Information Technology Strategy Council

Agenda 08/21/2020

Zoom Conference Info: https://cccconfer.zoom.us/j/91677578596

Council Business:

    1. Agenda Approval (08/21/20)

Technology Plan:

        a. 2020-2025 Update
            1. DSPC Presentation

Reports/Updates:

1. ERP/Project Nexus – (C. Blackmore)

    a. Implementation Update

    b. Don Penrose (Anthology) introduction

2. Adobe Sign (Kurt Faulknerloser)

    a. Overview

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)

7. Other Items

Next Meeting

Date: September 18, 2020
Time: 9:00 am
Location: Via Zoom

Information Technology Strategy Council

Agenda 08/21/2020
Zoom Conference Info: https://cccconfer.zoom.us/j/91677578596

<u>Attendees:</u>

Present:	Absent:
Chris Blackmore	
Bill Manges	
Chip West	
Daniel Lambros	
Darren Dong	
Gabriel Rivera	
Jason Caceres	
Joe Gonzales	
Julio Cuz	
Kurt Faulknerloser	
Lisa Bonilla	
Michael Collins	
Nathaniel Jones	
Patrick Scullin	
Ricardo Aguilera	
Stephen Ashby	
Susanne Ma	
Don Penrose (Anthology Guest)	

Council Business:
1. Agenda Approval (08/21/20) - West 1st Ashby 2nd

Technology Plan:
    a. 2020-2025 Update – C. Blackmore
        i. Tech Plan approved by the colleges in May
        ii. Blackmore presenting approved Technology Plan at DSPC on Friday, August 28, 2020. The anticipation is that all going well we will have an approved Technology Plan for the next 5 years by September 2020.

Reports/Updates:
1. ERP/Project Nexus – (C. Blackmore)
    a. Implementation Update
        i. Board awarded Anthology the contract to implement Campus Nexus Software in June.
        ii. RCCD-IT started the onboarding phase in July and anticipate completing this phase pretty quickly.
    b. Don Penrose (Anthology) Introduction
        i. Don Penrose is a Program Manager for Anthology formerly Campus Management and is our direct point of contact for the ERP project.
        ii. (Penrose) Currently working with two districts in California – Cal Bright and RCCD to implement Campus Nexus ERP Software. RCCD-IT purchased three primary systems – Campus Nexus – Student /

Finance /Engage which will replace your current ERP. The implementation timeline is very aggressive to migrate from legacy system Colleague/Datatel to Campus Nexus. RCCD-IT has initiated a newsletter as one of the communications channels with more to come.

iii. Ma raised – What is the timeline?

    a. Penrose – Contractually – 24 months minimum

        i. One of the first systems to stand up is Engage which is a communications and case management tool for our student population.

        ii. Heavy lift will be on the student side due to the complexities of the requisites and co-requisites of curricula, programs and courses which will need to be created. This is typically the pain points for many colleges as they move forward.

        iii. Anthology's challenge is the STERS and PERS reporting that is part of the contract for RCCD making sure that is developed and implemented with us.

iv. Collins raised – How will we come to one type of business process as we go through the business functionality on the finance side?

    a. Penrose – After ERP Kick-Off in September Anthology will take RCCD through the first exercise called a Blueprinting Session.

        i. Blueprinting Sessions are a visual map of the business processes for each of the functional areas in a "to-be state". This process will be scheduled for 16 days which are spread out over 4 -5 weeks.

        ii. Blueprinting mapping of the "to-be state" examples of Payroll Function – If today we using an abacus and stone and chisel to do our timesheets then in the "to-be state" we are going to look at online timesheets for the Payroll function.

        iii. Purpose of blueprinting is to prevent users from replicating functionality already built into the software.

        iv. Best Practices and Industry Standards are relied on in each component ensuring process alignment at all the colleges.

        v. Business processes are also organized into

> Work Streams which are consecutive business processes which roll up from departments into functional areas.
>
> vi. Example: Registration Work Stream is a huge work stream that involves multiple departments and their different business processes which roll up into a single work stream to collectively function enabling registration.

