

Information Technology Strategy Council

Agenda 09/28/2020

Zoom Conference Info: <https://cccconfer.zoom.us/j/96214626314?from=msft>

Council Business:

1. Agenda Approval (09/18/20)
2. Minutes from 8/21/20

Technology Plan:

- a. 2020-2025 Update
 1. Current status

Reports/Updates:

1. ERP/Project Nexus – (C. Blackmore)
 - a. Implementation Update
 - i. Business Process Blueprinting Sessions
 1. October 8 – November 5
2. RCC Service Desk Plan (Gabriel Rivera)
3. RCCD IT Dashboard (Chris Blackmore)
 - a. Overview/Demo
4. RCCD Network & Infrastructure
 - a. Update – (S. Ma)
5. RCCD Enterprise Applications
 - a. Update – (S. Tracy)
6. Web Services
 - a. Update – (D. Dong)
7. Campus Technology Groups
 - a. B. Manges (RCC)
 - b. J. Cuz (MVC)
 - c. M. Collins (Norco)
8. Other Items

Next Meeting

Information Technology Strategy Council

Date: TBD
Time: 9:00 am
Location: Via Zoom

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Minutes 09/18/2020

Zoom Conference Info: <https://cccconfer.zoom.us/j/96214626314?from=msft>

Present:	Absent:
Chris Blackmore	Nathaniel Jones
Bill Manges	Patrick Scullin
Chip West	Jason Caceres
Daniel Lambros	Scott Tracy
Darren Dong	
Gabriel Rivera	
Joe Gonzales	
Julio Cuz	
Lisa Bonilla	
Michael Collins	
Ricardo Aguilera	
Stephen Ashby	
Susanne Ma	
Michael Angeles	

Council Business:

1. Agenda Approval (09/18/20) 1st Rivera 2nd Ashby
2. Minutes from (8/21/20) - 1st Rivera 2nd Ashby

Technology Plan:

- a. 2020-2025 Update (Blackmore)
 1. Current status Technology Plan - Tech Plan approved by DSPC and awaiting next steps.

Reports/Updates:

1. ERP/Project Nexus – (C. Blackmore)
 - a. Implementation Update
 - i. Business Process Blueprinting Sessions ERP – Project Nexus – Blueprinting Sessions scheduled from October 8th, 2020 – November 5th, 2020– approximate session length is ½ hour to 3 hours. Anthology has scheduled these sessions in a manner as to not impact the schedules of the invitees.
 - ii. Question – What is the ERP Kick-off about? Anthology presentation to the stakeholders and our leadership will deliver brief messages to kick-off the new ERP

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implementation. Project overview and timeline presentation.

- iii. Question: Are you creating the Project Nexus Steering Committee charge?

Yes, there is a Microsoft Teams site with this information.

- iv. Question: At Riverside, we are wondering if there will be faculty involvement?

Yes, we have included faculty. As we move into the blueprinting sessions we ask for subject matter experts to be present at sessions relevant to their areas of expertise to provide their input whether that is faculty and or staff.

2. RCC Service Desk Plan (Gabriel Rivera)

- a. Unified Service Desk is a call & chat center that receives both technology desk and facilities requests.

- b. New Service Desk Implementation Outcomes:

- i. Improved Customer Service
- ii. Self-Service Portal
- iii. Quicker incident resolution
- iv. Escalation to proper skillsets
- v. Improved problem management
- vi. Data Driven support: Real-time metrics, KPI, SLA, & Customer Surveys

- c. Tiered Support Service Approach

- i. Tier 0 – Self Service - Open Access

End User self-directed support using TSS and Facilities created material such as FAQ, Knowledge base, Training Videos & Webinars / Workshops (Professional Development)

- ii. Tier 1 – Unified Service Desk Team – M-Th. 7am – 7pm & Fri 7am – 5pm

Generalist with broad-based knowledge, accurate, polite, answers service calls and gathers customer information, routes service tickets to appropriate support teams, monitors quality of service.

