Information Technology Strategy Council

Agenda 1/10/2016

Council Business

    1. Agenda (1/10/16)

    2. Minutes (12/16/16)

Technology Plan

    1. Technology Plans/Projects

        a. Identity management

        b. Timelines/progress - updated

    2. Program Review *(C. Blackmore)*

        a. District IT

Reports/Updates

    1. LANDesk – Overview *(C. Blackmore)*

    2. Technology Advisory Groups

    3. Information Technology

        a. E-Forms

        b. New Student Portal Project

        c. Student Planning

Next Meeting

Date: February 24, 2017

Time: 8:30am

Location: CAADO (TBD)

RCCD | RIVERSIDE COMMUNITY COLLEGE DISTRICT

MORENO VALLEY COLLEGE | NORCO COLLEGE | RIVERSIDE CITY COLLEGE

Information Technology Strategy Council
Meeting
December 16, 2016
12:30 p.m. – CAADO, 309

Minutes

Members Present:

Chris Blackmore (D)	Chris Carlson (D)	Nathaniel Jones (MVC)
Beth Gomez (NC)	Julio Cuz (MVC)	Shirley McGraw (NC)
Henry Bravo (RCC)	Tim Ragusa (RCC)	Mark Oliver (D)
Scott Tracy (D)	Kathy Holstein	Gloria Aguilar (recorder)

Absent: Terrie Hawthorne (MVC), Damon Nance (NC), Joe Gonzalez (MVC), Ruth Leal (NC)

Handouts (attached):
Agenda, 10/19/16 Meeting Minutes, Technology Plan Projects

Council Business *Chris Blackmore*

1.) Agenda 12-16-16. Approved. Gomez moved. Cuz second.
2.) Minutes 10-19-16. Oliver requested wording for Kane building be changed from wireless to cellular. McGraw moved as appended. Gomez second.

Technology Plan
1.) Enterprise Applications Coordinating Council *Scott Tracy*
    Did not meet with council, no update.
2.) Technology Plan Projects
    Tracy and Oliver provided updates for their sections and shared the changes.
    Sections discussed were:
    1.1.1.2; 1.1.1.3; 1.1.1.4
    1.1.3 ; 1.1.4;
    1.1.4.2; 1.1.4.3; 1.1.4.4
    1.2.2; 1.2.3
    2.1.2; 2.1.3
    3.1.1; 3.2.2; 3.2.3
    4.1.1; 4.1.2; 4.1.3
    4.2.1; 4.2.2; 4.2.2.4
    4.3.1; 4.3.1.2

5.1.1
- End Point Computing Standards; Blackmore initiated conversation in regards to establishing the standards and guidelines of limitations within using network devices in conjunction with LANDesk .

Reports/ Updates

1.) Technology Advisory Groups
McGraw, Bravo, and Cuz initiated discussion of completed and ongoing upgrades.
2.) Technology Support Services & IT Meeting
Did not meet, no update.
3.) Information Technology
Tracy discussed positions filled and positions in the process of being filled.

Meeting adjourned at 2:17 p.m.

