

Information Technology Strategy Council

Agenda 04/23/2021

Zoom Conference Info: <https://cccconfer.zoom.us/j/94527838880>

Council Business:

1. Agenda Approval 04/23/21
2. Minutes from 03/19/2021

Technology Plan:

- a. 2020-2025
 - i. Timeline (C. Blackmore)

Reports/Updates:

1. ERP/Project Nexus – (C. Blackmore)
 - a. Implementation Update
2. SSO Portal Transition
3. HyFlex (Hybrid) Classroom (G. Rivera)
 - a. Design and Network Needs
4. A3 Licensing Requirement (C. Blackmore)
5. RCCD Network & Infrastructure
 - a. Update – (S. Ma)
6. RCCD Enterprise Applications
 - a. Update – (C. Blackmore/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

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Minutes 04/23/2021

Zoom Conference Info: <https://cccconfer.zoom.us/j/94527838880>

Attendees:

Present: Chris Blackmore, Michael Collins, Majd Askar, Chip West, Susanne Ma, Scott Tracy, Julio Cuz, Darren Dong, Gabriel Rivera, Bill Manges, Stephen Ashby, Mike Angeles, Ricardo Aguilera, Lisa Bonilla, Gary Storer, Daniel Lambros, Jason Caceres.

Absent: Patrick Scullin

Council Business:

1. Agenda Approval 04/23/21 Collins 1st Rivera 2nd
2. Minutes from 03/19/2021 Manges 1st Cuz 2nd

Technology Plan:

- a. 2020-2025
 - i. Timeline (C. Blackmore) – Update will be manifested by the next meeting

Reports/Updates:

1. ERP/Project Nexus – (C. Blackmore)
 - a. Implementation Update
 - i. CNE – Configuration Phase of the student side. Challenges in the curriculum on the academic scheduling we are going back into the analysis. Currently a work in progress
 - ii. CNF and HR – Understanding the integration in Galaxy. There is a dual input in Galaxy and trying to integrate this process into the Campus Nexus. Going through a mapping exercise and this is a work in progress. Are we going to have reporting? Analysis and reporting aspects
 - iii. CNE – Going live May 3rd proponed due to backend work being done in India and due to Covid which is really bad in India at this time and has resulted in this delay as well as a new go live date of May 24th.
2. SSO Portal Transition – Today is the last day that go.rccd.edu and will go to Microsoft SSO Portal. The majority of our stuff would be housed in this Portal. We will keep go.rccd.edu as the address and have access to Footprints. Directions on how to change your password to be generated to be passed out.
3. HyFlex (Hybrid) Classroom (G. Rivera)
 - a. Design and Network Needs – RCC has an official design and wanted to talk about any network needs that might be required for these designs. Additionally, the new audio technology will allow greater student interaction by improving our ability to integrate the student's questions into the lecture in real time as opposed to the faculty member having to restate the questions for the class. Norco mentioned using a piggyback to purchase the equipment for their Hybrid classrooms. All colleges open to purchasing together to leverage economies of scale.
 - b. Lecture Capture & Storage - The intention to create like a district wide service that all of the colleges for use the lecture capture is that the intended or is it going to be localized to each college. Lecture to be scheduled for automatic recording of lectures and backed up by Mediasite.
 - c. RCC to figure out who the best contacts would be for the group, and then we can engage them engage our counterparts at Norco and that Moreno Valley and have that full discussion to coordinate our efforts.