- v. Cuz raised – Is the platform 100% web based? Mobile friendly?
  - a. Penrose – Hosted solution and it is web based. Campus Nexus is a SAAS – Software as a service
- vi. Collins raised – How are we funding faculty ERP involvement? Has this been discussed?
  - a. Blackmore – It has been discussed however we have not come to a consensus.
  - b. VPs of Business – West, Collins, Jones - to email District VC of Educational Services regarding funding for faculty ERP engagement.

2. Adobe Sign (Kurt Faulknerloser)
   a. Overview – Our 2019 RCCD Adobe Campus Agreement includes the enterprise version of Adobe Sign. Since, the Covid-19 outbreak using Adobe Sign has become more important.
   b. There Adobe Sign is not Adobe Acrobat DC they are two separate products.
   c. Adobe Sign is a completely web based service integrated with Acrobat DC which is specifically for obtaining legal signatures on pdf documents.
   d. Adobe Acrobat DC Pro is used for creating and editing documents pdfs.
   e. Digital signatures applied to pdfs make them read-only, whether you use Adobe Sign or Acrobat. In this read-only state the document does not allow for comments, additional signatures this is part of the digital signature process which prevents the pdf from tampering.
   f. The legacy forms have multiple signature fields and before the sender routes the form for signature they need who all those people are before the first signature is applied has to have this information ahead of time. Unfortunately, our documents are not set up for electronic routing for digital signature.
      i. What is this best way to go about this? Or do we need to change our business process?
   g. Understand the document workflow. For example, a document initiated at the college level there are certain processes that are done which gathers information as the document is passed along. However, these manual processes for gathering signatures and comments do not lend themselves

easily for conversion to a digital process. Remember, once the first digital signature is applied the document is now read-only and you can't do anything. One really has to consider how the document is designed ahead of time.

h. Considerations for document workflow a legacy form using Adobe Sign:
    i.   Who owns the document?
    ii. Where does it go?
    iii. Where does it end up?
    iv. Do they (form owners) need to do anything it with it?
    v.   Coordinate with form owners on the form

i. Document Lifecycle starts when the first bit of information is entered on the document to the end of life when the document is archived.

j. Considerations for document lifecycle:
    i.   What happens to the information on that document?
    ii. Where does it go?
    iii. Is it entered into an information system?
    iv. Does it get entered into Colleague?
    v.   Does it eventually end up in a different information system somewhere?
    vi. Ponder a direct integration of the information into the information system.

k. Accessibility – Many of the existing forms were not designed to be used electronically. When converting the forms we have discovered that they are not accessible.

l. Adobe Team Introduction – Contact us for Adobe consultations.
    i.   Natarkia Williams – Administrative Process Expert
    ii. Kurt Faulknerloser – Business Process Analyst
    iii. Darren Dong – Adobe SME

m. Cuz raised – Is there a place to access the forms already created by another department which can be implemented? Has an announcement been sent out districtwide about the Adobe Sign features?
    i.   Blackmore – We will be communicating information about the features in the IT Newsletter.
    ii. Faulknerloser- Adobe Sign is new to the district - March 2020. Its purpose is to obtain legal digital signatures. The service does not allow for a repository of forms created by other users to be accessed. For additionally information on Adobe we have a Microsoft Teams site – Adobe User Group (ASUG) open to staff and faculty district-wide to ask questions and get answers.

n. Ashby raised – What are doing about user information security? So that when something is submitted that they know that something gets submitted

along the way.

  i. Faulknerloser- Adobe Sign when used as intended there is no way that the document can be changed once it set up in Adobe Sign for signature because all the documents are encrypted and if any changes are made the encryption breaks. Adobe Sign also has an audit trail for every document that you have signed.

  ii. Dong – Creator of the document can turn on their account settings to turn on notifications if there are any changes.

o. Gonzales raised – How do we set up the process for documents being accessible in terms of the reading order ? Are we going to come up a process?

  i. Faulknerloser – Are we talking about 508 checks in Adobe? Accessibility is a built in part of Adobe Acrobat and Adobe Sign and can be accessed when you originally set up a pdf. Whether it is in your authoring environment like Microsoft Word or Acrobat. Microsoft Teams ASUG also has links for Accessibility training provided by @One which was recently provided to the Admins district-wide to assist faculty convert documents to teach online.

