Information Technology Strategy Council

ITSC Minutes 3/18/2022
Zoom Conference

Info: https://cccconfer.zoom.us/j/94161384548?pwd=QytyZUtYUjI2S3cwK0M2ZldWcVZwZz09&from=addon

Attendees: Christopher Blackmore, Susanne Ma, Scott Tracy Bill Manges, Gabriel Rivera, Darren Dong, Ricardo Aguilera, Julio Cuz, Stephen Ashby, Lisa Bonilla, Leo Truttman, Liz Tatum, Tom Vitzelio.

Absent: Michael Collins, Chip West, Dan Lambros

Council Business:
   1. Agenda Approval 03/18/2022 1st Gabriel Rivera 2nd Julio Cuz
   2. Minutes Approval 11/19/2021 1st Gabriel Rivera 2nd Julio Cuz

Acknowledgment: Thanking Julio Cuz is
Technology Plan:
   a. 2020-2025
      i. Spring 2022 Update – Blackmore revised the plan with the annual Spring status updates to keep the plan relevant. The plan will be uploaded to the website.

Reports/Updates:

0. ERP/Project Nexus – (C. Blackmore)
   a. Implementation Update – ERP Spin 2 – Spins are the delivery of production data into the Anthology system. Between Spins we check the data and makes some changes to ensure that we getting the most accurate information coming into the new system. This spin will run from March to June 2022. This is a crucial point in the project with process testing, build outs, process validation of our process to ensure that it will work in the system. The bulk of the work is with functional staff at this point in the project.
   b. Finalizing training plan utilizing Anthology to conduct these sessions.
   c. Portal creation – Faculty and student portal we are in the beginning phases
   d. Finance and HR – build out and first data transfer to migrate the data in this area
   e. Gaps & Challenges – Ongoing issues we trying to resolve
   f. Questions: At what point will the Anthology will come on site to train?
      i. Blackmore – Anticipate Anthology coming on site in starting in middle of April and continue until the end of May.

1. Cybersecurity Update - (S. Ma)
   a. Cyber Security Updates – Presentations to Academic Senates – RCC- completed, Norco – November 2021, MVC - April 7 to present.
   b. Cybersecurity – Insurance claim with recent cybersecurity incident. Helping us to hone where our weakness are located. Bring awareness.
   c. Annual Cybersecurity Application – Due at end of March 2022. The application asks very specific questions which help us secure our network and resources.
      i. Action Items – Ma to draft this list
   d. Questions: Which committees at the college specifically will you be presenting to?
      i. Ma – Presidents Council

2. Unreturned Student Laptops (M. Askar)
    a. Process in regards to unreturned laptops
        i. Tom – significant number of laptops are unreturned. Some of the laptops have been checked out since 2020. Because at present we have over 100 laptops outstanding. How do you handle this?
        ii. Majd – Liz at RCC how do you handle the laptop return?
            1. We have agreed to not put any holds on the students accounts.
            2. Liz shared that they are looking at the numbers and then develop plan. Tentative plan is an ABS (Auxiliary Business Services)hold which does not affect registration. Also exploring the option of turning student accounts over to COTOP.
        iii. Majd: Can you explain what turning in to COTOP means?
            1. Liz- COTOP stands for Chancellors Office Tax Offset Program and it means that we send them to collections which does not impact personal credit rating. This is where A&R collections are sent to this program. The COTOP process is that the college has to send three notices and their tax returns are intercepted to recover these funds.
            2. Tom – we called the students and there is some confusion on whether the laptop were given to them as was done with the Chrome books. Once this point was clarified and some of the laptops were returned.
        iv. Majd: Next meeting bring back a count and then decide the implementation plan.

3. RCCD Network & Infrastructure (S Ma)
    a. Update
    b. Team Dynamix
        i. Planned replacement for Helpdesk software
        ii. Readiness course in April and will complete that in May. Implementation manager will be assigned and then in May & June we will configure our platform and RCC Service Desk will be moved into that platform.
        iii. Summer 2022 – anticipated deployment of new software. Guiding principles are ease of use, mobile friendly, user perspective.
    c. Front end
            1. Outdoor wireless – Have not received wireless access points 3 months out. We are doing cabling work with vendor.
            2. Expanding indoor wireless – have an ambassadors who walk around the build with laptops to check accessibility to wireless.
            3. Intune – TSS teams are doing great and we having robust conversations on this software.
            4. Laptop Return – Enters RCCD laptops into their database which allows us to push configurations to it that allows us to protect and monitor it. This Intune project gives us the mechanism to lock, disable and protect it. If the laptop is of no use to somebody they will usually return it. There is a solution to the laptop collection and your support in this new model of configuring and deploying laptops.
            5. DAST – changing task force into a committee we hope that this will come to a conclusions by the end of the month. Hoping to push forward some cybersecurity initiatives.
    d. Backend
            1. Moving DNS – moving more things into the cloud
            2. Spring break projects – possible network outages as we are trying to improve network equipment and network speeds.

