SAN MATEO COUNTY COMMUNITY COLLEGE DISTRICT

Strategic Plan for Information Technology 2012-2016

Revised April 2013

This is a five year plan describing the services, technology initiatives, goals and accomplishments of the department of Information Technology Services at the San Mateo County Community College District which includes Cañada College, College of San Mateo, Skyline College and the District Office.

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Overview

The Information Technology Services (ITS) department is a centralized service organization dedicated to providing information technology leadership, support staff, training, policies and procedures related to technology, strategies for the effective deployment and utilization of information technology, and assisting Cañada College, the College of San Mateo, and Skyline College, as directed, with local technology initiatives, projects, and planning.

ITS provides information technology leadership, has highly qualified support staff, conducts technology training, develops policies and procedures related to information technology, creates strategies for the effective deployment and utilization of information technology, and assists the three colleges within the District, as directed, supporting their mission, advancing college values, goals, vision and improving institutional effectiveness.

All ITS personnel including those providing desktop support to the Colleges are centrally managed and supervised. This allows ITS to allocate its resources to each College as necessary based on need or based on requirements for specialized knowledge or skills. This also helps the Colleges to seamlessly share technology solutions and best practices to leverage savings and efficiency.

ITS and the Colleges collaborate district-wide, and one-on-one, on decision-making processes and set priorities related to technology. ITS staff participates regularly in various College committees to discuss operational issues and developing project plans for a variety of topics which include technology needs in support of teaching and learning, district-wide communications, research, and other operational systems.

Examples of these committees include:

- *Chancellor's Council*
- *District Research Council (DRC)*
- *Enrollment Services Committee (ESC)*
- *Business and Finance Officers Group (BAFOG)*
- *Financial Aid Advisory Committee (FACC)*
- *Distance Education Advisory Committee (DEAC)*
- *Facilities Planning and Operations (FPO)*
- *District Safety and Security Committee*
- *District Matriculation Committee*
- *Network Advisory Group*
- *Technology Planning Committee (TPC)*

A strategic plan is a dynamic roadmap that defines the direction that the Colleges and the overall organization need to take with the deployment and use of technology to support the mission of the Colleges. This alignment begins with the vision and mission for Information Technology for the San Mateo County Community College District (SMCCCD). The vision statement provides an overall "picture" of the state of technology within the institution. It describes the parameters for decision making now and in the future and serves as a baseline for assessing the quality of technology support and services.

Vision, Mission & Goals

In 2008, the following information technology vision and mission statements were developed. These have been validated as part of the effort to revise this plan and remain appropriate. Each year this plan will be reviewed and evaluated based on what has been completed, changes in the evolution of technology, and what resources might be available in the future. Due to the dynamic nature of planning, each year the vision and mission statement will be reassessed.

VISION

The San Mateo County Community District is committed to the effective and responsible use of information technology resources to:

- Enhance and support the teaching and learning environment
- Provide easy access to learning resources and support services
- Facilitate communication throughout the District
- Improve institutional effectiveness by maximizing resources, improving services, and supporting those learning activities that are enhanced through technology
- Improve operational effectiveness and efficiency
- Serve our diverse teaching and learning communities

MISSION

The mission statement describes the purpose of technology use within SMCCCD, guides the actions of ITS, and provides a framework and context for current and future strategies and goals.

Mission Statement:
To provide a responsive and supportive information technology environment that is consistent with the mission of the Colleges and the District Office. Information Technology Services (ITS) provides all services and support in a manner that is focused on customer service and satisfaction.

Based on a set of planning assumptions, goals can be developed to meet the current and future technology needs of SMCCCD. Goals are strategic level objectives that are intended to achieve the technology vision, support the technology mission, and ensure that there is alignment with AACJC Standard III. The goals are numbered for reference purposes only and are used when aligning projects to meet one or more of the goals. They are all of equal importance and intended to be viewed equally.

These goals are the same as the ones contained in the IT Plan from 2008. They have been validated as still being relevant to the current environment.

