris Carlson (D), Amber Casolari (R), Noemi Jubaer (S)

#### **Note:**

#### **Handouts (attached):**

Agenda, 2/11/14 Meeting Minutes, RCCD VPN List, Revised 'Draft' Status Report, and MSJC District Cell Phones (from Beth Gomez)

#### **Past Meeting Minutes:** *Rick Herman*

2/11/14 meeting minutes were distributed at the meeting; these meeting minutes will be located on the ITSC Wendy shared drive folder.

#### **Welcome and New/Old Business:** *Rick Herman*

The IT Audit Status Report was revised with the recommendation from the previous meeting; Technology members were absent and were requested to review the document to provide any input, changes or recommendations from their perspective. A brief background was given regarding the existence of this document and how it can be utilized as a reporting tool from this group.

#### **Projects:**

- **IT Audit Prioritization** – The IT Audit Project Summary spreadsheet was reviewed by the group to begin prioritizing the items. The group first agreed to review the items within their categories and prioritize them. A color coding system was agreed upon, 'Red' (urgent need), 'Yellow' (somewhat urgent need), and 'Green' (not so urgent). Then after all items have been reviewed, the group agreed to further prioritize the items from a color coding perspective. Next the group can determine the order of prioritization of all reds, yellows, and greens. This method will allow the group to determine which items have a greater urgency and require immediate action, verify if the item is relevant or has changed due to needs or another reason, and is the item already in progress through

Program Review. In addition, this prioritization process will allow the group to set-up goals for each fiscal year, and thereafter.

- **IT Audit Project Summary Items -**

- **Audio Visual:**

- **#38** – Green; Ruth Leal needs to check with NC IMC regarding this item and will report back to the ITSC group.
- **#39** – Red; each College is at a different stage in replacement.
- **#49** – Green; all Colleges and District locations need to have the ability to provide video conferencing in an effort to promote this option. District locations ‘Spruce & Alessandro’ do not have the capability to provide this service. CCConfer could be an option. Board rooms should have this feature.

- **Data Infrastructure:**

- **#64** – Red; NC is done, and MVC is in progress.
- **#65** – Green; a recommendation, something that should be addressed within the next five years.

- **Enterprise Applications:**

- **#22** – Red; Norm liked the idea of moving towards this type technology and asked would the other Colleges transition into this? Rick explained that currently District IT is paying for the application and the District departments are at the beginning implementation process. Departments are paying for the department cost (scanner, printer, workstation, licenses, etc.) Will add Norm’s question (and request) to the list.
- **#36** – Red; currently R25 support has expired, requested funds for upgrade, waiting for approval. Fusion was discussed and a taskforce will be created to explore Fusion, R25, Datatel, a Master Calendar and other options.
- **#46** – Red; in progress, grant guideline and compliance deadline date of 9/30/14.
- **#54** – Red; Rick will bring the pros vs. cons document list to the next meeting; he has been working on the functionality list. Beth took this topic to the NC Executive Cabinet and they want to move forward with Office 365.

- **Network Infrastructure:**

- **#17** – Green; similar to #38, a more sophisticated system allows enhancement to your tools; Julio believes this was referring to our old registration issues and the upgrade from 32 to 64 bit took care most of those issues; this may be more of a tools and not a network matter.
- **#18** – Red; the issues the IT department faces is taking a building down for a length of time to perform necessary upgrades. Normal time to perform upgrades is during evenings, weekends, and holidays or hire third party to assist. Even when classes are not in session, these buildings house staffs who need access. The VP’s asked for a roll-out plan and the VP’s will assist IT in scheduling a building to go down for upgrades. Rick will work with Mark and the VP’s to review the current plan.
- **#19** – Red; Ruth stated that Student Government at NC are experiencing some kind of connectivity issue, not sure if it is pocket areas on campus since NC is very spread out or if the students are seeking additional access (i.e. open Wi-Fi). Ruth will wait for the formal proposal from the Student Government and will report back to the ITSC.

