

Information Technology Strategy Council Agenda – 9/16/16

Review and Approve

1. Agenda (9/16/16)
2. Minutes (5/27/16 and 6/23/16))

AVC Report

1. IT Staff Updates
2. Project Updates

Old Business

1. Enterprise Applications Coordinating Council (Scott Tracy)
2. TAG Program Review - 17/18 (Colleges)

New Business

1. Word Press (Henry Bravo)
2. 16/17 Meeting Schedule

Area Reports

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

Other Items

Next Meeting	Date	October 21, 2016
	Time	12:30 p.m.
	Location	CAADO 309

Information Technology Strategy Council

Meeting

May 27, 2016

8:00 a.m. – CAADO, 209

Minutes

Members Present:

Rick Herman (D)

Henry Bravo (R)

Chris Carlson (D)

Gloria Aguilar (recorder)

Julio Cuz (M)

Ruth Leal (N)

Tim Ragusa (R)

Shirley McGraw (N)

Terrie Hawthorne (M),

Beth Gomez (N)

Absent: Amber Casolari (R), Norm Godin (N), Mazie Brewington, Damon Nance (N)

Guests: Kathy Holstein (D), Mark Oliver (D), Joe Gonzalez (M), Scott Tracy (D)

Handouts (attached):

Agenda, 5/27/16 Meeting Minutes

Review and Approve: *Rick Herman*

Agenda reviewed, Carlson motioned to approve, and Leal 2nd to approve.

4/29/16 Minutes, Gomez moved to approve, and Henry 2nd to approve, Abstain Ragusa

Changes – Gomez to absent and Bravo to present

Welcome and New/Old Business: *Rick Herman*

- **AVC Report** – No report.

Old Business:

Security Taskforce Update – *Mike Simmons*

Phase Two - bidding processed finished, three bids came in over the amount predicted. Will go out to bid again and change requirements, should have an update late June, and will get started in October – November.

Phase One – determined each college's current equipment and status.

Phase Two – restoration of current equipment, bring up to operable status by the end of summer to early fall.

Phase Three – a complete overhaul

Currently in the process of creating training videos to view online by users.

Cell Phone Stipend Proposal – Norm Godin (absent)

Gomez stated that this subject matter will be tabled until further notice.

It was asked if the Student Technology fee or Employee Chargeback fee has been addressed at DBAC or among the VP's. Gomez stated these were discussed with no decisions made at DBAC. Gomez suggested that having legal counsel join the conversation for the Student Technology fee will be needed to get this going.

Office 365 Migration Update – Rick Herman

All part-time faculty and district employees who are off-site from CAADO were completed last night. Next the focus will be clean-up, and assisting users with devices. Moreno Valley and Norco Colleges indicated that the bandwidth has been very slow.

The colleges followed-up on the reverse archive instructions. Herman indicated that they will be sent out by next Tuesday.

Enterprise Applications Coordinating Council – Rick Herman

This council will bring all isolated project groups across the district together. To plan and coordinate all the projects with IT. The first meeting is scheduled for June; EACC will meet monthly and Scott Tracy will report to ITSC. It was suggested and requested to have a central location for reports to be made available for viewing.

New Business:

District Technology Plan Objectives Review - The group agreed to review the objectives annually, update the status of the objectives, assess their year's work and plan for the next year's list of objectives. The group agreed that the sharing this list with the EACC could benefit the group. Discussed the formatting of the completed objectives; it was suggested by Hawthorne to keep the completed objectives on the list to provide history of what has been completed, could be used to show the groups progress and data for accreditation or such.

District Continuity Plan – Continuing to work on connectivity between college-to-college, and building-to-building. IT / TSS are working together on the list of equipment to distinguish ownership, responsibility and could be used for district strategic plan, refresh plan and assist with budgeting / planning.

TAG Program Review 2017-2018 - Colleges

Moreno Valley – Indicated that the network and bandwidth is slow. It was suggested that a consultant be brought in to evaluate the network to determine the cause and provide solution. Norco and Riverside City College agreed with Moreno Valley College.