GOALS

1. Continue to enhance and improve the capabilities and functionality of the administrative information systems environment to better serve faculty, staff and students
2. Enhance the capabilities and support for the use of instructional technology for teaching and learning
3. Continue to improve the information technology infrastructure to provide reliable and high-performance access to network and online services
4. Maintain an effective and responsive organizational structure to support administrative information systems and instructional technology
5. Provide technology leadership for the many college construction projects currently in progress or planned for the future
6. Research and present to the District new technologies that have the potential to improve teaching and learning or enhance administrative functions.
7. Collaborate with the Administration of the District and the Colleges to develop and implement a technology replacement strategy for servers, computers, printers, copiers, digital signage, network infrastructure, and so on.

Current Technology Environment

A first step for the development of a Strategic Plan for Information Technology is to determine the status of the current technology environment. This information is the foundation for planning assumptions from which strategic objectives can be identified. The following description has been updated and properly reflects the technology environment at SMCCCD.

ITS provides technology assistance and support in a number of areas: Administrative Systems, Network Services, the Peninsula Library System, Web Services, Computer and Media Support, and Help Desk. ITS offers a broad array of services to the District and its constituencies in

support of its overall mission and its commitment to meeting Accreditation Standard III. Below, is a description of the current services provided by ITS.

- *Administrative Systems*
- *Network Services & Infrastructure*
- *Peninsula Library System*
- *Construction Support Services*
- *Instructional Technology and Web Services*
- *Computers and Media, Service and Support*
- *Technology Training*
- *Disaster Recovery Site*
- *Video Surveillance Systems*
- *Emergency Contact Systems*
- *Building Management Systems*
- *Telephone & Voicemail*

ADMINISTRATIVE SYSTEMS

ITS provides and maintains a wide range of tools and applications that are used by the Colleges and the District Office to effectively support operational needs. Many of the core services are provided through the Enterprise Resource Planning (ERP) system and the capabilities of a number of third party systems.

BANNER® - The ERP system in use at San Mateo CCD is ellucian Banner®. It was initially installed in 1991-92 and has undergone significant major upgrades since it was initially installed. Banner® is extensively used by all faculty, staff, and students and includes major modules for: student registration, faculty grading, transcript production, student accounts payable, financial accounting, budget development, purchasing, student financial aid, and payroll and human resources. The Banner® web interface, locally called WebSMART, is accessed by students and staff to conduct a variety of self-service tasks such as registration, payment of fees, faculty grading, etc. Banner® version 8.5 uses Oracle Release 11g as its database and is hosted at the District office on IBM AIX servers. Software upgrades, patches, and the development of new services are the responsibility of the programming team. Mandated state and federal reporting is largely based on information residing in the Banner® database.

FACULTY AND STAFF EMAIL - ITS maintains a comprehensive unified messaging service for the staff of the colleges and District Office which includes voicemail, email, and fax messaging. The system is based on Microsoft Exchange Server 2007 and Siemens Xpressions products. There are more than 3000 email accounts currently supported by the system. The Exchange environment consists of 2 clustered back-end servers as well as 2 load-balanced front-end servers for high availability. Storage of messages is maintained on an EMC Clarion Storage Area Network (SAN) utilizing RAID technology and redundant hot spare disks for fault tolerance. Data is backed up to high capacity, high-speed tape drives and is stored offsite for disaster recovery.

In addition, to reduce and control email spam, ITS has implemented Pure Message for filtering spam.

Web Site: http://banner.smccd.edu/ (intranet)
Vendor: ellucian Higher Education
Email Training: http://office.microsoft.com/en-us/outlook-help/CH010371352.aspx
Voicemail Training: http://www.smccd.edu/phone

ARGOS® –The web based reporting tool used to provide users with a variety of reports and data extracts from the Banner® transactional or data warehouse Oracle databases is Argos®. It is a product licensed from Evisions, Inc., a company based in southern California. The application is also intended to provide end-users with the ability to more easily create ad-hoc reports.