3. RCCD Network & Infrastructure

a. Update – (S. Ma)

  i. Access Point - Replaced all end-of-life access points district-wide with the exception of two access points at Moreno Valley College. We have already noticed improvement in coverage from replacing the ten year old access points with the last and greatest.

  ii. Wireless Replacement/Upgrade Project – Completed deploying however we have not yet conducted testing, in light of Covid. Will engage TSS to assist with testing next week to deploy the new SSID.

  iii. Parking Lot Wireless – Waiting for purchase order to be sent to the vendors. The vendors are ready to procure and schedule the installers to move forward. Collins to assist with follow-up call to Business & Financial Services regarding PO issuance to vendors.

  iv. Construction Projects – Utilizing the absence of people on campus to catch-up on a number of construction projects. We are inundated with Kathy's absence to backfill 30 years of cabling experience to support those efforts.

  v. Remote Device Management – Systems Administrator Andrew Davis to work with Microsoft's FastTrack to help us gauge a reasonable timeline for Microsoft Intune deployment. We are cautiously moving forward and will keep you updated.

  vi. Continue replacing End of Life /Support Network equipment with remaining Measure C bond funds earmarked for technology upgrade. Anticipate spending these funds by December 2020.

    b. Jones raised – When will the two access points at Moreno Valley be replaced?

        i. Ma – We have engaged the new Interim Director of Facilities to assist with getting access to the scissor lift because these points are high up in the ceiling of the SAS Building.

4. RCCD Enterprise Applications

    a. Update – (S. Tracy)

        i. Completed Projects:

            1. Maxient Interfaces

            2. EduNav Student login integration enhancement

        ii. In-Progress Projects:

            1. Concur-Galaxy Interface enhancements

            2. Colleague Data Cleanup & TMI Initialization

                a. Data Cleanup is driven my our move to Campus Nexus. We need to fix some content issues in our data that a new system will not ingest well. We are utilizing one of our vendor to assist with this process.

                b. TMI software gives us the ability to move Colleague Data into a SQL server. The conversion of data allows colleges to access Colleague data without having to be limited by the Colleague environment.

                    i. Colleges are able to use tools like Power BI, Excel to access data for reporting. No longer does the user have to completely rely on getting data directly out of Colleague environment. The TMI software watches our Colleague data files for changes and converts the data to a SQL server.

                c. The purpose of converting our Colleague data to a SQL database is several fold until we are moved completely to Campus Nexus.

                    i. Reporting

                    ii. Institutional Research - Data Access

                    iii. Data Retention is key as we migrate forward to Campus Nexus because we have retain all our historic Colleague Data in a way that is accessible. The plan for migration to Campus Nexus only brings forward ten years of our data making it imperative that we are able to access Colleague data older than ten years. We are creating a data repository for the older Colleague data that we will no longer have

        access to once we migrate to the new system.

    3. Preparation for Project Nexus

    4. eSARS Migration

    5. Support for Covid Impact

    6. Colleague patches and software updates in a few weeks.

    7. Due to retirements we lagging behind on security updates. We have changes in the queues however due these retirements we are still figuring out the art of updating Colleague without breaking anything. So we ask for your patience as we work through the queue.

