Information Technology Strategy Council

Agenda 10/23/2020
Zoom Conference Info:
https://cccconfer.zoom.us/j/97577883317?pwd=L1V3MFREVzBpUU5Nb2tKelcrS3M3dz09

Council Business:
1. Agenda Approval (10/23/20)
2. Minutes from 9/18/20

Technology Plan:
    a.   2020-2025
            1.   Input for 20/21 Update

Reports/Updates:
1. ERP/Project Nexus – (C. Blackmore)
    a.   Implementation Update
         i.   Business Process Blueprinting Sessions
            1.   Status Update

2. Adobe Sign Update (C. Blackmore)

3. RCCD IT Program Review 20/21
    a.   Overview
    b.   Resource Requests

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

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

Information Technology Strategy Council

ITSC Minutes 10/23/2020

Zoom Conference Info: https://cccconfer.zoom.us/j/97577883317?pwd=L1V3MFREVzBpUU5Nb2tKelcrS3M3dz09

Council Business:

1. Agenda Approval (10/23/20) Rivera 1st Jones 2nd
2. Minutes from 9/18/20 Rivera 1st Jones 2nd (correction – Halsell)

Technology Plan:

- a. 2020-2025
    - i. Blackmore stated Tech Plan is finalized and up on the website now. Next update in Spring 2021.
    - ii. Ashby brought forward District Equipment Replacement Plan needs to be added to the Technology Plan

Reports/Updates:

1. ERP/Project Nexus – (C. Blackmore)
    - a. Implementation Update
        - i. Business Process Blueprinting Sessions – Oct – Nov 2020
          Status Update - effectively looking at the software and looking at the mapping of processes. We have concluded the CRM section – student functionality. So far there areas with gaps. We are going good so far and will continue into the first week of November. The output of the process will be a detail report of areas and how it meshes with Anthology.

2. Adobe Sign Update (C. Blackmore)
    - a. At present we do not have an update on the Adobe Sign.
        - i. Cuz brought forward that there was communication to be distributed by the district sharing the feature set offered for Adobe Sign.
        - ii. Jones stated that he was in a training session for Adobe Sign yesterday with Business and Finance Department's Contract Transmittal Form.
        - iii. Dong shared that Adobe Sign Team members - Kurt Faulknerloser & Natarkia Williams recently received licenses for the new version of Adobe Captivate to start utilizing that to develop the training on how to use it for the contract, contract transmittal form.
        - iv. Additionally, Dong is actively researching integration of Adobe sign and with SharePoint and Microsoft 365 products in general.
        - v. Blackmore to generate communication to the District regarding Adobe Sign training.

3. RCCD IT Program Review 20/21
    - a. Overview - Draft copy sent to members for review and input.
    - b. Resource Requests - Blackmore is asking for resources and planning what our technology needs are collectively across all our different areas and identify any problematic areas in it.
    - c. Blackmore wishes to align the program review to all of the different technology plans and accreditation standards. Creating a unified technologically direction for the District in terms of our focus on continued support of operations for remote working.
    - d. Rivera raised an addition to the program review – technical training opportunities and collective purchases of technology in order to get more buying power when we make our purchases.

e. Ashby raised the addition of new positions to support labor needs of the technology plan. As old positions such as SharePoint Administrator are going away once the results of the class & comp. Study are finalized.

4. RCCD Network & Infrastructure
   a. Update – (S. Ma)
   b. Parking lot wireless functionally it's done been installed and it's lit up at RCC, Norco with Moreno Valley outstanding.
   c. End- of-Support – ongoing project to replace wireless controllers and currently looking into an MDM solution which Andrew Davis our new Systems Administrator will be looking into this solution as an option to push seamlessly wireless in the new wireless environment.
   d. Construction projects are ongoing. So we're usually needed in that space, you know, to ensure that there's connectivity and adequate drops in in the new building.
   e. Cyber Security Update - Our network has had a higher than normal number of phishing attempts that impact some of the students. We have to diligent in terms of communicating and continuing on the training piece to be mindful of not clicking.
   f. Jones asked for clarification on the projected completion date for Moreno Valley parking lot wireless project. Ma confirmed that this project is on track for completion by month's end.
   g. Aguilera raised question on Microsoft 365 account options and two-factor authentication availability for faculty and staff in the future.

5. RCCD Enterprise Applications
   a. Update – (S. Tracy)
6. Noncredit applications - Finalizing turning on noncredit application feature in Colleague to pull this information into our system as part of a state requirement. We are also migrating data from Colleague into a SQL Server which enables access to more of the data in colleague without having to go through some of the archaic reporting mechanisms.
7. Web Advisor – Partial payments were initiated this week which gives students the ability to make partial payment for classes no longer requiring them to pay in full immediately.
8. Schedule Roll – Winter 21 schedule is prepping for roll out so class schedules and everything should start generate and be available next week.
9. Winter Registration Testing - Second priority registration begins for winter and we will use this opportunity to identify any problems as they introduce new features in their software, try to identify those before we get into the middle of registration and have such a negative impact on students.

Web Services
   a. Update – (D. Dong)
   b. Adobe Sign – provided an update on the contract transmittal form is deployed by Business & Financial Services and the Adobe Sign team is also rolling out additional forms. Training to be provided to clarify functioning and differences of Adobe Acrobat Pro and Adobe Sign.
   c. Intranet Workgroup – Updating forums which still have still flat files there PDFs that are not even form enabled.
   d. Flex track - Finished the next round of changes that the faculty had wanted to implement those are ready and the next meeting to discuss roll out as a final document or final application is next Tuesday. So hopefully we'll be able to get that set up for deployment and the coordinators of the colleges have already been trained on how to utilize the system. So training the faculty on how to utilize it should be fairly easy to set up.

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10. Campus Technology Groups
    a. B. Manges (RCC)
        i. RCC his new website launched a little over a week ago on Thursday, October 15
        ii. RCC TSS – transitioning all administrative and tracking of our laptop and hotspot loan program of mission to the library.
        iii. Parking lot Wi Fi implementation is nearing completion with next stage in install signage.
        iv. Unified Service Desk – Facilities & TSS unified system launches as TSS moves into a single location and will be an actual unified Technology Services department with its own new Unified Service Desk.
        v. AV Equipment Refresh - Developing the life cycle for AV equipment so that we can make sure we have appropriate technology.
    b. J. Cuz (MVC)
        i. Website Redesign Project – Phase 1 nearing completion and Phase II scheduled to start soon. We hope to be able to launch a new website some time at the end of spring 2021 or maybe even not even summer.
        ii. Hotspots Update - 45 to 50 issued to student via Student Services
        iii. AV has been one of the most impacted areas of the MVC TSS. Causing us to transition our part-time technician to full time to handle the video production needs.
    c. R. Aguilera (Norco)
        i. Laptop Update - looking into purchasing more some more student laptops and hotspots.
        ii. On-Site Days & Hours - Mondays, Wednesdays and Fridays : 8:00 am – 1:00pm for troubleshooting.

11. Other Items

Next Meeting

Date: 12/11/2020
Time: 9:00 am
Location: Via Zoom