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4. A3 Licensing Requirement (C. Blackmore) –
 - a. Reiterated again that as you move to a one to one laptops for dispatch there is a need to purchase A3 licenses on the Microsoft side. Additionally, it is imperative to budget ongoing licensing costs on an annualized basis for device deployments.
 - b. ITLS will need those license numbers for our annual contract renewal; so make sure you consider that in your budgeting process as well.
 - c. Colleges are able to add a small number of licenses once the annual order placed, what is needed is your best estimate on the number of licenses to get a quote from Computerland of Silicon Valley for what you think need to accommodate.
 - d. From a network security standpoint it was advised that A3 license be standard for all users. Additionally, the request for an accurate cost per activity from the District was placed to generate license numbers for the colleges.
5. RCCD Network & Infrastructure
 - a. Update – (S. Ma)
 - i. Multi-Factor Authentication (MFA) deployment –
 1. Justification for changing process as well as the instructions given to user community were simple enough to follow. A common issue faced by our community in setting up the MFA was the after effect, because people were using all sorts of different mail applications on different devices. People ran into some issues and the quick and dirty way to fix it to delete that account by deleting the app, and then reinstall a trigger to MFA and then they're all set. This definitely has been something that's needed and I'm glad we were able to deploy it.
 - ii. Wireless –
 1. Moved all the existing wireless access points that were replaced with the new latest and greatest. We moved on to the new connection to system's new controllers, which were sitting on old, end of support hardware so we're excited to have made that transition and be able to now phase out the old controller equipment.
 2. So currently functionally we have all the new wireless networks broadcasting as long with the old SSID's, there's some technical reasons why that's not best practice. So working with TSS to hopefully migrate off of all the old stuff and make our wireless network run more efficient.
 - iii. Web Redesign –
 1. We have progressed over the last two years by actualizing new gateways and having firewalls in place. Functionally we now have RC3 data center which is a state of the art data center. We are planning for this to be the new district data center for us to migrate to as only RCC is connected to it. Ideally, we are centralizing services to serve district wide as a whole.
 2. We have been requesting two internet circuit at RC3 for redundancy ensuring its own internet gateway out. Also, we have talked about Norco having its own internet gateway. I'm pleased to announce the **ISP** for RC3, we have been able to move forward with the contract to actualize its own internet circuit, which is great because you'll be a fail over redundancy for internet access. Norco to receive their firewall next month. Moreno Valley firewall was outdated. So, thank you for the funding so we're also replacing MVC firewall. RCC & RC3 has the latest Palo Alto firewall so they're good.
 3. Anticipating the bulk of that work happening over the summer, meaning actual eyes and the RC3 circuit out to the internet, having Norco's gateway up and going with their new firewall. And then the last step is moving all of our circles that currently connect to RCC moving into RC3 so that becomes our new Core Data Center with state of the art fire suppression air conditioning with zero failure rate at this location.
 - iv. Phones and Internet connectivity –

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- v. Requested to work with ITIS team and inform them of any instance where the computers writing through the phones or internet connectivity and we need to break that up so the workstation has its own connectivity at a gig capacity.

6. RCCD Enterprise Applications

a. Update – (S. Tracy)

i. Integration - .

1. One is we're beginning to look at the integrations with our existing systems and applications so things like SARS and OnBase. New cash sharing and payment system that will work with a new ERP. The goal in all these integrations is to try and move more to an API based integration, rather than continue to do flat file uploads and downloads. So, we are finding that most of the vendors we work with have some API based solutions.
2. One of the things I mentioned was SARS will probably be adding SARS connect to each of the three colleges instances of SARS because that does provide an API interface so we can get out of the business of somebody having to export a file and send it to David Lee and David Lee has to massage the file and then uploaded into colleague for data to get updated. So the integration work is just really kind of starting in terms of the defining all the requirements and the needs for the various systems that we need to integrate with campus Nexus.

ii. Data Extraction –

1. The other is we're knee deep in data migration and trying to get the data out of colleague in the format that is needed and expected by campus Nexus so you may recall that will be an iterative process is first load is the hardest because we're working through all those issues of not having the kind of data that they're looking for and having to actually create data based on pieces that we have in colleague and come up with something that that they're expecting and need.
2. So once we get this first load done then it will be more a matter of just re extracting the data every couple months and re uploading it so that as we continue to refine the application and move towards cut over that we've got all the data over. We will be retaining all of the data from colleague in a separate database. So even once we get to a point where we're, we're all okay with turning the switch off on colleague, all that data will exist in a sequel server so that we can get to historical data, or if we find that we need to pull additional students into campus Nexus will be able to do that so those are the two main things going on at the moment.

