Information Technology Strategy Council

Agenda 04/17/2020

Zoom Conference Info: https://cccconfer.zoom.us/j/91510049080

Council Business:

    1. Agenda Approval (04/18/20)

    2. Minutes – (11/15/19)

Technology Plan:

    a.   2020-2025 Update

        i.   Revisit timeline for approval due to COVID-19 situation

            1.   MVC

            2.   Norco

            3.   RCC

Reports/Updates:

    1.   ERP Replacement Process – (C. Blackmore)

        a.   Current Status

    2.   COVID-19 Impacts – (C. Blackmore)

        a.   Technology Needs

        b.   Financial planning assumptions

    3.   RCCD Network & Infrastructure

        a.   Update – (S. Ma)

    4.   RCCD Enterprise Applications

        a.   Update – (S. Tracy)

    5.   Web Services

        a.   Update – (D. Dong)

    6.   Campus Technology Groups

        a.   B. Manges (RCC)

        b.   J. Cuz (MVC)

        c.   M. Collins (Norco)

Information Technology Strategy Council

Next Meeting

Date: 5/15/2020
Time: 9:00 am
Location: Via Zoom

Information Technology Strategy Council

Minutes

04/17/2020

Zoom Conference Info: https://cccconfer.zoom.us/j/91510049080

Council Business:

1. Agenda Approval (04/17/20) 1st Stephen Ashby 2nd Julio Cuz

2. Minutes – (11/15/19) 1st Stephen Ashby 2nd Patrick Scullin

Technology Plan:

1. 2020-2025 Update

    a. Shared Governance – Local Review at the College Level

        i. MVC – J. Cuz provided copy of Technology Plan to resources subcommittee and college. In process of getting e-books possible approval by May.

        ii. Alignment of Goals with College updating to integrate this alignment into their plan.

            1. VDI effectiveness to be added to Tech Plan in order to ensure proper funding.

        iii. Norco – R. Aguilera nothing new to report at this time.

        iv. RCC – P. Scullin discussed District Plan in March committee meeting and there were no additional comments, recommendation or corrections. RCC Tech plan approved last fall and is currently implemented this plan. Subcommittee to tentatively meet in May. RCC gave thumbs up on District Plan.

    b. C. Blackmore requested updated inputs be incorporated into the campus Tech Plans due to current situation of remote work & school due to global pandemic.

        i. Analyze how this new model will influence us moving forward in the coming years

        ii. Virtualized desktops and applications delivery is something that we need focus on and get funding for.

        iii. Larger Strategic Plan of how we need to incorporate the support of virtual work & school.

    c. N. Jones stated we need to do more to transition our business practices to online.

Information Technology Strategy Council

We are having significant issues to working virtually due to the heavily paper based business processes.

    i. C. Blackmore stated that these business process are owned by different functional units and the sticking point is getting these functional units to change their practices. However, this environment has open doors to change these practices. Encourage the addition of language to Tech Plan to address the transition from paper based.

  d. Revisit timeline for approval due to COVID-19 situation

Reports/Updates:

1. ERP Replacement Process – (C. Blackmore)

    a. Current Status – Setback around the procurement process and had to revisit this process. Anticipate going back out for RFP in April and having the vendor's selected to go to May or June Board.

2. COVID-19 Impacts – (C. Blackmore)

    a. Technology Needs & Financial planning assumptions

        i. Provide list of immediate needs to push forward as a group like Adobe for students.

        ii. Hiring third party technical support for student assistance.

        iii. Hardware needs for students to utilize throughout the summer.

3. RCCD Network & Infrastructure

    a. Update – (S. Ma)

        i. Deploying and improving the VDI platform for work from home – gave accolades to team and spotlighted team member especially Andrew Davis. RCCD-IT ahead of the game a little bit in comparison to other organization regarding the VDI deployment with VM Ware.

        ii. Two camps of employees VPN and VDI to access internal resources.

            1. Security is very important and to this end we have phased out 82% of VPN users down to 18%.

            2. VDI environment improvement by integrating OneDrive (Cloud

version of external hard drive) to store documents from file shares without the use of an external hard drive or saving to local device.