Next Meeting: 01/10/16   2:00 p.m.   CAADO 309

Technology Plan Sections Changed

Activities/Tasks	Participants	Timelines	Estimated Costs	Evidence
1.1.1.2 Usability - Deploy in a limited pilot	Portal Governance Team; Selected Students	Winter 2017	N/A	Focus groups Spring 2016
1.1.1.3 Participation - Deploy along side current stand-alone applications	Students	Summer 2017	N/A	Production Site functional Spring 2016
1.1.1.4 Participation - portal use by students, faculty and staff	Students, Faculty, Staff	Fall 2017	N/A	Need to add the migration of students into AD as part of this section; Completion date: Sept. 2017.
1.1.2.4 Products/Functionality - Evaluate, purchase and implement new modules and products as available	Information Technology, User Departments, Vendors	Ongoing	$130K / 15/16 APR	EForms, Asset Management, Sage, and LANDesk
1.1.4.1 Student Educational Plans - Implement online, comprehensive student educational plans	Student Educational Plan Workgroup, Information Technology	Summer 2017	$35K / SSSP	Use Ellucian services to complete.
1.1.4.2 Transcripts (Outgoing) - Implement Credentials self-service transcript integration	Student Transcript Workgroup, Information Technology	Winter 2017	N/A	
1.1.4.3 Transcripts (Incoming) - Implement eTranscriptCA and OnBase TCE data capture	Student Transcript Workgroup, Information Technology	Spring 2017	$200K / SSSP	TCE Implemented and ETrans.
1.1.4.4 Degree Audit - Update and maintain articulation agreements for feeder institutions	Student Transcript Workgroup, Student Educational Plan Workgroup, Information Technology	Ongoing	Permanent Articulation Specialist	Additional Training Received.
1.1.4.5 Retention - Evaluate options for tracking and responding to student retention/success	Information Technology, User Departments	TBD	TBD	Evaluating.
1.1.5.1 Creation - Create feedback and survey tools to assess the usability of supported applications	Information Technology, User Departments, Focus Groups	TBD	N/A	
1.1.5.2 Collection - Survey and request feedback at least annually	Information Technology, User Departments, Focus Groups, Students, Faculty, Staff	TBD	N/A	

1.1.5.3 Assessment - Assess survey and feedback results and make changes where appropriate in order to improve effectiveness of applications	Information Technology, User Departments, Focus Groups	TBD	TBD	

1.2.1.1 Daily Monitoring - Monitor systems daily to maximize performance and availability	Information Technology	Ongoing	TBD	Completed. 12/18/16. Solarwinds. Ongoing configuration expected.
1.2.1.2 Administrative Tools - Evaluate, purchase and implement monitoring tools to enhance and/or automate the performance and availability of administrative systems	Information Technology		TBD	Completed. 12/18/16. Solarwinds. Ongoing configuration expected.
1.2.3.1 Ownership - Establish ownership and a review structure for all external data reports	Data Reporting Workgroup (Information Technology, VC Educational Services, Institutional Effectiveness, Institutional Research, Departmental Stakeholders)	TBD	N/A	Building model in monthly meetings
1.2.3.2 Timelines - Establish, publish and maintain timelines for all external report submissions	Data Reporting Workgroup (Information Technology, VC Educational Services, Institutional Effectiveness, Institutional Research, Departmental Stakeholders)	TBD	N/A	Developing during monthly meetings
1.2.3.3 Data Warehouse - Create and maintain an institutional data warehouse	Data Reporting Workgroup (Information Technology, Institutional Effectiveness, Institutional Research)	TBD	N/A	Being discussed in monthly meetings

2.1.1.1 Responsibility - Create and maintain a governance structure for the maintenance of portal-based content	Portal Shared Governance Team, Portal Site Coordinators	Spring 2016	N/A	Portal Governance Team and Charter created
2.1.1.2 Management - Develop best practices and guidelines for the communication of content to college-based constituencies	Portal Shared Governance Team, Portal Site Coordinators	Fall 2017	N/A	
2.1.2.1 Video Conferencing - Expand the availability and use of District video conferencing	Instructional Media Center	TBD	TBD	
2.1.3.1 Mass Notification - Complete the development of a comprehensive Mass Notification plan	Risk Management, Safety and Security Taskforce, Information Technology, Communications	TBD	TBD	Rave, sirens, loud speakers, emergency phones

