Information Technology Strategy Council
Agenda – 1/29/16

Review and Approve
1. Agenda (1/29/16)
2. Minutes (10/16/15 and 11/20/15)

AVC Report
1. Data Security Communications/Procedures

Old Business
1. Office 365 Migration (Update and Timeline)
2. APR (Support and Training)
3. Cloud Services (Data Access and Security Taskforce)
4. Infrastructure Expenses (NOC, expansion, remodel, etc.)
5. Web Development / Information Architect groups (TAGs)
6. Technology Maintenance Calendar

New Business
1. Funding Sources (FTE Charge, Technology Fee, Bond Measure, Cell Phones, etc.)
2. Other

Area Reports
1. Technology Advisory Groups
2. Technology Support Services
3. Information Services
4. VPs for Business

Other Items

Next Meeting Date   1/29/16

Time   8:00 – 10:00pm

Location   DL 409

RCCD | RIVERSIDE COMMUNITY COLLEGE DISTRICT

MORENO VALLEY COLLEGE | NORCO COLLEGE | RIVERSIDE CITY COLLEGE

Information Technology Strategy Council
Meeting
October 16, 2015
8:00 a.m. – Riverside City College, AD 109

Minutes

Members Present:

Rick Herman (D)	Julio Cuz (M)	Shirley McGraw (N)
Henry Bravo (R)	Ruth Leal (N)	Damon Nance (N)
Chris Carlson (D)	Mark Oliver (D)	Scott Tracy (D)
Gloria Aguilar (recorder)		

Absent: Amber Casolari (R), Norm Godin (N), Mazie Brewington, Beth Gomez (N), Felipe Galicia (M), Kathy Paschke (D)

Guests: Michael Simmons (D), Sherry Stone (D), Joe Gonzalez (M), Terrie Hawthorne (M), Joe Gonzales (M)

Handouts (attached):
Agenda, 9/25/15 Meeting Minutes

Review and Approve: *Rick Herman*
Agenda reviewed, Ruth moved to approve, and Julio 2nd to approve.

Minutes reviewed, Damon moved to approve, and Henry 2nd to approve

Welcome and New/Old Business: *Rick Herman*
- **AVC Report –** No report.

- **Security Taskforce Update (Michael Simmons) –** Exante 360 is the company heading up the project with the District. There is a three-phase plan, phase one was completed last summer; they are currently in phase two. Multiple components being addressed: mass notification, active shooter, security systems, training, and security system standards.

  Project Overview: identify current equipment and bring to restoration by fixing or repairing (all equipment associated with life safety systems, ex. cameras, emergency phones, fire alarms, and panels); will use existing cameras and systems in place; will not purchase any new equipment at this time; ensure that

all equipment is in operational condition; create security standards; establish responsibility at both college and district level; implement a core security team that will act as the advisory team for any changes to the standards, any upgrades, maintenance, etc. to the system and will work collaboratively with colleges and district; C-Cure is the core system and will not change; evaluate how dispatch responds; planning for today and for the future which includes devising a plan for equipment as it goes offline; systems will be up and running between the end of the calendar year to Jan/Feb of 2016.

Answered Henry's question regarding the condition of the Library cameras and what is the best plan of action to correct them; it was suggested to wait for the company to finish up their work.

Mike stated he can return occasionally to provide updates to the group.

- **Office 365 Migration –** Rick shared a PowerPoint presentation that was presented at the Chancellor's Cabinet and District Strategic Planning Council and approved by Executive Cabinet. The timeline of the fall proposal rollout was approved with one request, for the rollout to occur after the Accreditation visit. The PP will be accessible to the group from the shared drive folder; the group is welcome to share the PP at their colleges and modify the slides for their audience. Email communications will be sent out to the end users describing the steps and deadlines in relations to the rollout of O365. Also a FAQ sheet will be compiled and made available.

- **Administrative Program Review (16/17) –** An earlier submit date was announced and a completed APR is due to Aaron Brown by November 6, 2015. This meeting is the only time the group has to discuss the college priority list due to the new deadline date. The areas of priority are evaluation, communication, training and support. The list will be consolidated and sent out to the group Monday for review and prioritization, the responses will be used to compile the IS 16/17 APR.

It was decided the Pay-for-Print is a college item and not a district matter. Mark Oliver cautioned the colleges to seek Network's input before purchasing a solution to ensure that it will be network compatible.

