

Information Technology Strategy Council

Agenda 05/21/2021

Zoom Conference Info: <https://cccconfer.zoom.us/j/93754226916>

Council Business:

1. Agenda Approval 05/21/2021
2. Minutes from 04/23/2021

Technology Plan:

- a. 2020-2025
 - i. Spring 2021 Update (C. Blackmore)

Reports/Updates:

1. ERP/Project Nexus – (C. Blackmore)
 - a. Implementation Update
2. SSO Portal Transition (K. Faulknerloser)
3. Process for Overdue Student Laptops (G. Rivera)
4. BlackBelt Help Support Service(S. Ma)
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: Fall 2021
Time: 9:00 am
Location: Via Zoom

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Minutes 05/21/2021

Zoom Conference Info: <https://cccconfer.zoom.us/j/93754226916>

Attendees: Christopher Blackmore, Julio Cuz, Susanne Ma, Gabriel Rivera, Scott Tracy, Bill Manges, Julio Cuz, Lisa Bonilla, Stephan Ashby, Darren Dong, Gary Storer, Majd Askar, Jason Caceras, Ricardo Aguilera, Daniel Lambros, Patrick Scullin, Joe Gonzales.

Absent: Scott Tracy, Michael Collins, Chip West

Guest: Kurt Faulknerloser

Council Business:

1. Agenda Approval 05/21/2021 - Rivera 1st Cuz 2nd

2. Minutes from 04/23/2021 - Manges 1st Rivera 2nd

Technology Plan:

a. 2020-2025

i. Spring 2021 Update (C. Blackmore) – Vision, planning and project reporting updated.

Reports/Updates:

1. ERP/Project Nexus – (C. Blackmore)

a. Implementation Update – Anthology previously Campus Management has rebranded the Campus Nexus suite of applications or product lines to the following:

i. Campus Nexus Student → Anthology Student

ii. Campus Nexus Engage → Anthology Reach

iii. Campus Nexus HR & Finance → Anthology Finance & HCM (Human Capital Management)

b. Progress Report:

i. Completion Milestones:

1. Fall 2020 - Business Process Analysis Sessions

a. Campus Nexus Student/ Anthology Student

b. Campus Nexus Engage

2. Winter 2021 - Business Process Analysis Sessions

a. Campus Nexus HR & Finance

3. Spring 2021

a. April - 1st Data Set extracted successfully done.

b. June – Working on a complete set of data for the first complete delivery to Anthology

ii. In Progress

1. Curriculum and Academic scheduling required additional resource requirements gathering and to this end we've gone through a series of sessions. The RCCD core team is led by Dr. Daniel (RCC) engaging directly

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with the vendor to make sure we flush out all those requirements and capture everything we need to ensure that the product is going to be functional for us. Anthology to DEMO software to get some very positive feedback methodology.

2. Currently researching third-party application integrations via a series of requirements gathering sessions. The tenant is to flush out all those technical specifications about how we transfer data back and forth with these third-party applications. Old system we had 60 third-party applications and with the new system we hope to bring that number to 20 third-party applications.
 3. Anthology REACH:
 - a. Phase 1 – Student prospecting outreach. Scheduled to go live week of May 23rd, 2021.
 - b. Phase 2 - Application processing - we have a series of data mapping sessions that are currently underway. Go live is scheduled for late October early November of 2021
 4. Data Extraction – Still struggling with the data extracts coming out of Colleague. And there's a lot of issues with the obsolescence the database technology, the colleague runs on and we're also seeing data validity issues which is really slowed our process right, it requires a lot of additional remediation to ensure data accuracy.
- iii. Challenges:
1. Complexity of the curriculum and the academic scheduling aspect
 2. Third-party integrations are still a challenge to its specifically on the galaxy on the galaxy with the HR and in the finance side of it. The root-cause is the constantly shifting the scope additional applications are coming in that need to be integrated.
 3. Additional feature sets that people see that they need and want to include in the project, so there is a little bit of an issue of the scope shifting which is causing some challenges with the implementation process so.
- iv. Timeline Adjustments:
1. Original timeline for this project was set for a go live date of October 2021 for Anthology REACH - the student information system and Anthology Finance & HCM. We are now predicting a go live date of December 2021.
- v. Timeline Assumptions:
1. All of the RCCD personnel would be able to fully participate in the project without time constraints on their availability.
 2. RCCD data can be migrated with little or no remediation.
 3. RCCD business process to practices can be accommodated by the out of the box functionality from Anthology.
- vi. Timeline Solutions:
1. Proposing a phased approach to the rollout of Anthology REACH going live in October early November 2021 with a robust functionality that would include the following

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- a. Case management
- b. Student Success
- c. Student lifecycle management

We would utilize a temporary data interface with our current ERP system to support this approach.