Web Site: http://www.evisions.com/Products/ArgosEnterpriseReporting/Overview.aspx
Vendor: http://www.evisions.com/
Training: http://www.evisions.com/Services/Training/OnlineRecorded.aspx

FORMFUSION® - Another product from Evisions, Inc. is FormFusion®. It is used to capture output from text-based reports generated from Banner®, add and delete data, insert text and graphics, and then distribute the output where and when it is required. It is used to print and/or email a variety of other forms such as purchase orders, student financial aid correspondence, student schedule bills and tax forms (1099s, W2s).

Web Site: http://argos:8080/
Vendor: http://www.evisions.com/
Training: http://www.evisions.com/Services/Training.aspx

HYPERION® - Extensive enrollment statistics are available from the web-based Hyperion® dashboards. These academic term-based dashboards compare enrollment statistics against the same period in the semester to the previous year's registration cycle. The historical dashboard takes a snapshot of the enrollment statistics at various key points in time throughout the term. Decision makers throughout the institution access these reports for timely and accurate information throughout the term. The dashboards are built from the local data warehouse using the Hyperion® Developer Tool.

Web Site: http://appserv1.smccd.net/dostats/
Vendor: http://www.oracle.com/us/corporate/press/066183
Training: http://education.oracle.com/pls/web_prod-plq-dad/db_pages.getpage?page_id=392&p_org_id=1001&lang=US

CCCAPPLY® – Students use CCCApply® to apply for admission and enrollment at any of the three colleges. The system is hosted by the vendor, XAP Corporation, and applications are downloaded automatically into Banner® throughout each day.

WebSite:
https://secure.cccapply.org/logon.asp?nextpage=%2Fadmissionapp%2Fappmanager.asp
Vendor: http://cccapply.org/Apply/
Training: http://cccapply.com/staff/workshop.asp

BANNER® XTENDER SOLUTIONS – Xtender is a comprehensive document imaging system that is tightly integrated with Banner®. It allows for users to scan, index and retrieve documents in an efficient manner. Documents can be retrieved directly from Banner® or through Xtender's user interface. Student Services, the Financial Aid offices, Purchasing and Finance offices are all heavy users of document imaging to greatly reduce document storage and filing costs. As of January, 2012 the system stores almost 1.4 million documents and 3.8 million images.

Web Site: http://imaging.smccd.edu/AppXtender/Login.aspx
Vendor: http://www.sungardhe.com/Solutions/Banner-Document-Management-Suite/

DEGREEWORKS – DegreeWorks is a web-based academic advising and degree audit tool that the district implemented in 2011. Students and advisors are able to check academic progress and receive advice on courses needed to satisfy requirements towards achieving academic goals. The system also provides an electronic education plan which is currently being implemented.

Web Site: https://websmart.smccd.edu/dgwp/
Vendor: http://www.sungardhe.com/Solutions/DegreeWorks/

SINGLE SIGN ON (SSO) – In an effort to strengthen security while reducing the number of user names and passwords that students need to remember ITS is implementing a Single Sign On system. The system is based on Banner Enterprise Identity Services (BEIS) and Central Authentication Services (CAS). When implemented, the system will allow students to sign onto WebSMART, Google Docs for HE and WebAccess through a single set of credentials.

SARS - At all three colleges SARS Software Products are used for counseling appointments and record keeping to enhance student services. Currently supported products include: SARS-GRID, SARS-CALL, SARS-TRAK and eSARS. The SARS servers utilize an MS SQL Server database and are maintained and backed up in the data center. Interfaces between SARS and Banner® are supported by ITS.

Vendor: http://www.sarsgrid.com/

STUDENT EMAIL – The District provides all students with an email address that is branded *my.smccd.edu* when the student is submitting an application for admission.

Web Site: http://my.smccd.edu/
Vendor: http://www.google.com/apps/intl/en/edu/
Training: http://my.smccd.edu/tutorials.php

GWAMAIL –This is a locally developed application that is integrated into Banner® and was launched in the summer of 2007. GWAMAIL allows authorized users to send email messages to targeted populations of students. A rewrite of GWAMAIL was made in 2012 to base it on more user-friendly, web-based technology and to provide the option of sending text messages.

