

Information Technology Strategy Council
Agenda – 3/27/15

Minutes – review and approve

Old Business

1. Microcomputer Support Recommendation
2. Technology Plan
 - a. College Approvals
3. Cell Phone Policy - Update

New Business

1. ITSC Operating Guidelines - DRAFT

Other Items

Next Meeting	Date	4/24/15
	Time	8:00 a.m. - 10:00 a.m.
	Location	DL-409 (RCC)

Information Technology Strategy Council Meeting

March, 6, 2015

1:00 p.m. – Administration 109, Riverside City College

Minutes

Members Present:

Rick Herman (D) (Chair)	Beth Gomez (N)	Norm Godin (M)
Henry Bravo (R)	Ruth Leal (N)	Damon Nance (N)
Chris Carlson (D)	Julio Cuz (M)	Felipe Galicia (M)
Mazie Brewington (R)	Gloria Aguilar (recorder)	

Absent: Amber Casolari (R)

Note:

Handouts (attached):

Agenda, 12/19/14 Meeting Minutes, Norco College Technology Committee 'Recommendation of Technology Integration, Mazie Microcomputer Budget,

Past Meeting Minutes: *Rick Herman*

Group reviewed minutes. Beth moved to approve, Mazie Brewington seconded and all members approved the minutes of December 19, 2014.

Welcome and New/Old Business: *Rick Herman*

Office 365 – Consultant contract with eNow is in place for this project. Scope of work includes migrating data out of current Exchange environment to Microsoft; single sign-on with the portal; active directory updates and student data migration into active directory.

Norco College requested a change to the student email address, from 'student.rcc.edu' to either 'student.rccd.edu' or 'norco college.edu'. Rick made a note of their request and stated that this will be an agenda item at the ARVPIS meeting before eNow and RCCD perform any work.

The group inquired how 'rccd' became the approved email extension and who was involved. Rick stated it was a committee decision and all colleges were represented; he will contact Skip Berry to obtain the details and will update the group.

Surveillance Cameras - Chris Carlson stated that this topic will be addressed with the committee that Mike Simmons chairs. Areas of concern that need to be addressed: define and establish RCCD Police role, ownership, standards, AP and board policy, signage, who has access to view, and appropriately use video.

As a reminder, when defining and establishing all of these areas, RCCD will need to work with both Unions for their review, input, etc.

Short term solutions are needed for current surveillance cameras that are not working properly in addition to long term solutions.

Microcomputer Support Recommendation – Reviewed and discussed revision submissions from Riverside City College (RCC) Business Services and Norco College Technology Committee.

RCC Business Services:

Two suggested revisions to the recommendations (1) item number five, the 1 FTE to also report to RCC management, (2) two more components to be included in the recommendation, a budget plan and transition language.

Regarding budget plan; Microcomputer Budget document was distributed. Existing budget split should be via BAM which includes mandatory contracts and discretionary funding. Each College will make decision about staffing and discretionary funds.

Discussion regarding the two revisions to the recommendations took place; it was agreed/decided that the 1 FTE will remain reporting to District and will move with District to the new building; Budget will move with each staff (salary, benefits and cell phone); District contracts and funding will remain with District; Discretionary funds such as overtime, mileage, supplies, etc. will be split via the BAM. Transition plan will occur after approval of the recommendation and will take place between IS with each College Technology Manager.

Norco Technology Committee (NTC):

Ruth Leal stated that NTC is in support of the proposal and has two recommended revisions; a document with the recommendation revisions was distributed.

1. Remove the first two paragraphs of the proposal and wording in the third paragraph “AV and” and “be integrated and”
2. Edit the recommendations to reflect job titles/departments in lieu of employee names

Discussion regarding the two revisions to the recommendations took place; it was agreed that ‘integration’ and ‘converge’ will be removed. The group decided to keep some historical information in the language with a positive tone. It was agreed the names will be replaced with position titles. The group liked NTC revisions.