5. Web Services
   a. Update – (D. Dong)
      i. Flex Track App – Faculty Flextime reporting in the cloud using single sign-on which provides a better interface for report submission. Anticipates testing next week with campus coordinators.
      ii. Partnering with different departments on the district web sites stand-alone sites:
         1. Strategic Communication:
            a. Social Justice Website expedited for new director of Social Justice to address social issues such as Black Lives Matter (BLM), immigration, and police brutality.
         2. ESL Website
            a. ESL Class Recommendation Survey – onboarding for Math and English classes which is a requirement that went into the effect last year. We are working Enterprise Applications on integrating the ESL Survey into Web Advisor.
         3. Risk Management
            a. Developed parallel system to RAVE in terms of the questionnaire for Covid symptoms when an individual comes on campus for contact tracing reporting.
            b. Ashby raised – Have we looked at a wearable bracelet for contract tracing being used at companies like Ford?
               i. Dong – We are not aware of that. We are only collecting the data and so we would not know if Risk Management has looked into it.
      iii. Intranet Development in Office365 and SharePoint Online - we are gathering representatives from each of the colleges to reorganize how the content is displayed.
      iv. Adobe Sign supporting the workflow and training.
6. Campus Technology Groups
   a. B. Manges (RCC)

Information Technology Strategy Council

    i. RCC Student Laptop Distribution Event – 300 laptops scheduled for distribution. We sent out email and text to students enrolled in Fall and received 1000 responses. We worked with the cashiers office to develop a list of students that qualify and we sent out emails to schedule laptop pickups for the first 300.
1. Distributed 200 and anticipating that the remaining 100 laptops will be distributed today.
2. Purchasing an additional 500 laptops with CARES Act II funding for later distribution in Fall when they arrive.

    ii. Identified Mobile hotspot backpack distribution

    iii. Thank you for system update communications

    iv. Introduction of new RCC Director of Technology Support Services – Gabriel Rivera.

    v. Budget information routed to Susanne Ma for Wi-Fi implementation in the RCC Parking Structure which will have a long

    vi. Identified the number of students needing Adobe Creative Cloud license.
1. Blackmore – We have the information from the instructor and we are waiting for the PO to be sent to the vendor.

    vii. RCC made a decision to remove Deep Freeze from employee laptops that were distributed during lockdown. Deep Freeze is persistent protection software that allows the computer to be restored to its working state every time it has a power cycle.
1. Need to develop a system and a process for how to have laptops secure and not auto login with the local administrator account.

    viii. RCC Website nearing completion and we have received feedback. We have a tentative launch date of the first or second week of October.
1. Ma raised – Did RCC decide to go with Verizon for the hotspots?
    a. Yes
2. Ma – there is no requisition in the system.
    a. RCC has not yet entered the requisition

    ix. Ma raised network security concerns around devices returning to campus after exposure to home networks and having full LAN access.

    x. Rivera outlined that a complaint was raised to HR regarding Deep Freeze employee laptops. He was asked by Diana and Chip to put a form together outlining the potential security risks involved with Deep Freeze removal. The form is currently under review by Diana Torres in HRER.

b. J. Cuz (MVC)

    i. Union represented submitted an official request to TSS regarding

Deep Freeze. At present, MVC has not removed Deep Freeze and has not received communication to remove this software.
ii. Dental Lab – with new computers and software setup
iii. Science lab setup for face to face class
iv. Faculty video recording for lab classes
v. Purchased 250 laptops and 50 hotspots for student distribution with CARES Act funding.
1. We have distributed 150 laptops and planning another laptop distribution event next week.
2. We have 90 laptops checked out to staff and faculty.
vi. Restarted phase II of the MVC Website project.
c. R. Aguilera (Norco)
i. CARES Act Funding
1. Ordering 158 laptops as well as additional hotspots for student distribution.
2. Distributed 22 laptops to students. We have an additional 50 laptops ordered for staff and faculty.
3. Collins is working on ordering licenses for students to use for the semester.
ii. Adobe Creative Cloud issue encountered where users can not install additional Adobe products because they do not have administrative rights. We found that we have delete the desktop app and reinstall Adobe.
7. Other Items

Next Meeting
Date: September 18, 2020
Time: 9:00 am
Location: Via Zoom