NON-EMERGENCY TEXT MESSAGING – This is another locally developed application that is integrated into Banner®. Each term students are asked to update their contact information and starting in 2012 they were allowed to enter their mobile phone number in order to receive waitlist, registration appointments and other non-emergency type notifications.

EMERGENCY TEXT MESSAGING – Students, faculty and staff are able to subscribe to this service receive important campus-wide emergency announcements via text messaging. The District contracted with Alert-U to provide this service.

Web Site: http://www.smccd.edu/alertu/
Vendor: http://www.alertu.org/

PAYMENT PLAN – Students are provided with the ability to sign up for a payment plan for their fees through Sallie Mae. A link from WebSMART directs students to the Sallie Mae's website to complete the application for a payment plan.

Web Site: https://websmart.smccd.edu/stuhelp/fee_payment_faq.pdf
Vendor: https://www.salliemae.com/

FINANCIAL AID DIRECT DEPOSIT – Sallie Mae, a third party vendor, is responsible for processing financial aid payments to students. Students are provided with options to choose a debit card, direct deposit to an existing checking or savings account or to receive a paper check.

Vendor: https://www.salliemae.com/

FEE PAYMENT – Students are provided with the ability to pay their fees via a link on WebSMART that directs them to a third party vendor, Official Payments, which is able to process credit card transactions on a secure system.

NETWORK SERVICES, INFRASTRUCTURE & SECURITY

To ensure that faculty, students, and staff have access to high-performance and reliable network services such as Internet, voice communications and email resources, ITS has implemented a comprehensive and redundant network infrastructure across the District.

The District's WAN (Wide Area Network) interconnects three primary sites: Cañada College, Skyline College, and the College of San Mateo/District Office. The WAN connection between the three sites uses AT&T 1 Gigabit Opt-E-Man circuits. The WAN is implemented in such a way that the three sites have redundant network paths in the event that one link is lost.

Internet access is provided to each of the three Colleges and the District Office by CENIC (Corporation for Education Network Initiatives in California). Each of the four sites have individual DS-3 (45 Mbit/sec) connections for redundancy and backup services. The primary connection for each site is via GigaMAN circuit providing one gigabit of bandwidth to access Internet services. As part of the network design, the capability exists to implement a manual failover across the WAN in the event one of the CENIC connections should fail for an extended period of time so that internet access can be provided to that campus.

In addition to the wired network, ITS has deployed wireless access points in most high-traffic areas on all three campuses. Additional access points are being added as existing buildings are remodeled or as new facilities are constructed. There are currently more than 275 wireless access points installed. Utilization of the wireless network continues to grow significantly.

Network security is provided using a variety of tools and techniques. ITS has secured the internal networks from the Internet by installing Cisco Firewalls at each of the three sites. A DMZ has been established on the CSM/District Office Firewall where most public access resources (Web servers, etc.) are enabled. A DMZ adds an additional layer of security to

SMCCCD's LAN. ITS has deployed VLANs (Virtual Local Area Networks) to further secure and isolate network traffic.

There are three primary VLANs in use within the District: Administrative, Instructional, and Public. The Administrative VLAN provides District employees who have appropriate authentication credentials access to Banner® and other electronic resources and services within the District. The Instructional VLAN is for labs and classrooms where students use college owned equipment to access instructional resources that are local or on the Internet. The Public VLAN allows campus guests and students with personal network devices Internet access but they are prevented from gaining access to the other District VLANs and secure network resources.

In addition to the three primary VLANs, there are several other unique VLANs in use. Examples of these are the VoIP telephone system, ACAMS security system, Building Management Systems and environmental controls, Bookstores, and KCSM TV and FM radio station. Wireless access to all but the Public VLAN is protected with encryption and secure authentication through the use of certificates.

