

Information Technology Strategy Council

Agenda – 7/31/14

Welcome – Mazie Brewington, Vice President, Business Services (RCC)

Minutes – review and approve

New / Old Business

- **Microcomputer Decentralization Discussion**
 - Current Service Level / Resources
 - Service Contracts
 - HelpDesk
 - Organizational Infrastructure
 - Job Descriptions (IMC and Microcomputer Support)
 - Transition Plan / Timeline

- **District College Technology Plan (submission deadline – 10/31/14)**

- **Standards / Policies**
 - Cell Phones (Policy)
 - Technology Refresh Fee
 - Student Technology Fee (Beth Gomez)

Other Items

Next Meeting Friday, June 27, 2014 (4/10 Summer Schedule will be in progress)

Information Technology Strategy Council Meeting

Friday, May 23, 2014

9:00 a.m. – Digital Library 409, Riverside City College

Minutes

Members Present:

Rick Herman (D)
Julio Cuz (M)
Chris Carlson (D)

Beth Gomez (N)
Bill Orr (R)
Amber Casolari (R)

Norm Godin (M)
Damon Nance (N)
Gloria Aguilar (recorder)

Absent: Felipe Galicia (M), Ruth Leal (N)

Note:

Handouts (attached):

Agenda, and 4/22/14 Meeting Minutes

Past Meeting Minutes: *Rick Herman*

4/22/14 meeting minutes were distributed at the meeting; minutes were approved by Norm Godin and second by Beth Gomez.

Welcome and New/Old Business: *Rick Herman*

ITSC future meetings are scheduled through June 2014; the next academic year meeting will be scheduled to follow the DBAC meetings.

Pay4Print – The consensus is to renew the contract for one additional year in order to allow the colleges time to prepare for a replacement service. The contract will automatically renew for one year. This will provide the colleges time to create a sub-group which should include members from each college and the areas who utilize this service to determine the needs and the services. A RFP can be created by the sub-group and a recommendation brought back to ITSC.

- Suggested members for the sub-group: Damon Nance, Julio Cuz, and Amber Casolari as leaders of the sub-group and pull 2-3 members from each college who are utilizing this service (i.e. lab assistants).

Microcomputer Decentralization Discussion – Met with the Microcomputer staff to ease concerns and to eliminate rumors surrounding decentralization. Explained that discussions are taking place and a plan will be developed for implementation, the group will not be kept in the dark and will be contacted and informed as this talk progresses.

The recommendation from the Task Force was read out loud. Examples of areas that will need to be evaluated closely and considered when developing an implementation plan:

- Review current level of services.
- Create a methodical timeline for implementation.
- Review resources closely.
- Western Data – will need to review the current contract and speak with the vendor to discuss how the services will be handled with four separate locations. Determine if one blanket contract will be used and if so, discuss and create a methodology of how services will be provided among four locations or if each college will need their own contract.
- Equipment contracts; it would be a benefit to keep one agreement to keep costs low.
- HelpDesk Function – review the current services, support and structure; determine if this area remains a district function or if each college has their own HelpDesk; possibly repurpose and restructure the HelpDesk into a Call Center and what kind of other services could be provided from this resource to the user community.
- IMC and Microcomputer job descriptions should be reviewed and possibly changed to reflect the vision, and the desired level of services of the merged groups.
- Determine if the current staff after decentralization is sufficient or will additional staffing be required to provide the level of services desired.

It was stated that each college will bring the following document / information to the next meeting:

- 'Draft' college transition plan
- Evaluation of current services, service needs / expectations, survey results and available resources
- College vision of services with decentralization and merge of microcomputer support and IMC

This will assist the group with developing a transition / implementation plan. This will ensure that all areas are covered in detail in an effort to avoid disruption of services and avoid possible unforeseen issues when moving forward.

Action Items / Next Meeting Topics:

- **Function Map** – draft a function map to include in the transition plan.
- **Implementation Map** – each college will bring their plan for the group to review.

Meeting adjourned at 11:00 a.m.

Next Meeting: 6/26/14 8:00 a.m. DL 409