Information Technology Strategy Council

Agenda 03/19/2021
Zoom Conference Info: https://cccconfer.zoom.us/j/92566256099

Council Business:
1. Agenda Approval 03/19/21
2. Minutes from 02/19/2021

Technology Plan:
   a. 2020-2025
      i. Timeline (C. Blackmore)

Reports/Updates:

1. ERP/Project Nexus – (C. Blackmore)
   a. Implementation Update
      1. Status Update

2. DAST Membership List (C. Blackmore/S. Ma)

3. Hybrid Classroom (G. Rivera)
   a. (Each college is working on a design, but this could start a District standard. This will include network support)

4. RCC Service Desk (G. Rivera)
   a. (RCC service catalog/SLA and help desk technicians)

5. Knowledge Management System (G. Rivera)
   a. (Integration with Footprints and AD)

6. Laptops for all (G. Rivera)
   a. (OneDrive push)
   b. A3 Licensing Requirement (C. Blackmore)

7. RCCD Network & Infrastructure
   a. Update – (S. Ma)

8. RCCD Enterprise Applications
   a. Update – (C. Blackmore/S. Tracy)

9. Web Services
   a. Update – (D. Dong)

10. Campus Technology Groups
    a. B. Manges (RCC)
    b. J. Cuz (MVC)
    c. M. Collins (Norco)

11. Other Items

Next Meeting

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

Information Technology Strategy Council

Minutes 03/19/2021
Zoom Conference Info: https://cccconfer.zoom.us/j/92566256099

Attendees:
Present: Chris Blackmore, Michael Collins, Majd Askar, Chip West, Susanne Ma, Julio Cuz, Darren Dong, Gabriel Rivera, Bill Manges, Stephen Ashby, Mike Angeles, Ricardo Aguilera, Patrick Scullin, Lisa Bonilla, Gary Storer, Daniel Lambros, Jason Caceres, (Guest) Wendy McEwen RCC

Absent: Scott Tracy

Council Business:
1. Agenda Approval 03/19/21 Collins 1st Manges 2nd Added Infrastructure List (Blackmore) and Student Laptop return (Ashby)
2. Minutes from 02/19/2021 West 1st Ashby 2nd

Technology Plan:
   a. 2020-2025
      i. Timeline (C. Blackmore) – Spring revision provided by next meeting at least two weeks prior.

Reports/Updates:

1. ERP/Project Nexus – (C. Blackmore)
   a. Implementation Update
      i. Campus Nexus (CN)- primary configuration settings on the student side.
   b. Status Update
      i. Campus Nexus Student (CNS) – Phase 1 – prospecting and student outreach. Finalizing the RFI forms to feed into the CRM for all three colleges. Getting ready for training functional users and training plans.
      ii. Phase 1 Launch date is second week of May.
      iii. Campus Nexus Student (CNS) - Phase 2 – Importation of application and case management. This will go live in the early October.
      iv. CNF – Ongoing discussion on scope and levels of integration. Collins raised who is having these discussions? The controller and VC of Business and Finance.
      v. Data Pulls – challenges in getting the data out of Colleague to Anthology. We are delivering our first data extract to Anthology today. Validating that we are pulling accurate data from Colleague.
      vi. Curriculum and Academic – challenges in making sure that we completely deep dive and figure out how to configure our system. We are going back and doing a deeper dive to flush out all the pieces in the system. There will be operational gaps however the vendor is committed to closing those gaps as the system is developed. We are going back and doing a deeper dive to flush out all the pieces in the system.

2. DAST Membership List (C. Blackmore/S. Ma)
   a. Membership List – Did anyone have any concerns? Ma would like to have SME partner with campus needs How do we move forward? What are the pitfalls we need to address? Also revising the security policy. Collins raised what will the team members time commitment? Ma responded that it may be quarterly.
   b. Blackmore - We need a consensus on the Cyber Security policy. We will get this scheduled in the near term future.