The District telecommunications system is a Voice over Internet Protocol (VoIP) telephone system. A Siemens HiPath 4000 (HP4K) provides unified messaging services to approximately 2,000 users. Telephones handsets are nearly all IP phones with only a few analog courtesy phones. Other analog services provided by the HP4K include modem lines, fax lines, and alarm lines.

The HP4K is coupled with the Siemens Xpressions 4.0 voicemail system. Together with Microsoft Exchange, voicemail and email are unified, providing two layers of redundancy. A network diagram can be found in Appendix A.

The District maintains a high performance data network that connects the workstations and devices of the three college campuses and the District Office. The District Office contracts with AT&T to provide fast, redundant, and reliable connectivity for each of the college campuses and to the Internet. Internet services are provided by CENIC and have been upgraded many times over the years; currently each campus has a 1 gigabyte connection to the internet. All buildings on campus have access to the wireless network for both public and administrative access. Appliances from Exinda are in place between the WAN and CENIC connections to help prevent the illegal sharing of copyright material.

Securing college is data is a high priority and a number of hardware and software tools are in place to protect and detect unauthorized access, including:

- Sophos Anti-Virus and Microsoft Forefront: antivirus and malware detection and removal tools to protect all desktops and servers
- Sophos Puremessage: to detect and quarantine spam email messages
- Snort: to detect and control unauthorized network intrusion
- Cisco Netflow: to monitor and report on network connections
- Exinda: a packet-shaping appliance that blocks peer-to-peer services, like BitTorrent, and other services that can introduce malware and viruses
- Microsoft Group Policies: applied to District owned and managed PCs to protect them from malware, plug-ins that are malicious, file attacks, and to prevent students from installing software on PCs in the instructional computer labs
- Public Wireless Network: open to use by students and allows access to internet services; access to the public wireless network is automatically shut down from 11:00pm to 6:00am daily
- Private Wireless Network: a secure wireless network that requires authentication and provides access to services like Banner
- OpenDNS: to prevent faculty, staff and students who use our network from being redirected to known malicious web sites

PENINSULA LIBRARY SYSTEM

In May 1988, the District joined the Peninsula Library System (PLS) and approved a joint powers agreement that includes all city and county public libraries in San Mateo County. The primary objective of the District in joining PLS was to automate the libraries of each college, expand the library resources available to students and faculty, and benefit from other cooperative activities of the public libraries within the County. This decision continues to be extremely cost-effective and beneficial to the District and each of the three Colleges.

As authorized by the Board in April 1994, an agreement was executed with PLS which relocated the PLS library computer system, network, and their support staff to ITS. In this agreement, the District provides PLS office space for its technical staff, environmentally controlled floor space in the computer center, utilities, network and technical support services, computer operations support, and management services.

The District continues to manage, maintain and operate the PLS library circulation system and network environment. PLS staff will continue to be responsible for the applications software, maintenance and support of the Innovative Interfaces library information system and providing technical consulting assistance to the staff of PLS member libraries.

CONSTRUCTION SUPPORT SERVICES

The inclusion of a robust technology infrastructure has been at the forefront of the recent construction projects across the District. Technology design standards for new construction

were provided for all projects and regular meetings were held with all constituents to insure appropriate technology was being incorporated during all phases of planning and construction. Information technologies are a critical element in the design of all new buildings and for the renovation of older buildings. This technology includes voice, data, video, security, fire alarm systems, HVAC systems, audio/visual systems, EAS, Cell Phone Repeaters, Digital Signage and other technology.

https://sharepoint.smccd.edu/SiteDirectory/CPD/CPD%20Downloads/SMCCCD%20Design%20Standards%20and%20Construction%20Specifications/Big%20Picture%20Design%20Standard%20Topics/Telecommunications%20Infrastructure_DS_V4_2009_01_03.pdf

Most classrooms throughout the district have been constructed or upgraded to meet the local standards for smart classrooms. These smart classrooms provide faculty the ability to easily utilize a projector and speakers to enhance the learning experience. Wireless internet access is provided in all classrooms for faculty and student use.