7. Web Services

a. Update – (D. Dong)

i. Intranet using Microsoft 365 and SharePoint Online -

1. Developing some of the web parts, and focusing on some of the basic needs first and then once we've got the basic architecture done. We need to start meeting with departments and gathering content to populate it pretty simple to develop this out of the box. Strategic communications and RCC inquired about possible integration with a vendor for an intranet in a box solution which basically sits on top of SharePoint, and may provide some additional or easier functionality in terms of the editing content, things like that. They really wanted to focus on pushing out content, as opposed to what we're doing right now is more the functional back end solutions.
2. One of the things you've done in the back end is integration with the ESL placement for Ed services. And so they wanted to put all of the data that has been submitted on the public website for the ESL placement for, for math and English. And we've

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collected that data and moved it to be stored on the intranet so that it's more secure. And, and services can access that data. So, this is the data that's been collected with from the forum. So since June of last year we've collected all that data. And I've given it to them so that they can actually go through and make reports out of it and create graphs and so on.

3. We have been doing is helping institutional research with their API integration. So they've created some of these information graphics for their current data for this one's like for the words conferred across the district, but you can also break it down and filter by these various things, ethnicity, age, gender, what type of award they've received. So, they've been doing the Power BI on their own and then we've been just we just put a new the look into the intranet. So that's going to be pretty robust in terms of being able to start providing some of these reports and making them available to anyone through the intranet.
 - b. Adobe sign with Microsoft Office 365 –
 - i. They have a new product that integrates with teams, and will allow you to actually do in the very near future, something they call live sign where you actually have a Teams meeting, and you can get you can collect signatures through video conferencing so that that's part of the record of signing it.
8. Campus Technology Groups
- a. B. Manges (RCC)
 - i. Technology Resources Committee –
 1. Invited AVC Chris Blackmore to speak to the Committee on the list of IT infrastructure and system items which needed funding support from the colleges. The committee understood the high level explanations of the items on the list, which was organized well, and aligns the items to our colleges technology initiatives.
 2. In addition to that list. We created a breakout group in teams, and that group is further reviewing and discussing the items that are present on that list and provide feedback. Any feedback that they have to our resources development and administrative services council that the CRC committee reports to.
 - ii. Technology support services (TSS) –
 1. Busy with both on premises and off premises work orders.
 2. Completed configuring student facing replacement laptops so all the laptops that were commandeered during this pandemic, we've acquired replacement laptops, those are going to go back into laptop carts.
 3. We are also purchasing new laptop carts because we've got 20 something old laptop carts that can barely be wheeled across campus. So those are going to get replaced as well so we're getting those ready for the fall.
 - iii. MFA –
 1. For the most part the MFA is going really well. There's been a few challenging issues with some of our users and so we're working through those and we're trying to share that with the district IT team who have been very responsive to us. So, and we appreciate that collaboration on getting through those problems.
 - iv. Computer refresh program –
 1. Negotiated pricing with our vendors and submitted quotes to replace student facing lab and classroom computers that are at or near the end of their life cycle so we're working on that.
 2. We're expecting, probably close to 1000 computers just for this lab and classrooms to replace so we have a lot of work ahead of us.
 - v. Mobile computing initiative -