3. HEERF funding – Thank you to ITSC for advocating for IT to receive these funds. End of life equipment and software purchases are only for one year. Possible extension on funding.

4. RCCD Enterprise Application (S. Tracy)
   a. Update
      i. Zero Textbook Cost / Load Test Book Cost – Flagging of sections and classes. Logic update of search results the intent is that when a course if looked up and an indicator will appear for those sections which have these resources available to them.
      ii. Vision Resource Center Integration – Starting on this integration to the into the Chancellors office which gateway of access to a number of platforms for students and staff to take advantage of. We will keep you informed.
      iii. Adobe Sign – PT Faculty Development & Assessment forms deployment. Tested form with BFS on March 17th and VC Brown signed off.
      iv. PeopleAdmin – HR software migration to NeoGov and this will make the process automated.
      v. SARS – Replacement with ConnexED and currently no timeline with the colleges. Timelines and specific objectives will discussed to clarify.
      vi. 25Live – integration with Anthology
      vii. Spin 2 – related to student section of Anthology. HR clarification on what student information will need to migrated into the new system.

5. Web Services (D. Dong)
   a. Update
      i. Intranet Forms – HR & BFS looking at forms to sort out which forms are outdated and need removal. New approved forms will be uploaded into M365. We will be integrating SharePoint with Viva connections and Microsoft Teams. The interface will be built in Teams and will utilizing a Teams interface. Integration with Strategic Communications to send out communications that pertain to you and your department.
      ii. OneDrive – Migrating network shared folders into this environment and eventually integrating the other forms mentioned like the PT Faculty forms. Provide hooks into this information.

6. Campus Technology Groups
   a. B. Manges (RCC)
      i. Mobile Computing Initiative Project – March 4th Faculty Association lifted the cease and desist. Since this time we have deployed 350 employee laptops and we are looking forward to additional deployment before Summer. All laptops are in Intune.
      ii. Desktop Replacement – Summer 2021 replaced 1000 desktop computer. This Summer 2022 we anticipate also replacing another 1000 desktops with laptops.
      iii. Microsoft Asure and Intune – we thank you for working with us on this project. We are already seeing the payout to push software to on or off campus.
      iv. Laptop Return – Cleaned and updated then updated in Intune. Have the option to lock down device with the Intune software.
      v. A-Plus Kiosks – Replacing CI Track. Piloted 3 Kiosks in Nursing and CTA center and decided to move forward with A-Plus deployment. We migrated all 30 kiosks to A-Plus for Spring 2022. Using Intune Kiosk profile to configure these kiosks and makes the process fairly simple to add additional kiosk.
      vi. Wi-Fi upgrade project– working with ITLS to migrate to new network. ITLS sent a list of

equipment connecting to old network and we are working diligently to address this list.
  vii. Technology Resource Committee – (G. Rivera & S. Ashby)
    1. Media technology – Interviews 4 vendors for interactive displays and feels confident with Clevertouch.
    2. AV Lifecycle – Figuring out how to lower cost of AV lifecycle in standard classroom which currently cost $35,000 per classroom. Daniel Lambros motioned Extron Pole vault system utilized at Norco which cost about $5000. We have identified at 150 classrooms considered standard and we can use this solution in these areas.
    3. Survey – What would you like to see in classrooms AV specifically? Anticipate receiving those results next week.
    4. HiFlex – Will complete 4 rooms by end of Spring Break and then complete the rest of installation by the end of May.
  b. M. Askar (MVC)
    i. New Website – in final stage adding content now and tentative soft launch week of April 11th
    ii. Computer Labs – Install 333 PCs
    iii. Deploying Employee Laptops
    iv. Rise vision will be used as the digital signage service.
  c. R. Aguilera (Norco)
    i. Refresh Plan – 130 laptops for staff and faculty also put in Intune.
7. Other Items

Next Meeting

Date: April 15, 2022
Time: 9:00 am
Location: Via Zoom