- **#33** – Red; in progress; waiting for approval for fiscal year 14/15.
- **#62** – Red; in progress; NC is done and MVC is in DSA for review.
- **Operational:**
  - **#28** – Yellow; Infrastructure plans are complete, other Network and Application SLA's are in progress. Rick also asked if the Technology Groups from the Colleges could indicate which items are top priority for them and IS can evaluate and move to the top of the list.
  - **#29** – Red; need to begin a per employee cost to build a reserve for District technology refresh within this fiscal year if possible. Research needs to be conducted to have this become a payroll tax deduction, amount to deduct, how often, and grant funded staff need to be included. A formal recommendation to explore and to implement will need to come from the ITSC to Aaron Brown.
  - **#30** – Green; technology training needs to be defined, such as what will reside with Colleges vs. District. IS is currently looking at a tool that could be used as a Centralized Training tool for all Colleges and District. Will report back to the group with additional information.
  - **#31** – Green; storing data back-up at MVC NOC; it was housed at MVC in the past, now it's at another off-site location. Need to establish the data, example not Galaxy but Datatel yes.
  - **#51** – Red; the group suggested that IS provide a survey to all the users to receive feedback regarding customer satisfaction for all services provided (Network, Phones, Cabling, Microcomputers, and Programs) and utilize this in the department Program Review. FootPrint survey results have been implemented into the IS Program Review.
  - **#52** – Red; the group does not prefer a charge back service instead they prefer **#29**. Needs further discussion.
  - **#68** - Red; no significant discussion.
  - **#69** – Red; IS requested a .5 FTE position for the HelpDesk; all other parts of IS are included in the HelpDesk, IMC has not been brought in, they have their own service.

### Standards / Policies:

- **District Cell Phones** – Beth provided copies of Mt. San Jacinto Community College District Administrative Procedure on District Cell Phones; this information will be utilized when the ITSC group begins evaluating the cost, creating a policy and procedure. The vendor user spreadsheet will be placed on the ITSC shared file folder. The group would like to send a survey to the users regarding the cell phones.

### Other Items Discussed:

- **Intranet and District Website** – Documents relating to the IT Audit, Implementation Committees and the ITSC will be placed on the Intranet and the District website for access.
- **Disaster Recovery Site/Plan** – PlanNet recommended that a Disaster Recovery Site be built at MVC. Rick stated that a Disaster Recovery Plan and Site need to be established, and guidelines created. Choices are to do it ourselves or to have a third party manage this for us. Of course cost will be a big factor with any solution.
- **Hardwire** – Norm asked how soon and when we could move towards wireless access and away from hardwire; the group discussed the issues hardwire creates, examples such as cost and ADA compliance with furniture. Rick stated that these discussions are

occurring during the construction phase of new buildings and he shared that the new District building reduced hardwire and increased access points. Beth shared that the NC STEM center was built wireless with some to little hardwire.

- **Centralized / Decentralized Staff** – The Colleges expressed the need to have IS staff decentralized from District to Colleges and to evaluate the IMC services/staff as well. Rick stated that this discussion needs to take place and evaluate all areas; leadership, supervisory, financial cost, ability to provide services at the College, what services and needs are not currently being met, pros and cons, and which staff/departments should be considered for decentralizing or maybe just a shift in reporting responsibility for District staff at the Colleges. Will make this an agenda item at a future meeting for further discussion.

**Action Items / Next Meeting Topics:**

- Create taskforce to explore R25 and Fusion integration.
- Distribute Office 365 Pros/cons for discussion.
- Distribute MVC infrastructure schedule for prioritization and scheduling.
- Create taskforce to review LMS alternatives for district-wide training.
- Collect user satisfaction survey templates to evaluate for use.

Meeting adjourned at 11:04 a.m.

Next Meeting:            3/28/14            8:30 a.m.            DL 409