Link to ITS Construction Standards:
http://www.smccd.edu/accounts/smccd/departments/facilities/Dowloadspage.shtml
Then select *SMCCCD Design Standards and Construction Specifications*

INSTRUCTIONAL TECHNOLOGY AND WEB SERVICES

ITS provides a wide array of instructional technology tools and web services to meet the needs of our faculty, staff and students. Below is an alphabetized listing of services with a brief description of each service and links when available.

Link to locations of wireless "Hot Spots" at each College:
http://www.smccd.edu/accounts/smccd/departments/itservices/services/wireless.shtml

CCCCONFER: Online conferencing solution which is built on a software tool called "elluminate" which gives faculty and staff the opportunity to participate in screen sharing, remote lectures, meetings and office hours. The CCC Confer project is hosted at Palomar College in San Marcos, California and is funded by a grant from the California Community Colleges Chancellor's Office.

> ***Web Site:*** http://www.cccconfer.org
> ***Vendor:*** California Community Colleges Chancellor's Office
> ***Training:*** http://www.elluminate.com/Services/Training/?id=70/

CHECKBOX: Checkbox software is an upgrade to Ultimate Survey for delivering online surveys, self-assessment and conduct online elections as needed. *Note: Currently in the process of migrating Ultimate Survey users to Checkbox.*

Web Site: http://checkbox.smccd.edu/
Vendor: Checkbox Survey Solutions
Training: http://www.checkbox.com/support/training-videos

DISTRICT SUPPORTED GOODS AND SERVICES: The DSGS website is jointly maintained by Purchasing/General Services and ITS. The website is used by District employees to access information about the purchase of computer hardware, software, audiovisual equipment, and other ITS supported equipment.

Web Site: http://smccd.edu/dsgs
Vendor: homegrown
Training: N/A

FACULTY DOOR CARDS (OFFICE HOURS): Faculty post their availability for students online via a homegrown system referred to as faculty door cards. The faculty office hours are accessible from this website and also integrate into our online searchable staff directory. Faculty can also print out their hours and post them on their office doors.

Web Site: https://smccd.edu/doorcard/
Vendor: homegrown
Training: N/A

IT SERVICE REQUEST FORM: A one-stop location for users to make IT support requests. Including

- Manager Request for new accounts (Banner, Email, WebExtender, Telephone, WebSMART and Website Requests.)
- HelpCenter (Submit technology-related work orders and track the status of your requests)
- Directory Information (Request your directory information to be updated)
- Email Redirection (Forward or stop forwarding your email
- Surplus (ITS collects/surpluses old computers, AV and electronic equipment)
- MySmccd (Request a @my.smccd.edu Google Apps Email Account)
- Spam Filter (Opt In or Opt Out of our Puremessenger email spam filter)
- iTunesUniversity (Request a course folder to host your podcasts on iTunes University)
- Request Microsoft Outlook Conference Room (ITS can setup your conference rooms in exchange, allowing people to book them in outlook.)

Web Site: https://smccd.edu/portal
Vendor: homegrown
Training: N/A

ITUNES® UNIVERSITY@SMCCD: The District is a participant in Apple Computer's iTunes® University program. iTunes® University is a free, hosted service for colleges to post digital information in the form of podcasts. There are currently over 500 podcasts posted on the District site.

Web Site: http://smccd.edu/itunesu
Vendor: Apple
Training: http://www.smccd.edu/accounts/ctl/itunesu/iTunesU.html

JOIN.ME: Free software used by IT Staff to assist users remotely via an online screen sharing session.

Web Site: http://join.me
Vendor: LogMeIn
Training: N/A

LYRIS: Lyris is email mailing list software for marketing and newsletters. Allows you to auto-subscribe users or users can self-subscribe and unsubscribe.

Web Site: http://lyris.smccd.edu
Vendor: Lyris
Training: http://lunar.lyris.com/help/lm_help/11.1/

MOBILE SERVICES: ITS is currently developing custom mobile apps for each College and is also making the College websites more "mobile friendly."