Discussion occurred, it was agreed that

- An immediate assessment of the network is needed; if we (RCCD) do not have the tools to perform the assessment then (a) move towards purchasing the tools needed or (b) seek outside assistance to assess the bandwidth.
- Assess what tools we have or need to conduct ongoing monitoring of the network, bandwidth and usage.
- Establish policy and procedures for usage; those that should have access to the information; who should receive a report of the information; what actions should take place when usage spikes; what applications should be appropriate or not appropriate; how to isolate the users such as students using an application for educational purposes.
- This information will help to make strategic decisions for the institution.

Norco – Does not have anything to share at the moment. They are still in progress, may have something to share next meeting.

Riverside City – Bravo stated that today is his last meeting, he will no longer be a TAG representative for ITSC.

Amber Casolari submitted via email the RCC District Technology Priorities for 16/17 from RCC TAG. Rick stated that we are focusing on 17/18 APR which will be submitted this fall. The IT APR for 16/17 was already submitted last year. RCC TAG 16/17 Priorities were discussed by the group (see attached for the submitted document).

1. Verified if this was different from the district help desk personnel, Bravo confirmed the position listed was for local college help desk personnel.
2. Verified if this was a request for district assistance in training for CI Track, Datatel, 25Live, Colleague and Galaxy. Bravo confirmed.
3. SAGE was approved as the general inventory depreciation product for the accounting purposes. Landez will be used for the IT asset management purposes. The group was not able to locate one product that met both needs, two products will be used, both are SQL products.
4. This is being addressed by the DAST group. Cloud storage in general may now be reviewed due to the migration of O365 but will need someone to administer this area. The Sharepoint Administrator position was approved, this person will manage O365, tracdat and student portal.
5. (a) The EACC council will meet this request once it is up and running. (b) Will work with Mike Simmons to attend a future meeting.

Herman stated that 16/17 support training was not listed by any of the groups; and confirmed that 17/18 will focus on network and bandwidth, the group agreed. Stated that DSPC question the Learning Management Systems (LMS) that was approved on IT's APR. Clarified that the dollar amount was a placeholder for the concept of an employee LMS and that a product has not been selected or purchased. Explained the difference of an employee LMS (repository, tracking mechanism for employee training and support) such as Cornerstone and the Canvas LMS that is more for faculty academic usage.

Herman stated that the approved Help Desk Technician position will have a transitional period because IT will need to get the work order ticket system to where it can be utilized more efficiently by end users. Then both help desk technician's primary responsibility will not be to solely focus on processing work order tickets. All three colleges expressed their concerns of a duplicate person and responsibility. They indicated that they supported this position with the understanding of expanded services from these positions. Herman stated that a broader conversation will need to take place to understand what the colleges needs are, determine what is feasible with the system and two employees who are providing a service district wide.

Other Items Discussed:

Program Review – A discussion at DBAC occurred were it was expressed that there is a lack of understanding and communication as it relates to the APR structure, prioritization of requests from colleges vs. district, and funding distribution structure. The group agrees that improvement has occurred from previous year to current year and improvement is still needed.

DBAC subgroup will meet weekly during the summer. It was suggested that the ITSC put together a work group who will work during the summer to do research, preparation, gathering data and information the list of work will be determined by ITSC. The workgroup will share their information when the group reconvenes in the fall. The goal is to help the group move forward with decisions.

Network and Bandwidth -

Discussion occurred regarding the current bandwidth and network access; concerns regarding future expansion of users and usage; lack of policies, procedures and guidelines stating what is acceptable business and instructional usage; lack of tools to use to determine bottleneck system; grants utilizing bandwidth and not providing financial contribution; and IT needs to be a component when discussion and planning occurs with strategic plans, facility master plans, college plans and educational master plans, IT is not aware of the plans, goals and needs and creates issues;

It was agreed that this group needs to focus on strategically evaluating the needs of the colleges/district, the infrastructure, managing the usage, and how to operate our network. This group does not focus on funding solutions, it should focus on the direction and business operations for the colleges/district businesses. Craft a technology plan of needs and requirement to support funding request.

Action Items / Next Meeting Topics:

- Meeting dates for 2016/2017.
- Put the summer work group together.
- Colleges are to bring any items from their college regarding items for the district APR.