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1. All three colleges and including the district offices are participating in. We've negotiated pricing with our computer vendors and submitted quotes to replace district RCC and district office primary use employee desktop computers with laptops and docking station so we're not replacing those secondary laptops are those things that people kind of have a casual laptop, in addition to their primary use computer. Feedback from the departments on any adjustments to those mobile computing, computers, and we've received that feedback, and are placing those orders.
- vi. Cloud Storage initiative and supportive another initiative –
 1. Realizing there's a lot of data stored on desktop computers that if we're going to try to get a lot of these computers replaced with laptops moving local data from one computer to the next it takes quite a bit of time, and it requires us to really interact a lot with the users, and the employee so we're trying to preemptively educate our employees on cloud computing and specifically or Cloud storage, specifically OneDrive and teams, and our amazing coordinator professional development Natalie Halsell has been hosting various trainings and seminars on one driving teams which they've offered to the entire district and still trying to educate and train our employees on using Cloud Storage versus local storage, and that will help with getting a lot of these computer replacements done in a quicker amount of time. There's a lot of employees that were just hired, we'll get those laptops to those employees.
 2. First, we have a lot of computers that are on their life cycle and the end of their life cycle will get those replaced and then we'll proceed to replace everyone else's as we move forward.
- vii. Microsoft 365 licensing-
 1. RCC is ready to receive their quote for its share of A3 licenses. So, so we're looking to get that done because we are working with the district IT department on Intune and making a lot of progress there so we know that A3 licenses are needed for our employees.
- viii. Technology storage –
 1. Another issue that has been brought up with the large amount of purchases happening, we're trying to find where we're going to actually store all of this equipment coming in because our warehouse is really a warehouse for the other colleges, including the district and it's filling up almost out of out of space so we're looking at solutions for storing all this equipment not only incoming equipment but outgoing as well and it's not just technology it's all the other departments that are purchasing.
- ix. Hotspot recall and replace –
 1. The recall going on with the ellipses hotspots. So, so we're working with District IT Gary in providing information to us.
 2. These are overheating batteries on some of these older ellipses hotspots that we're needing to replace.
 3. Gary from District IT called the Verizon rep this morning and placed the replacement order.
- b. J. Cuz (MVC)
 - i. Conference Room Refresh –
 1. Fixing the acoustics issue in SAS 121 or larger largest conference room, replacing the TV wall doing some lighting system upgrades.
 - ii. Computer Lab Refresh –
 1. Replacing all desktop computers in all the computer labs. About 335 computers and the requisition went through.
 - iii. Deep Freeze Cloud Solution –
 1. Migrating to the full cloud based solution, instead of doing the hybrid solution for

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deep freeze and other services. We will be able to replace all the computers and all the laptops in laptop carts used in classrooms, so that's another big project for us. We got half of the computers and we're waiting for that next fall before the other half of the laptops and replacing the electronics.

- iv. Laptop Collection –
 - 1. MVC along with all three colleges is in the process of collecting and get those laptops back from students. We anticipate receiving a portion back so we can get them ready by the first day of classes so you know we're coming out with the plan B and our end to make sure that every classroom has, has a laptop cart full of laptops for their classes.
- c. M. Collins (Norco)
 - i. Computer Refresh –
 - 1. Ongoing for faculty and staff
 - ii. Laptop & Hotspots checkout for the students
 - 1. At the library as well as for the hotspots I'm not sure how they're handling it but I'm guessing it's going to be in line with the other colleges.
 - iii. Siberian and CI track –
 - 1. Siberian is the software utilized by the library and I wanted to see what your take is on what's the future for these two pieces of software. Will they be utilized for the colleges? and if so, what's the plan?
 - 2. CI track - There's a pilot going on, looking at a product called A-plus attendance, which is an attendance tracking software can be used, it can be used through Canvas and on site via kiosk mechanism. That's kind of where the pilot is originating but I don't know how far down the road they've gotten in terms of replacing CI track.
 - iv. Galaxy web –
 - 1. Hoping to finish by the end of this fiscal year, but that's dependent on whether you know the state and federal throws anything else at them in terms of data compliance and whatever else they have to work on. So, the word I'm getting is that worst case, you know, the end of this calendar year. Best case by, by the end of June this year, they said all the screens have been developed, so they're just in the quality assurance phase.
 - v. Computer Refresh –
 - 1. Replacing the desktop office computer with the laptop and docking station. So, that is that is also taking place that he had the NBC and unnecessary if it's only for full time employees.
 - vi. Laptop checkout-
 - 1. Students check out laptops at the library as well as hotspots.

9. Other Items

Next Meeting

Date: 05/21/2021
Time: 9:00 am
Location: Via Zoom