Norco suggested communicating to the end users when their PC's are updated with software and virus protection through a maintenance calendar. This will hopefully reduce the need to submit work orders for these types of services. Rick stated that this suggestion will be taken to the IS/TSS group for discussion and a communication solution. Mark stated that Vista and XP PC's are still in use and cannot be touched due to being passed their end of life operating ability. Having these PC's removed from usage and replaced is a college responsibility.

Mark stated he can send a report of PC's to the TSS managers; they validate the PC list for their colleges and send the report back to Mark to update the records.

Other Items Discussed:

- **Video Streaming Replacement Proposal –** Norco's TAG decision is to not support the costly upgrade presented by Stephen Ashby. TAG believes in the need for the service, they will evaluate the college's needs, explore other tools and select a tool with a lesser price tag. Moreno Valley's TAG had a question, instead of purchasing hardware if going with hosted services is possible.
- **2016 - 2017 Staffing –** Joe Gonzales, asked how this group plays a role in making positions a higher priority. Rick stated in the previous years, the focus was on hardware equipment and infrastructure. This year for 16/17 the priority will be shifting towards staffing needs and the college needs and input should add more weight to the request.
- **Windows 10 Upgrade –** Henry asked if the change-over to Office 365 will clear up any issues and allow the Windows 10 upgrade. Rick said this topic needs to be further discussed at the IS/TSS monthly meeting among the managers. They can verify compatibility and clear up any future issues before rolling out the upgrade to the end users.
- **Phones and Cabling -** A message from Phones and Cabling, current iNASET 240G VOIP phones need to be replaced. These phones are causing a lot of static which is an issue and they need to be replaced by the colleges at a cost of $175 each.

    Norco College has 80 phones
    RCC staff in the new Kane building will receive new phones.
    Moreno Valley College has 60 phones
    District will receive new phones as they move to CAADO

Action Items / Next Meeting Topics:

- Will send out email to the group in regards to the ranking college priority items. This input will be used to compile the IS 16/17 APR.
- Kathy Paschke will produce a solid list for each college who need to replace their iNASET 240G phones.

Meeting adjourned at   10:11 a.m.

Next Meeting: 11/20/15   1:00 p.m.   DL 409

Information Technology Strategy Council
Meeting
November 20, 2015
8:00 a.m. – Riverside City College, AD 109

Minutes

Members Present:

Rick Herman (D)	Julio Cuz (M)	Norm Godin (M)
Amber Casolari (R)	Mark Oliver (D)	Scott Tracy (D)
Beth Gomez (N)	Gloria Aguilar (recorder)	

Absent: Mazie Brewington (R), Felipe Galicia (M), Kathy Paschke (D), Shirley McGraw (N), Henry Bravo (R), Ruth Leal (N), Damon Nance (N), Chris Carlson (D), Joe Gonzalez (M),

Guests: Terrie Hawthorne (M)

Handouts (attached):
Agenda, 10/16/15 Meeting Minutes

Review and Approve: *Rick Herman*
Agenda and minutes were not approved due to the lack of a quorum.

AVC Report: *Rick Herman*
No report.

Welcome and Old Business: *Rick Herman*
Office 365 – The notification email has been crafted and is currently being reviewed by Peggy Cartwright for clarity for non-technical end users. The email will be sent out the week of November 30th along with a FAQ. Shortly after the email is sent the O365 team will discuss the next steps of the migration process.

The group requested future emails to be modified for the various end users to assist with the understanding of the process, to include each of the TSS Managers contact information in the emails as a point of contact for the colleges in hopes to alleviate a flood of questions towards the helpdesk.

It was asked if there is a point of contact at each of the colleges to disseminate the information to the intended targeted audience (students, faculty, etc.) and if they are

able to translate the information for non-technical understanding? Response was that there is not and this suggestion will be considered for future communications.

Program Review 16/17 – The items submitted on the Information Services APR were compiled based on the groups needs and responses. It was agreed that for 16/17 the focus will be on support and training for all groups across the district; further discussion will occur in order to more fully understand the specific needs in both of these areas.