Target Resolution Rate: TSS 60% /Facilities 10% of issues

- iii. Tier 2 – Technical Service Team – M-F 7:30am – 4:30pm

Specialized skillset, ability to resolve complex issues, project-based solution. Design and plan projects or implement product.

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Target Resolution Rate: TSS 30% /Facilities 75% of issues

iv. Tier 3 – Escalate Service Team – M-F 7:30am – 4:30pm

Escalated issues with personnel are addressed at tier three by a manager or director. Highly specialized skillset, typically vendor/consultant/District IT issues that are out of scope for tier two.

Target Resolution Rate: TSS 10% /Facilities 15% of issues

Communication Channel:

New RCC Website has a support button which channels users to the new Unified Service Desk where they can interface virtually using social media, chat, phone call, email and direct link.

Value Added

Trusted point of contact

Improved resolution times

Great customer service

Escalation to proper skillsets

Reporting

Self-service portal

Estimated Launch Date: March – April 2021

Presentation Questions:

Will there be text messages incorporated into contacting the Service Desk?

This is a good point and what we have done is to incorporate a chat feature. At this time, we do not support text messaging however we will look into that as a feature to roll out in the future.

Cuz bought forward that MVC will receive a text messaging demonstration on September 23, 2020 from a company called REgroup. Their software integrates with SARS which is used for scheduling student counseling appointments.

Will RCCD be able to call the new help desk?

Yes, the district is within our scope and we will continue to provide service all areas as well as inform the District of the ways to contact the new Service Desk.

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Will the current Help Desk Technicians be redistributed to Norco and MVC to field their service requests?

No, at this point we have not had this discussion. The District Help Desk has taken on a new role of resetting student passwords – Web Advisor, Canvas and Email - with the intention of creating a single point of resolution.

Can we update the Help Desk page?

We are in the process of updating this information and will have these services outlined on the IT district website.

Can the students reset their passwords on the portal website?

Students do have the ability to reset their password on the go.rccd.edu portal.

Does the Help Desk have any metrics on common incidents or issues that they are receiving?

We will try and pull as much information out of the Help Desk as we can and provide that to you for the RCC knowledge-base

3. RCCD IT Dashboard (Chris Blackmore)

a. Overview/Demo – Dynamically changes as IT Project status updates

i. Project Reporting Dashboard Active Projects

1. Infrastructure & Systems - 14
2. Enterprise Applications - 17
3. Web Applications - 4

4. RCCD Network & Infrastructure

a. Update – (S. Ma)

- i. Parking Lot Wireless Installation – access points are shipping at the end of September. We have completed, pathways, pulling conduit and cabling at RCC and have moved on to Norco and MVC. The project is slated for completion for the end of October.
- ii. Wireless Replacement/Upgrade Project – we are finalizing our documentation so that we can light up some of the access points with the new SSIDs and gather feedback back the committee on the new experience. We have new controller for

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Norco and MVC which will be installed in the next few weeks.

- iii. Microsoft Stack – planning, discovery and deploying our environment in anticipation of Campus Nexus which is built on a Azure stack. We have been actively taking about Intune. The Microsoft FastTrack project management team has a methodology to the way they approach onboarding where the first step we went through was a security workshop and assessment to make sure that we realize what security shore ups we need to do. Feasibility analysis currently underway of whether it is possible to rename our student tenant as we move further into the Microsoft environment with a deadline of end of October. In short, we are looking at the timeline of how to execute some of these pieces.
- iv. List Servers – TLS 1.0 is end of support is sending out users notifications that state it is out of support as a security protocol. We need to make a move to a newer platform of the mailing list; the end users should not experience any interruptions and we will update you on a timeline.
- v. Is there a way to not have my list serve emails immediately go to trash?
 - 1. Microsoft
- vi. What happened to Norco Firewall?
 - 1. We need to bring this forward to DBAC for further discussion. The direct recommendation we received is that ITSC agendize and plan this item and bring it forward to DBAC review.