2. Push Anthology Finance & HCM go live date into the spring of 2022.

3. Anthology student go live in late June of 2022 under the revised timeline

vii. Advantages of the phased approach:

1. Minimize our need to kind of run parallel systems during implementation
2. Time to engage all the RCC stakeholders, gather additional input, make sure that the new system is actually going to meet the requirements for all the different groups across all the different stakeholder groups across the entire district.
3. Additional time training staff without overwhelming them with what they need to absorb in a very rapid manner.
4. Data validation to ensure that we have the data that's going the system.
5. Run testing of State reporting portion that need to be worked out.

viii. Learning Lessons:

1. Our staff needs additional time to gain familiarity with the with the product, the layout and the operation, it is vastly different than how Colleague operates today.
2. Data from our current ERP system is requiring a significant amount of remediation to make sure that it's can be migrated to the new system.
3. Complexity of the RCCD process will take some additional time and resources to accommodate in the new system.

2. SSO Portal Transition (K. Faulknerloser)

- a. Enabled multifactor authentication for employees only for Microsoft Services like Office 365.
- b. Students login go through a slightly different process than employees so we're probably going to need to be federated for with that functionality so we're looking into that right now.
- c. Allow us to have a lot more flexibility with other institutions as well as be part of like a phone book for trusted organizations which allows integrations receipt a lot easier.
- d. Pushing updates to your SSL certificates and are all handled automatically once you've registered
- e. Provides detailed stats on a specific application

3. Process for Overdue Student Laptops (G. Rivera)

- a. Laptop checkout process continues with our library at RCC into the new semester.
- b. Proposed processes for retrieving outstanding loaner laptops
- c. Goal is to unify and have a uniformed way of approaching the loaner laptop return for students
- d. We can have something written down and share with the group and maybe finalized in the next few months.

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4. Black Belt Help Support Service(S. Ma)

- a. Background information on Black Belt Help (BBH). Distance Education (DE) with the last year of the pandemic DE elevated their use of the Canvas platform so as part of their annual agreement when they first signed it included kind of complete tech support service, including students and staff being able to call in directly to Canvas and getting support whether it's password changes, you know there's just something wrong with you know me creating my course or uploading assignments, whatever it is, there are handling it all.
- b. Distance Ed has selected Black Belt Help to take over the support user end user and support for Canvas.
- c. Leveraging the SSL portal so we're looking at Canvas being moved into the SSL portal because currently it has its own database for authentication and we're looking to be able to do that through Azure AD so that kind of changes the password change to only in canvas and now we're talking about you know changing at credentials in order for to support students and staff.
- d. Our help desk is a two man operation at the district level has taken over students support and it's been the workload has been exponential.
- e. BBH coverage hours are weekends, after hours and lunchtime they will only be managing for us campus support student password reset.

5. RCCD Network & Infrastructure

- a. Update – (S. Ma)
 - i. Wireless - We have fully migrated all the APS over spring break it's been a slight challenge. Please continue to provide feedback, because that help us to troubleshoot and get things ironed out.
 - ii. Supply chain issue that we have been talking about it's only worsening with delays in delivery up to an 18-week lead time for those items if we place an order today.
 - iii. Inventory - the equipment that we have on hand is very strategically right in terms of either it's in support of the high FLEX or areas that we're going to put in wireless like to me, those are going to be priorities.
 - iv. The ongoing supply chain issue has not gotten any better in the last month. So, with that in mind there's a lot of projects going on a construction projects and mobile welcome Center and in Norco veterans resource Center are both slated to open.
 - v. In June, so we're busy just dealing with the construction and infrastructure and still struggling with lead time with the equipment that we ordered back in March to get those in and get those Projects up and going RCC has hold on to shuffling campus shuffling that requires equipment and network infrastructure so we're doing our best to get those on a list and really tackle them, you know the best we can, and the when update pieces the RCC three the ISP circuit and we have to postpone it. We have some time off for some of our staff so we'll reschedule that to get that redundant Internet link up and going soon.
 - vi. Device management collaborating with the TSS teams in terms of just getting everybody's feet wet and you know getting people's hands dirty and working with the device management and we're looking at into, and I think it's going to be a game changer for us, I think it's going to really help all of us. We're trying to create a seamless and consistent experience for our user communities right recognizing the

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students go to different campuses can you know faculty move campuses either permanently or just adjunct faculty.

6. RCCD Enterprise Applications

a. Update – (C. Blackmore/S. Tracy)

- i. ERP limitation spending a lot of time there and also Colleague maintenance types of issues and those types of things in general not a large number of updates, but they are very, very busy.