MYSMCCD GOOGLE APPS: SMCCCD provides all students with an @mysmccd.edu Google email account, calendar functions and other apps as part of the Google Apps for Education suite of products.

Web Site: http://my.smccd.edu
Vendor: Google
Training: http://my.smccd.edu/googlesupport.php

MYSMCCD SUPPORT CENTER: A hosted helpdesk is readily available to students and it provides them access to resources to get answers for any questions they may have related to the tools available to them through their my.smccd.edu email account.

Web Site: http://mysmccd.helpserve.com/Tickets/Submit
Vendor: Kayako
Training: N/A

OUCAMPUS: OuCampus is a Content Management System for web sites. ITS recently deployed OmniUpdate® as a tool for selected end users to maintain their web sites that are hosted on the District's servers. There are currently 100 active licenses throughout the District. *Note: In the next 12 months we will be migrating the District office, Cañada College and Skyline College to Adobe Contribute for future cost-savings.*

Web Site: https://www.omniupdate.com/oucampus/login.jsp?user=sanmateo
Vendor: Omniupdate
Training: http://support.omniupdate.com/documentation/ox/10/

SHAREPOINT® (WEB BASED COLLABORATION TOOL): SharePoint® Services is included in the Microsoft Office Product Suite and allows users to post and interact with documents via the web. Over 150 District-wide committees, departments, and organizations currently use SharePoint for agendas, minutes, calendars, forms, surveys, forums, picture libraries and more.

Web Site: http://sharepoint.smccd.edu/SITEDIRECTORY
Vendor: Microsoft
Training: http://office.microsoft.com/en-us/training/sharepoint-server-2007-training-courses-HA010235858.aspx

SMCCCD PORTAL: The portal is the gateway for District employees to access College and District Office web-based services and related web sites.

Web Site: http://smccd.edu/portal
Vendor: homegrown
Training: N/A

WEBACCESS: WebAccess is a Course Management System that is the District's implementation of Moodle. WebAccess® is hosted offsite by Moodlerooms. Every faculty member that has a class assignment in Banner® automatically has a WebAccess® course(s) shell created for them. Faculty use of WebAccess® ranges from supplemental course information to providing a course completely online. 24X7 support for students is provided by a third party, Presidium, at no cost to the District. Support for faculty is provided by ITS.
Includes free CCConfer(Elluminate) and paid TurnitIn Plugins

Web Site: http://smccd.edu/webaccess
Vendor: Moodlerooms
Training: http://www.smccd.edu/accounts/ctl/WebAccess/WAInstrWsite.html

WEB FOLDERS: Every staff member, department and service area is given a web folder with 500 MBs of web space to maintain a website or store files. ITS maintains the web server, creates accounts, installs web applications as needed, and assists users with debugging of their web sites. ITS currently supports over 100 active web folders. *Note: Many faculty have moved to WebAccess for their course sites and many departments are moving into content management systems under their college websites.*
Web Site: http://www.smccd.edu/accounts/smccd/webpages/website_list.asp
Vendor: Homegrown
Training: http://www.smccd.edu/accounts/portal/index.php/posts/district-web-site-hosting/

WEBSCHEDULE OF CLASSES: WebSchedule is a search engine for searching through all courses offered at Cañada, CSM and Skyline College. It provides different entry points for search based on user requirement. It displays all details for any particular course including, important registration dates, course textbooks, class location, etc.