3. RCC Service Desk (G. Rivera & B. Manges)
   a. Service Catalog – Development process involved gathering, identifying and defining the services provided by TSS. Additionally, TSS received training in ITIL (Information Technology Infrastructure Library) as well as KCS (Knowledge-Centered Service) service delivery models.
   b. Service Catalog Structure and Information
      i. Category Names – Main grouping of service and support representing knowledge captured by our organization.
      ii. Service - Activity or function requested - value delivered to requesters and users.
      iii. Overview - Brief descriptions of services
      iv. Benefits – Description of value or outcome to the requestor/user
      v. Available to – Faculty and Staff, student, external user, community
      vi. Cost – no cost for service unless requires overtime etc.
      vii. Policies – Board Policies /Administrative Requirements alignment, guidelines, procedures.
      viii. Real-World Application – Analyzed the functions in a real-world scenario and aligned them to the service category. Goal is to provide the total cost of the services to the users so that they are aware prior to engaging TSS what the cost will be billed to their department.
   c. Service Level Agreement – commitment between the service provider - RCC TSS - and a client - Faculty, Students and Staff.
      1. Scope of the incident - Organization-wide, Department, Building, Classroom, Group or User
      2. Urgency - Work Blocked, Word Degraded, Work not affected
      3. Response – Same day, One Business day, Second Business day, Three Business Day
      Goal is to define our services to our clients as clearly as possible.
      Questions raised addressed the response matrix, in that, will the response be automated via email or will there be human contact. Rivera noted that the response time varies with the matrix depended on the issue and RCC Service Desk will reach out to end user personally 80% of the time with other incidents requiring email contact.
      VP West noted that the RCC Service Desk will also handle facilities issues as well. Effectively, making the Service Desk a One Stop Shop for the RCC end users technology and facilities requests.
   d. Knowledge Management

      i. Knowledge-Centered Service (KCS) is a service delivery method that focuses on knowledge as a key asset of the organization. Its methodology is to integrate use of knowledge base into workflow.
      ii. RCC TSS is creating a foundation for method and exploring potential tools that are KCS verified.
      iii. Mitigate knowledge loss.
      iv. Knowledge Management solution & evolution loop is as follows:
         a. Customer Experience - capture the experience the way the customer describes it then evolve to an article which has a resolution.
         b. Knowledge Reuse –information is assessable and searchable.
         c. Process Integration - Performance Assessment, Leadership & Communication
   End result is a knowledge article structure is
   1. Issue
   2. Environment
   3. Cause
   4. Resolution

Self Service Portal built on the KCS methodology where RCC end users can have their needs and requests handled with minimal frustration.

4. Hybrid Classroom (G. Rivera & S. Ashby)
   a. Classroom technology is part of larger discussion with various stakeholders.
   b. CARES group has asked campus TSS departments to design an innovative space for teaching and learning in person and remotely.
   c. Hybrid classroom defined as some students are physically present and others are in a remote location.
   d. Beam tracking touchless microphones, automatic tracking cameras, ceiling document camera, ability to web conference (Zoom and Teams), live stream lessons (Mediasite provides captioning for compliance, automatic transcribe and ability to update transcript), confidence monitor.
   Total cost of hybrid classroom is coming soon.

5. Laptops for all (B. Manges)
   a. Static desktops were inflexible in the pandemic. RCC planned to move towards mobile laptops prior to the pandemic.
   b. Educate our users on OneDrive – cloud storage – Natalie Halsell presenting professional development options with Microsoft OneDrive training sessions.
   c. A3 Licensing Requirement for all laptops that will contact with our network. This is an ongoing annual cost that will need to be addressed budgetary.

6. RCCD Network & Infrastructure
   a. Update – (S. Ma)
   b. Infrastructure wish list request is listed in priority order so that these unsexy network projects receive funding love.
   c. Working on multi-factor authentication (MFA) and working with TSS to beef up our security.

7. RCCD Enterprise Applications
   a. Update – (C. Blackmore/S. Tracy)
   b. ERP – captured all resources
   c. OnBase update is in the works and will address issues that we are facing with this software.

8. Web Services
   a. Update – (D. Dong)
   b. Deployed IOS version of ASB with App Builder U and waiting for Google Play developer account to be processed so that they can extend services to android users.
   c. Police Lost and Found listing on line so that
   d. IT Intranet – wireframe completed for IT and will be deployed to other departments
   e. Power Automate & Apps – to create automated workflow to direct issues or requests.

9. Campus Technology Groups
   a. B. Manges (RCC) – good with the District Technology plan as far as the RCC portion is concerned.
   b. J. Cuz (MVC) – no update at the moment
   c. M. Collins (Norco) – no update presently.

10. Other Items

Adjourned at 10:55 am

Next Meeting
Date: April24, 2021
Time: 9:00 am
Location: Via Zoom