3. VDI Webinars conducted to assist users with understanding the use of this technology. Taking feedback to improve the experience to the users.

iii. Solutions to assist people with working remotely to increase security to protect our network from infiltration. Securing VPN access to ensure that our network is not compromised.

1. Exploring further securing the VPN access to the backend

2. Multifactor authentication potentially to be rolled out

3. Leveling up our technology and security to put forward the much needed access.

4. VDI Living Document – Working from home and conducting meetings and webinars safely.

iv. J. Cuz publicly thanked S. Ma and the RCCD-IT team for rolling out the VDI in a week which would take a year to roll out.

v. P. Scullin asked how would he approve Galaxy requisitions. S. Ma conveyed that this activity can be done in the VDI.

vi. R. Aguilera asked what are the chances the campuses hosting their own solutions. S. Ma stated that it is technically possible however the cost effectiveness factor is one to consider for the future. C. Blackmore added that the centralization of the VDI leverages the efficiency is something to consider for our collective strategy regarding Desktop virtualization and applications. S. Ashby stated concerns that there are staff & training to support the virtual environment for faculty and students.

b. Resuming ongoing projects which can be conducted remotely like the

Wireless Access projects to order and replace legacy technology. Also assisting Facilities with ensuring that the new buildings have the technology in place. Network redesign question regarding the 2 gateway versus 4 gateway to address this question for funding and deployment plan.

c. C. Blackmore moved this item to next ITSC meeting to fully address this item have an actual recommendation on this matter.

d. S. Ashby brought forward the request to inform TSS of any AV technology for new buildings in order for TSS to provide input in the design to best meet the needs of faculty and students.

4. RCCD Enterprise Applications

a. Update – (S. Tracy)

   i. Data gathering to assist colleges and administration on the handling student drops, refunds, class cancellation and EW requests.

   ii. Data Clean-Up Initiative – intent is to feed 4-5 different projects. Ultimately goal is to get our data clean for migration to new ERP. In process of building a near real time reporting database for SQL processing of our data.

   iii. Data Warehouse initiative in process

   iv. Student trustee voting coming up at all three campuses

   v. CARES Act application process request for Financial Aid disbursement to our students.

   vi. Prep for non-credit and extended learning work to ensure that the system can handle the load.

   vii. EduNav – continuing to work on improving the student experience.

   viii. Data requests and program initiatives

5. Web Services

a. Update – (D. Dong)

   i. No Updates

Information Technology Strategy Council

6. Campus Technology Groups
    a. B. Manges (RCC)
        i. Configured 500 plus laptops for issuing to staff and students.
        ii. VDI requests question regarding entering it into spreadsheet or start entering it as a regular service tickets.
        iii. Enabling VPN accounts that are deemed necessary.
        iv. Website update – still moving forward with Omni Update started on April 13, 2020. Anticipated launch is this Summer is moving up the new website roll out in order to assist with Student experience.
        v. Supporting all users however it is very overwhelming at this time and trying to remotely work on computers is a challenge. But they are getting it done.
    b. J. Cuz (MVC)
        i. New AV Technician assisting department and college to create video and announcements to post on the website.
        ii. IT updating Tech Plan and will deploy Tech Survey to the college in the next few weeks.
        iii. Official response to come by ITSC May meeting
        iv. Website redesign
        v. Distributed 250 laptops to students and staff. However, inventory is now low.
        vi. Web Development doing a lot more paid advertisements and received great return on investment for social media advertisements.
    c. M. Collins (Norco)
        i. R. Aguilera also thanked RCCD-IT regarding the VDI deployment which has been helpful to TSS.
        ii. Working with Dr. Collins on Refresh Plan for staff and faculty is in the works.

Information Technology Strategy Council

    iii.   Students, staff and faculty distributed between 400 – 500 laptops.

    iv.   Received a positive feedback regarding VDI

Next Meeting

Date: 5/15/2020
Time: 9:00 am
Location: Via Zoom