

# Information Technology Strategy Council

## Agenda 12/11/2020

**Zoom Conference Info:** <https://cccconfer.zoom.us/j/91774320439>

### Council Business:

1. Agenda Approval 12/11/20
2. Minutes from 10/23/20

### Technology Plan:

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

### Reports/Updates:

1. ERP/Project Nexus – (C. Blackmore)
  - a. Implementation Update
    1. Status Update
2. Wireless Access for Non-Students Discussion (J. Cuz)
3. Unreturned laptops from students (J. Cuz)
  - a. Consistent process for all three colleges
4. RCCD Technology Governance Changes (C. Blackmore)
5. RCCD Network & Infrastructure
  - a. Update – (S. Ma)
6. RCCD Enterprise Applications
  - a. Update – (S. Tracy)
7. Web Services
  - a. Update – (D. Dong)
8. Campus Technology Groups
  - a. B. Manges (RCC)
  - b. J. Cuz (MVC)
  - c. M. Collins (Norco)
9. Other Items

### Next Meeting

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

# Information Technology Strategy Council

## ITSC Minutes 12/11/2020

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

### Council Business:

1. Agenda Approval 12/11/20 Ashby 1<sup>st</sup> Rivera 2<sup>nd</sup>
2. Minutes from 10/23/20 Ashby 1<sup>st</sup> Cuz 2<sup>nd</sup>

### Technology Plan:

- a. 2020-2025 (C. Blackmore)
  1. Annual Request for Input & updates to include in 20/21 Technology Initiatives

### Reports/Updates:

1. ERP/Project Nexus – (C. Blackmore)
  - a. Implementation Update
    1. Status Update
    2. November 2020 – Business Process Blueprinting via 56 sessions with stakeholders
    3. December 2020 - Report regarding the business processing sessions sent out for their review and feedback from the participants.
    4. Data Mapping – we look at the field data in Colleague and to be map information into Anthology database
    5. Spins – data migration. 5 spins total in process so that we can do back and do data
    6. January 2021 - Configuration phase with functional users to design how things work in the new system to accomplish task.

Cuz brought forward that the IT Newsletter is very helpful to colleges to get information about the new system.

Blackmore stated that every month that the Bits and Bytes newsletter will go out monthly by the 15<sup>th</sup> of every month.

2. Wireless Access for Non-Students Discussion (J. Cuz)
  - a. Guest are unable to access Wi-Fi . What are the plans for a public Wi-Fi at the drive up Wi-Fi locations on campus?
  - b. Ma clarified that guest Wi-Fi is intended for visitors use on campus and not intended for public use due to the access control on the guest Wi-Fi that allows access only to certain college sites.
  - c. Collins raised the question on cyber security of the guest Wi-Fi . Ma stated that the guest Wi-Fi is anchored to firewall and does not impact our students or faculty use of our network. Additionally, guest Wi-Fi access is limited to a 90 min timeframe which gives guest access while on campus.
  - d. Cuz brought forward the discussion to limit access during certain hours to reduce the amount of students in the parking lot after hours. Ma advised against limiting student access to a strong internet connection as it will adversely impact our student population and advised on keeping current access to parking lot Wi-Fi at 24 hours.
3. Unreturned laptops from students (J. Cuz)
  - a. Consistent process for all three colleges – using Library system to check out laptops to students and treat unreturned laptop as outstanding library books.
4. RCCD Technology Governance Changes (C. Blackmore)
  - a. Key driver to address governance is the shifting focus to the importance of technology as it is now embedded in all aspects of life.
  - b. Tasked with restructuring ITSC governance to include participation from additional stakeholders such as Distance Education in the planning and policy.
    1. Planning and Policy Activities
      - a. Project Prioritization

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b. RCCD IT Technology Policy

- c. District Technology Strategy
  - d. Technology Coordination
  - e. Financial Consideration of IT Strategic Initiatives (Collins)
2. Operational Activities
- a. Functional Coordination
  - b. Technology Integration
  - c. Configuration Management
  - d. Customer Experience Management

Blackmore is open to input from the ITSC so that we include diverse contribution from additional stakeholders. Ma brought forward to clarify the goal of the Technology Advisory Council (TAC) to focus on overarching needs. Blackmore to generate proposal to expand and refine the restructuring of ITSC governance. Vision for restructured governance to be more responsive and aligned with the needs of our additional stakeholders.