3.1.1.1 Inventory Tool - Evaluate, purchase and implement a technology inventory tracking tool	IT Strategy Council, Information Technology, College Technology Advisory Groups	Spring 2017	$100K – 15/16 APR	LanDesk purchased and being implemented.
3.1.1.2 Methodology - Develop a methodology for gathering and maintaining accurate inventory	IT Strategy Council, Information Technology, College Technology Advisory Groups	Spring 2017	N/A	Being discussed by Asset Management Team
3.1.1.3 Ownership - Determine technology ownership and reporting responsibilities. Installation completed 12/16.	IT Strategy Council, Information Technology, College Technology Advisory Groups	Spring 2017	N/A	Installation completed 12/16. LANdesk ownership needs to be hammered out.
3.1.2.1 TUM - Develop and maintain a District Technology Use Model to be used in conjunction with the District Technology Refresh Plan	IT Strategy Council, Information Technology	Spring 2017	N/A	Being discussed by District IT.
3.1.3.1 Refresh Plan - Create and maintain a Technology Refresh Plan using the TUM	IT Strategy Council, Information Technology	TBD	N/A	Being discussed by District IT. Norco has implemented.
3.1.3.2 APR - Incorporate the TUM into Administrative Program Review (APR)	IT Strategy Council, Information Technology	TBD	TBD	Being discussed by District IT

3.2.2.1 Office 365 - Complete migration to hosted Office/Outlook environment	Information Technology	Spring 2016	Completed
3.2.2.3 25Live - Evaluate hosted options after migration from R25 is complete	Information Technology	Spring 2017	$15K recurring

4.1.1.1 MVC Refresh - Complete router and switch upgrades	Information Technology	Spring 2015	$1.4M	Equipment currently up-to-date. Equipment refresh will be ongoing.
4.1.1.2 NC Refresh - Complete router and switch upgrades	Information Technology	Summer 2015	$1.4M	Equipment currently up-to-date. Equipment refresh will be ongoing.
4.1.1.3 RCC Refresh - complete router and switch upgrades	Information Technology	Summer 2017	TBD	On Hold due to loss of staff. Library equipment purchased, Expected Completion date June 2017. Lower campus still needs to be purchased. Limited Measure C funds available. Equipment refresh will be ongoing.

4.1.2.1 Coverage Areas - Assess, expand and maintain acceptable wireless access areas	Information Technology	Ongoing	TBD	Equipment purchased, Training in progress.
4.1.2.2 Ease of Use - Streamline and simplify use of the District's wireless access protocol	Information Technology	Ongoing	TBD	Expanding wireless for printing, clocks, Door Bells, Cameras.

4.2.1.1 - Physical Security - Ensure appropriate security to all NOCs, MDFs and IDFs with the use of locks, alarms and cameras	Information Technology, Facilities, Risk Management	Ongoing	TBD	MVC NOC completed. Various other network closets are an issue.
4.2.2.2 Policies/Procedures - Complete the review, revision and creation of District data security policies and procedures (i.e. security appliances, authentication, encryption)	Data Access and Security Taskforce	TBD	N/A	Initial draft in progress.
4.2.2.3 Training - Enforce approved policies/procedures through education and training	Data Access and Security Taskforce	Ongoing	$35K	Wombat purchased. First 3 modules deployed. Over 800 participants as of 06/16.
4.2.2.4 Systems - Evaluate, purchase and implement technologies to protect and prevent data corruption and or loss	Data Access and Security Taskforce	Ongoing	$75K	Firewall installed and being used. ProofPoint in the cloud watches emails for DLP. Sophos encryption Protection at the folder level purchased.

4.3.1.3 Environment - Ensure adequate A/C, power and switch/router redundancy in all technology NOCs, MDFs and IDFs	Information Technology	Ongoing	TBD	Problem in summer with college closures on Friday, Saturday, and Sunday. Equipment gets hot and we lose equipment due to heat.

4.3.1.4 Servers - Complete virtualization of all remaining physical servers and establish HA failover	Information Technology	Spring 2017	$150K	Old servers going EoL – lack resources, need additional servers for replacement. Expect ongoing refresh to be required.