Norm Godin, motioned to move and accept the proposal as provided with the modifications presented by Norco College, referencing page one of NTC’S recommendation handout. To include these changes: and the inclusion of the preamble be the paragraph as modified to be generic so it does not refer to any specific college. After the word ‘clear distinction’ we say ‘inclusive of the different technologies...’ That is my motion.

Vice Presidents of Business Services will work Rick Herman to segregate the discretionary funds.

Beth Gomez seconds the motion.

Rick Herman asked if any more discussion was needed. Summarized the discussion and motion for clarification that all members are in agreement of items #1-9; #7 is discretionary funds, #8 is transition plan and #9 is the effective date.

Running out of meeting time, the group agreed that a synopsis of today's discussion regarding the motion would be put together and sent out Monday morning via email by Gloria Aguilar. It was agreed and that everyone's input would be received by 5 p.m. Monday.

Preliminary consensus vote took place (all that is needed is to finalize the report, the verbiage and preamble).

Beth Gomez seconds the motion.

Voting Results:

Yes

Felipe Galicia (M)	Beth Gomez (N)	Norm Godin (M)
Henry Bravo (R)	Ruth Leal (N)	Damon Nance (N)
Chris Carlson (D)	Julio Cuz (M)	

No

Mazie Brewington (R)

Tech Plan Accreditation Response – Each College must complete their vetting process in order to move forward to DSPC next month. Moreno Valley College conducted an email vote, waiting for results; this will complete their vetting process, Norco College will be complete their vetting process the first week of April, and Riverside City College will be complete their vetting process on March 19th. Ruth requested that on the response document it states a 'date of approval'.

Continuity Plan – We placed this in the Administrative Program Review (APR) as a place holder, we are currently gathering information from various vendors for all service options available such as offsite data storage, disaster recovery, hot sites, etc. the budget requested was \$200,000, this type of service will require an upfront cost and annual service cost.

Two other options that we are exploring are (1) intra-District replication which is about \$30,000-35,000. Mark Oliver, Network Manager, is currently replicating data to other college sites, and this would be expanded to include ERP data; also looking at storing off-site; (2) in the future we're looking at managed services to hosted services.

The refresh plan has involved all IS managers and are looking at the district and primary infrastructure. We have identified the major categories such as routers, switches, wireless, HVAC, power to the NOC, etc. We started the plan and identified when it is needed, next is placing dollar amounts into these areas then we can begin the refresh plan. This document will serve as a mechanism to help drive the tech plan and will work with the ARP.

Cell Phone Policy – Members agreed that this topic is a high priority and needs to be addressed. Concerns of monthly charges not being applied to department budget (and grants) in a timely manner will cause issues. The committee stated that additional information was needed in order to begin addressing all areas of the current process in an effort to develop an

improved procedure. Rick will contact Gary Storer for the information needed and will report back to the committee for discussion. The committee was reminded that the shared information from Beth Gomez of MJSC cell phone policy is located on the shared drive folder for review. This topic will be on next month's agenda.

Footprint Work Order – It was asked if R25 and Foot Prints could be merged or if the two could communicate with each other. The answer is no, these are independent systems and provide different services. Norm requested an explanation of the 1-4 priority option on the work orders. End users are unsure of how to prioritize their work orders. It was requested if each priority number could be designated, example #1 is for health and safety, etc. In addition, could this information be placed on the system for end users, it will be helpful. It was asked if the Foot Print system offers an automated response feature for tickets submitted. It was shared that the system currently has this feature, the end user that submits the work order ticket receives an update when the work order ticket is updated by the technician and additional users may be added to the work order ticket.

Rick shared that a part-time position was requested to assist Steve Bell, who is the only staff member handling the Foot Prints system. Also, that a current thorough assessment is being conducted of the system to see what areas can be improved. IS managers are reviewing their ticket templates, we plan to revise existing templates and develop custom templates for end users. Our goal is to have the quick ticket feature as user friendly as possible that will provide more efficient self-service. This will reduce the back-and-forth between the Help Desk staff and the end user.

Action Items / Next Meeting Topics:

- **Cell Phone Policy**

Meeting adjourned at 1:01 p.m.

Next Meeting: 3/27/15 8:00 a.am. Digital Library 409