### 5. RCCD Network & Infrastructure

- a. Update – (S. Ma)
- b. Parking lot wireless - complete at all three campus. RCC is funding the parking lot access at the District Offices.
- c. Cyber Security Update- have increased where some students have fallen victim to these attempts. Multi-factor authentication to be actualized for greater cyber security after vetting security measures. Thinking of shifting our VPN from CISCO to Palo Alto platform.
- d. Cloud Password Change– giving users the ability to easily change their password immediately.
- e. Wireless and Device Management Cadence – meeting with TSS to deliver the functionality that the user is expecting.
- f. Measure C – purchased a switches and routing equipment to create a more robust network to optimize faster wireless through put.

### 6. RCCD Enterprise Applications

- a. Update – (S. Tracy)
- b. ERP Data Migration – team is focused on activities in support of the data migration lift from Colleague to Campus Nexus which includes 100000 to millions of records. EA Team has scaled back on Colleague changes unless there is a regulatory or district leadership requests.
- c. New Personnel – Business System Analyst – Elaine Harmon comes to us with community college experience has jumped in contributed to our team.
- d. ARVPIS – Discuss on using Oselot platform for live chat and the colleges are con

### Web Services

- e. Update – (D. Dong)
- f. Adobe Sign – Digital Signatures integrations are available for Teams, M365 and we are looking at number of license available to make this functional integration available for students.
- g. Intranet Workgroup – Discussing development of tools for communications or applications and we are putting them in the M365 environment. Professional Development site was recently developed.
- h. Symptom Checker Application – new Covid 19 Reporting requirements for roll out in January 2021 and Risk Management has requested an application to be developed to meet this need.

### 7. Campus Technology Groups

- a. B. Manges (RCC)

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### i. Open Education Resource Taskforce –

looking into advertising OER to student and potential students as well as faculty to get their classes OER integrated. (G. Rivera)

- ii. RCC 3D Interactive Campus Map – helps students locate where their classes are being held as well as any services available to them in each building.
  - iii. Course Catalog – Interactive course catalog will be ready by January 2021.
  - iv. RCC Laptop Distribution – Library is reaching out to students to follow up on laptop return.
  - v. Parking Lot – Asked if we had data to see how many people are using the Wi-Fi .
  - vi. Wi-Fi Cadence and Intune – Testing on Mac and Windows devices management.
  - vii. ITIL Training - Training with option to certify
  - viii. KCS Training – Rivera and Manges to attend.
  - ix. AV Environment – Math & Science redesign to enable microscope projection to screen.
- b. J. Cuz (MVC)
- i. Website Redesign Project – Town hall event to work on the website was held to gather needs from users.
  - ii. Laptop Distribution – Occurring in Winter session and recommendation to turn over laptop distribution and tracking to the Library.
  - iii. Parking Lot Wi-Fi – Opened last week and we will request data later on in the year.
  - iv. Zoom Technical Issues – Who is responsible handle issues with Zoom at the colleges? Norco and RCC stated that they have IMC handling large Zoom events.
  - v. AV Equipment Replacement Cycle – will be adding this item to MVC Tech Plan.
- c. M. Collins (Norco)
- i. Laptop Update – 400 outstanding laptops and once received will be cleaned, reimaged and redeployed to students and staff.
  - ii. Desktop Faculty Refresh – appreciating the move from desktop to laptop with docking station.
  - iii. In-Peron Lab Prep - TSS is planning and supporting in-person labs by putting plans together with faculty to reimage the lab computers for in-person courses.
  - iv. Resource Requests via program review will be evaluated by the technology committee in Spring Term
  - v. Hardware Refresh – moving towards this goal in 2021

### 8. Other Items

#### Next Meeting

Date: 2/19/2021  
Time: 9:00 am  
Location: Via Zoom