Meeting adjourned at 10:16 a.m.
Next Meeting: 6/23/16 10:15 a.m. CAADO 309

Information Technology Strategy Council

Meeting

June 23, 2016

8:00 a.m. – CAADO, 209

Minutes

Members Present:

Rick Herman (D)

Henry Bravo (R)

Tim Ragusa (R)

Julio Cuz (M)

Ruth Leal (N)

Gloria Aguilar (recorder)

Shirley McGraw (N)

Beth Gomez (N)

Absent: Amber Casolari (R), Norm Godin (N), Mazie Brewington (R), Damon Nance (N), Tim Ragusa (R), Chris Carlson (D), and Terrie Hawthorne (M)

Guests:

Handouts (attached):

Agenda, 5/27/16 Meeting Minutes

Review and Approve: *Rick Herman*

Lack of quorum, agenda and minutes were not approved.

Welcome and New/Old Business: *Rick Herman*

- **AVC Report** – No report.

Old Business:

Office 365 Migration Update – *Rick Herman*

Migration has been completed; working on old department email accounts; one issue with email names that are too long and exceed O365 character limitations or have hyphenated last names. Working on access and mobile device access and reverse archive.

Next step is to establish an O365 taskforce, this taskforce will work with the TAGs to determine which O365 features should be turned on and when. Rick will work with Skip to create a list of all the features and functions available for the taskforce to review and work with. Rick asked for the college TAGs to discuss this and bring feedback to ITSC.

Enterprise Applications Coordinating Council – Rick Herman

First meeting was yesterday, 6/22/16, this group is comprised of one representative from each group; an agenda was developed to move forward. It was agreed that a 25LIVE and O365 group will need to be established and will need to include one representative from each group.

Primary purpose of this group is to share information, communicate with all groups regarding projects, discussion of project impacts upon other group projects, review timelines, and create a master project calendar. A monthly report from this group will be brought forward to ITSC for review and to address any questions or concerns. Will create a section online to post monthly reports for accessibility.

Discussion of concerns surrounding funding and decision making from TSS and VPs of Business Services were addressed. It was reassured that this body will not make funding decisions or project decisions given that these items are taken care of through each group's appropriate resources and decision process. Impact on human resources was discussed; it was agreed that the EACC report would be forwarded to the TSS Managers and VPs of Business Services. The EACC group will be reviewed in six months to determine if any changes are needed (to include any other members).

TAG Program Review 17/18 – Colleges

Norco College

- Inventory software
- Technology support (evening hours support)
- Network is slow (instructors want to stream video for class; for events; video for students for various reasons; and social media)
- Accessibility to foot prints for part-time faculty

New Business:

Summer Workgroup (participants, tasks, facilitator) – review, discuss objectives, research, and gather data during the summer to share with the group in the fall.

16/17 Meeting Schedule – DBAC and DSPC meetings may conflict with previous ITSC meeting pattern. Ruth will forward DSPC meeting dates to Gloria to schedule ITSC meetings. Will bring proposed meeting dates/times to September meeting for approval.

Area Reports:

- 1. Technology Advisory Groups** (nothing to report)
- 2. Technology Support Services**
 - Norco** – massive installs, O365 cleanup, phone work.
 - RCC** – starting installs at Kane and Culinary, Music is ahead.
 - Moreno Valley** – heard from faculty that they are migrating to Windows 10 in Office 2016 for academics.
- 3. Information Technology** (nothing to report)

4. VPs for Business

Norco – Concerned about 25LIVE, wondered how the colleges handles the academic side.

Moreno Valley – Linda Myers handles all events non-technical; AV request form is Julio; technical goes back to Cindy Conley; Dean of Instruction handles the academic side.

Riverside – Janelle handles facilities; Melinda and Janelle handle academic side; Henry handles the media side; the template for media is different than the other colleges

Other Items Discussed:

Communication – discussion occurred regarding information communicating full circle.

Softdocs – approved and funding has been provided to move forward.

SAGE – was approved to move forward, this replaces the access database.

Eforms – putting together an inventory, looking at district and college forms then prioritize their workload.

LandESK – IT asset management was selected and will be moving forward.

FootPrints – working on templates to revise and create new templates; if we get the second person maybe we can expand hours of service.

DBAC Update – the subgroup made a recommendation of \$1.5million (\$300,000) per entity of redevelopment funding for 16/17 fiscal year which includes technology.

25LIVE Group – district IT will work with colleges to coordinate facilities, AV, academic, key card access and catering through their designated person for those areas.

Action Items / Next Meeting Topics:

- Meeting dates for 2016/2017.

Meeting adjourned at 11:44 a.m.

Next Meeting: TBD