5. RCCD Enterprise Applications

- a. Update – (S. Tracy) Absent

6. Web Services

- a. Update – (D. Dong)
 - i. Flex Track App – Finished the faculty modules and moving into management and administrative sides.
 - ii. Partnering with different departments on the district web sites stand-alone sites:
 - 1. Strategic Communication:
 - a. Social Justice Website – We have not moved forward with completion of this website as the position has not yet been filled.
 - 2. ESL Website
 - a. ESL Class Recommendation Survey – Microsite developed and waiting

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for content from them to go live.

- iii. Intranet Development in Office365 and SharePoint Online – we have the names of the group members however we have yet scheduled a reoccurring time to meet.
- iv. Adobe Sign – attended informational sessions on SharePoint integration with M365 integration between Adobe and Microsoft which has given us new tools to deal with workflows internally.
- b. Question: Are we removing the tracking feature in Adobe?
- c. No, the audit trail will always be there and accessible our account in adobe.com for the user to choose to have attached or not. The reason behind removing the audit trail page from an outgoing document was that staff email addresses are listed and this department did not want this information transmitted.

7. Campus Technology Groups

a. B. Manges (RCC)

- i. RCC Student Laptop Distribution Event – 550 laptops loaned to students and we will be receiving our next batch. Our feedback from the students is that they are very appreciative. 150 laptops loaned to employees. 40 of 150 loaned to district
- ii. What was the standard for laptop specifications that was used?
Our laptops have 16gigs of RAM, i5 or i7 CPUs, integrated webcam and microphone and touchscreen for the whiteboard feature is our base configuration.
- iii. Hotspot backpack – receiving 150 for distribution and with no real tech support needed. The hotspots are turned on and the user waits for a little time and it works. We are using the list of students approved for CARES Act funding to distribute the hotspots to first.
- iv. RCC Parking Lot – looking into signage for the area.
- v. RCC Website – Demo to ITSC of website set to launch October 15, 2020.

Questions:

What is the plan to market the new website launch?

We have a complete marketing plan which outlines training and getting people ready for the new site. We have a series of presentations over the next six months that we are working on, web based vides to help people navigate the site and how to get changes updated.

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b. J. Cuz (MVC)

- i. MVC Student Laptop Distribution Event – 150 received via CARES Act funding and so far we have checked out 350 laptops distributed -262 students and 88 employees.
- ii. Hotspot Backpack – 50 received and we are working with Student Service Deans to identify the students in need and distribute it this way.
- iii. MVC Website – Omni Update moving along slowly. We hope to get to completion before the close of time.
- iv. TSS – AV is busy doing video recordings with close captioning.
- v. Deep Freeze – received no requests. Ashby commented that staff received notification the day before to make these requests.

c. M. Collins (Norco)

- i. Norco Student Laptop Distribution Event – 280 laptops distributed - combination of the Spring, Summer and Fall with 90 laptops available to loan to students. Game plan for Spring terms is to bring laptops back in and scrub them, reimage them and prepare for Fall distribution. We have our LRC team tracking the laptops like a book that they have checked out.
- ii. Hotspot Backpack – 75 hotspots received and 50 provided to LRC team for checking out to students. There is an additional 25 hotspots for employees.
- iii. Inventory Refresh – FY19/20 we utilized some our contingency funding to make way for our hardware refresh plan. We have also moved into laptops by updating our specifications and allowing faculty to have laptops in a docking station so that they would be more mobile. Our TSS team has prepared for deployment however we are still going over a plan for distribution.
- iv. Service Desk Tickets – are voluminous and doing a lot of Microsoft renewals. We are remoting into computer to resolve the licensing issue. TSS is onsite three a week and one person working at home handling the tickets.

Question: I noticed a chat feature on your website. Who is dealing with this feature?
We have student services handling the chat. It has been phenomenal with the

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Chabot. We track and audit all the response to find out who we are doing. We have a 90% satisfaction rate.

8. Other Items

Natalie Haskell – Microsoft Training available to campuses coming in October.

Next Meeting

Date: 10/23/2020

Time: 1:00 pm – 2:00 pm

Location: Via Zoom