HelpDesk Technician & Training & Learning Management System (Student, Faculty, Staff Training and Support) - explanation for personnel request; shared ongoing obstacles of not utilizing all features of the FootPrints software; provided examples of what features are available and currently attempting to utilize; the group discussed concerns regarding additional HelpDesk personnel vs. a different software for ticket needs vs. professional services, assistance with training and providing help (access to live help) with all technology needs. Rick explained the pros/cons of current and possible future software.

After much discussion it was agreed that a narrative will be added to # 1 and #2 in an effort to not be tied to one solution because these items have both similar and dissimilar needs at each of the colleges as it relates to technology, student support, and training for student, staff and faculty given that one solution may be not work for all groups.

Email Archiving – an explanation was provided to differentiate between a regular 30-day archive back up system (provided by the vendor) versus a much longer archive backup system that is required by law for several reasons.

Wireless Access Point (AP) Upgrades – an explanation of the ongoing need to upgrade the wireless access points; high traffic usage areas change due to new buildings, relocation of departments and students migrate with these changes; need to explore other sources of funds to assist with costly upgrades; current grants at colleges cannot assist with cost. The Technology fee for employee and students needs to be discussed again.

Disk Storage Expansion - a discussion regarding the increase in number and consolidation of servers, and backups for protection of services and data behind the firewall. Equipment purchased last year is near its max and additional equipment is needed due to the ongoing increase of consolidation. It was stated that this item will be an annual request. IS has begun researching hosted and cloud storage based services, there are advantages and disadvantages to these types of services.

It was shared that RCC TAG is interested in Cloud services. Research on RCCD policies was conducted and no policy relating to Cloud services was found. If someone wants to pursue this, how do they go about this since no policy exists or do they wait until one is in place?

Network shared the ongoing request of storage space from across the district and the dilemma it faces with approving these requests. It was agreed that storage space requests need to begin at the college level and should funnel through the college TAG, then brought to ITSC for further discussion / approval. This allows the colleges to plan appropriately for their college needs.

Fire Suppression System Replacement (RCC NOC) – explained that the current system in place is at the end-of-life and is a costly upgrade. Given that no future plans have been discussed for the relocation of the RCC NOC (currently housed in the Student Financial Services building) moving forward with the upgrade is critical for safeguarding the equipment and data. The group discussed the function of the NOC and agreed that clarification of maintenance expense responsibility is needed; are the responsibilities of the NOC's college, district or shared?

Video Streaming (update) – RCC TAG stated that their faculty use the tool but the upgrade is very expensive. They explored other products and found Media Site as the best possible solution. Norco and MVC do not use the tool enough to support the upgrade, and MVC utilizes YouTube for their Cloud services. Network stated that a cloud-based product will not function well with the current infrastructure in place. It was agreed that this will remain a college item (expense) and not a shared item with the District. Rick requested Stephen Ashby's current report from Amber for review, Amber stated she will forward it.

New Business: *Julio Cuz*
Web Development / Information Architect Groups – District, Riverside City and Norco College's websites are currently maintained by the Web Development department. Moreno Valley College is in need of having their website maintenance moved under their area. It was expressed that adequate service is not currently received by the colleges from the Web Development department. It was agreed that the college TAG's will discuss their unmet needs and services, forward them to the TSS managers and then bring it back to ITSC for discussion.

Other Items Discussed:
Portal (Scott) – there is small focus group at each college and will receive an update from each of them the first week of December to move forward on planning and developing training and materials. In January the pilot groups will begin at each college and in the spring the Portal will open up to larger groups of students and faculty.

RCC TAG Request (Amber) – a district timeline calendar indicating what will occur in the future relating to technology. This will allow community end users to feel connected and prepare if needed. Rick indicated this request will be taken to the IT/TSS meeting for discussion to find a solution that will work.

Action Items / Next Meeting Topics:

- Rick will speak with Aaron to discuss the maintenance expense responsibilities of the NOC's (college, district or shared)
- Mark will compile and provide a list of the current requests for disk storage expansion for college TAG's.
- Rick will compile a summary report of the TSS meeting and O365 first migration step to the group to utilize information for other college meetings.
- Mark will produce a list of wireless access point devices per building for each college.
- It was requested to discuss 'Video Conferencing' at a future meeting.
- It was requested to continue discussing 'Technology Fee' for employee and students at a future meeting.
- Reverse archive email instructions were requested for O365 once the migration has been completed.

Meeting adjourned at   3:36 p.m.

Next Meeting: 1/29/16   8:00 a.m.   DL 409