5.1.1.1 Applications - Develop a centralized SLA catalog	Information Technology, IT Strategy Council	TBD	N/A	
5.1.1.2 Network - develop a centralized SLA catalog	Information Technology, IT Strategy Council	TBD	N/A	
5.1.1.3 Phones - Develop a centralized SLA catalog	Information Technology, IT Strategy Council	TBD	N/A	
5.1.1.4 Technology Support Services - Develop a centralized SLA catalog	Information Technology, IT Strategy Council	TBD	N/A	
5.1.1.5 Service Desk - Develop a centralized SLA catalog	Information Technology, IT Strategy Council	TBD	N/A	

5.3.1.1 Staffing - Evaluate need for additional District staffing based on current and projected service requests	Information Technology, Human Resources	16/17 APR	$95K	Position approved. In Hiring.
5.3.2.1 Hours - Evaluate need for evening and weekend support staff or external support services	Information Technology	TBD	TBD	Pending additional resource approval
5.3.3.1 Support Services - Evaluate current service requests and determine methods to resolve more efficiently and effectively	Information Technology	TBD	TBD	Current workflows being evaluated
5.3.4.1 Work Order Templates - Develop templates that will provide sufficient information to process work orders more efficiently	Information Technology	TBD	N/A	Template library being evaluated

5.4.1.1 Bandwidth - Monitor bandwidth use on all LAN environments and	Information Technology	Ongoing	TBD	Firewall upgrade completed, throttling some social media sites such as Facebook, snapchat, also throttling video sites such as Netflix.

expand as needed				
5.4.2.1 Wireless - Complete consolidation and simplification of wireless access protocols	Information Technology	Fall 2015	TBD	Purchasing 90 APs to replace EoL wireless radios. 90 additional will be purchased for Riverside as part of Measure C. Norco and Moreno Valley Measure C funds have already been expended. Additional APs will be needed to expand on what we already have in place to fill in holes in college coverage areas and allow congested areas to expand.

6.1.1.1 LMS - Evaluate, purchase and implement an LMS for employee training	Information Technology, Key stakeholders, User Departments	TBD	N/A	Pending funding approval.
6.1.2.1 Identification - Identify user training needs that are appropriate via workshops	Information Technology, Key stakeholders, User Departments	TBD	N/A	Pending funding approval.
6.1.2.2 Creation - Create workshop content for most critical training areas	Information Technology, Key stakeholders, User Departments	TBD	TBD	Pending funding approval.
6.1.2.3 Deployment - Begin delivery of workshop trainings	Information Technology, Key stakeholders, User Departments	TBD	N/A	Pending funding approval.
6.1.3.1 Identification - Identify user training needs that are appropriate via tutorials	Information Technology, Key stakeholders, User Departments	TBD	N/A	Pending funding approval.
6.1.3.2 Creation - Create tutorial content for most critical training areas	Information Technology, Key stakeholders, User Departments	TBD	TBD	Pending funding approval.
6.1.3.3 Deployment - Begin delivery of tutorial trainings	Information Technology, Key stakeholders, User Departments	TBD	N/A	Pending funding approval.

6.1.4.1 Identification - Identify user training needs that are appropriate via informational materials	Information Technology, Key stakeholders, User Departments	TBD	N/A	Pending funding approval.
6.1.4.2 Creation - Create informational material content for most critical training areas	Information Technology, Key stakeholders, User Departments	TBD	TBD	Pending funding approval.
6.1.4.3 Deployment - Begin delivery of informational materials	Information Technology, Key stakeholders, User Departments	TBD	N/A	Pending funding approval.

6.1.5.1 Training Resources - Identify personnel requirements to support ongoing District training efforts	Information Technology, Key stakeholders, User Departments	TBD	TBD	Pending funding approval.

7.1.2.1 Electronic Document Management - Complete first phase of document imaging project in HR&ER and BFS	Information Technology, Human Resources, Business & Financial Services	Summer 2015	N/A	Scanning and indexing into OnBase being done in both offices.
7.1.2.2 Electronic Forms and Workflow - Select, procure and begin implementation of an electronic forms and workflow solution that integrates with District's Document Management system	Information Technology, Key Stakeholders, User Departments	Spring 2017	TBD	SoftDocs selected 06/16. Beginning Implementation.

7.2.2.1 VDI Strategy - Develop a VDI strategy for lab and office environments	Information Technology, IT Strategy Council	TBD	N/A	Test VDI completed and demonstrated to ITSC. No further discussion has been done.