7. Web Services

a. Update – (D. Dong)

- i. Supporting forums and developing websites and the main thing that we've been working on is getting more of the intranet up and running and we realize that there's actually two different groups that have been looking at the intranet and supporting internal communications.
- ii. Our group was looking mostly at the technical aspects of it and functionality and strategic communications has been looking at using it as a tool as an internal communications process to replace some of the things like that list serves and the RCC communications things like that and to be able to out in front and presented to each employee.
- iii. Intranet in a box solutions and they're supposed to kind of take what we do with Microsoft 365 kind of make it more of a plug and play easier solution, and they had seen a couple of demos from vendors.
- iv. Strategic communications informed us of access to CARES funds and request an implementation that for purchase either the Intranet in a box or out-of-the-box solutions with xml.

8. Campus Technology Groups

a. B. Manges (RCC)

- i. Technology Resources Committee (TRC) at Riverside City College met and approved the list of IT infrastructure and system items that were needing funding support from RCC provided by Chris Blackmore. The IT funding request list outlines infrastructure and other types of technology upgrades needed for different projects that we're looking at. We're sending these listed items forward it forward to our Resource Development Administrative Services Council to get their blessing.
- ii. Technology Support Services (TSS) we're continuing to be busy with on-prem and off-prem work orders and we're partnering Susanne Ma on fully utilizing Microsoft's into device management solution.
- iii. Our team members are coordinating and participating in training and that's been going really well, we appreciate the cooperation with the district especially Andrew Davis and Tim Ragusa (RCC) have coordinated the meetings and working groups. Happy to report that all the colleges are on board.
- iv. Computer Refresh Program – Equipment is arriving has a posed a challenge to find storage.
- v. Mobile computing initiative we're only started receiving peripheral equipment that was ordered, however, due to the high demand for mobile devices right now we're

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also looking at huge delays by our manufacturers, we're probably not going to start seeing those until August or September

- vi. RCC Website - we are working on a calendaring module where we're finalizing by meeting with stakeholders.
 - vii. Hotspots – Working with Gary Storer to replace Verizon Ellipse Hotspots.
 - viii. Tech Plan – Working on it and thinking of replacing our incident management system from footprints to something else so we're engaging with our different vendors, the popular vendors on a new incident management system kind of looking at that high level right now and then, once we can start narrowing down bring everybody in and look at a new solution.
 - ix. G .Rivera
 1. Service Desk – work in progress. Investigating vendors and software replacement for footprints with software with more modern features. Colleges and also from the point of view of the district technology department, make sure that we're meeting their needs and then we've had initial conversations with at least our fitness facilities department to make sure that their features are included in the new system as well.
 2. Hi Flex Classrooms - Stephen Ashby is coordinating vendor meetings and working with the vendors as well as working with the finance office to make sure that we have the right piggyback will contracts. Our site decided that we will be doing 20 pilots and those have been vetted out and approved by our dean's and their teams. Next steps include getting quotes in the following weeks. District ITIS is working with us to create a game plan on replacing some of these switches that are that are not going to meet the needs for the pilot
 - x. Michael Angeles (NOR) presented Library Director, Damon Nance to convey the customer centered strategy employed at Norco College presently to handle outstanding or unreturned laptops. No charges are placed on student accounts instead the staff is urged to contact the students to ask for the laptops return.
- b. J. Cuz (MVC)
- i. At the resources subcommittee meeting last week goodness for district IT and definitely for MVC the request to go and do the upgrades.
 - ii. Tech Request List - technology upgrades on that list of resources and all of them got approved so we'll definitely be busy busier than ever.
 - iii. MVC Website - website redesign project we're moving along we're getting pretty close to completing phase two, which is all the non-HTML coding. We're getting pretty close to that we ended up hiring a content writer which happened to be the same person that assisted RCC.
 - iv. Computer Lab Refresh - purchase close to a bit over 500 computers. Checking labs and classrooms computer equipment before Summer session begins to ensure things are running smoothly.
- c. M. Angeles (Norco)
- i. Handing out laptops for all the faculty
 - ii. We are creating a master image for all our classrooms and computer labs and

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updating all our imaging servers.

- iii. The question was put to the group - How are the colleges handling return to work of staff and students for summer session? RCC is asking staff to return June 1st to start up classroom and lab computers. Basically, get things up and running by the time everyone returns. We anticipate all hands-on deck trying to figure out who needs help people start bringing back their stuff so we know that that's going to be.

9. Other Items

- a. SSO – token challenges discussed

Next Meeting

Date: 09/17/2021

Time: 9:00 am

Location: Via Zoom