Web Site: https://websmart.smccd.edu/webschedule/default.php
Vendor: Homegrown
Training: N/A

WEBSMART: WebSMART is the web interface to Banner® that enables students, faculty and staff to register for classes, submit grades, request transcripts, update personnel information, and much more. Below is a more comprehensive features list:

For students, it provides the capability to:

- Add/Drop classes
- Add/remove from a waitlisted class
- Print schedule of classes
- Pay for account balances
- Select or update an education goal
- Link to purchase textbooks
- Sign up for a payment plan
- Obtain an unofficial transcript
- Request an official transcript
- Link to DegreeWorks
- Schedule a counselor appointment
- Order a parking permit
- Sign up to receive emergency texts
- Review financial aid documents, status, requirements and award

- Sign up for a BOG waiver
- Print a 1098T

For faculty, it allows them to:

- Enter grades
- Enter attendance
- Send emails to class
- Download/Print class lists, waitlist and attendance lists
- Print authorization codes
- Print schedule of classes

For employees, they can:

- Enter timesheet details
- View benefits and deductions
- Review/print payroll information
- Review/Print tax forms
- Review accumulated time off balances

For advisers:

- View student's unofficial transfer
- Access DegreeWorks to counsel students
- Access Degree Audit

For staff, it provides the capability to:

- Run reports
- Approve documents
- Enter requisitions
- Review budgets
- Process journal entries

Web Site: https://websmart.smccd.edu/
Vendor: Ellucian
Training: N/A

Computers Support & Media Services

Desktop computers and media services support for the Colleges and District Office is a centralized ITS service. ITS technicians are physically located on each campus. ITS technicians assist the colleges with technology purchases. They also work cooperatively with the colleges to develop minimum supportable standards for computers, provide regular software updates, maintain an inventory database of technology that has been installed, and install new equipment. Service and support is provided through a centralized HelpCenter that uses a web-based tool to enable users to place repair orders and track their status through completion. http://www.smccd.edu/accounts/portal/ITSRequest/requestoptions.asp

ITS maintains an inventory database of all computers, laptops, labs, printers and projectors to assist in technology replacement planning. Based on this information ITS provides the colleges with recommendations on equipment replacement strategies and best use of their technology funding.

When computer labs require computer upgrades, Faculty submit a "program review document" to the Division Office. The Division Office reviews all paperwork received, establish priorities and needs, and then sends them to College Council to review. College Council approves and works with ITS to determine specifications, and then ITS develops the Purchase Order.

Virtualization – In several computer labs at Skyline and CSM we have approximately 120 virtualized desktop computers installed. These virtual computers have no hard drives, cost less purchase and deploy, last longer than traditional PC's due to lack of moving parts, are not susceptible to viruses, save energy, and most importantly our students do not notice any difference between a virtualized computer and a traditional one. The only important factor to consider is the amount of labor required to maintain these virtual labs is substantially less than a traditional computer lab.

Equipment Replacement Strategy

The District has created a new committee called, Long Range Instructional & Institutional Equipment Planning Team. The membership consists of the Executive Vice Chancellor, the Vice Chancellor of Facilities, Operations and Planning, the Vice Presidents of Instruction, the Vice Presidents of Student Services, the Chief Technology Officer, and the Director of Information Technology Services. This group meets quarterly to review equipment replacement needs and to set priorities based on available resources. The District has set aside funds for equipment replacement for the next five years as follows:

- Instructional equipment $1,200,000 per year
- Computer labs and software licensing $1,033,250 per year

In 2012-2013, the following older computer labs will be replaced or repurposed depending upon academic needs and discussions with the Deans and faculty.

Canada	Building 9 room 221	Learning Center	30 stations
	Building 9 room 205	Learning Center	24 stations
	Building 9 room 321	Library	4 stations
	Building 9 room 318	Library	39 stations
	Building 22 room 116	PC Lab	38 stations
CSM	Library & MCC	ISC Lab	49 stations
	Building 36 room 329	Chemistry	3 stations

	Building 36 room 306	Chemistry	4 stations
	Building 36 room 321	Chemistry	4 stations
	Building 36 room 300	Chemistry	6 stations
	Building 18 room 202	Math	13 stations
	Building 8 room 12	Football	14 stations
Skyline	Building 5 room 200	Library	40 stations
	Building 8 room 209	Accounting Lab	40 stations
	Building 5 room 100	Learning Center	30 stations

Technology Training

PERSONNEL TRAINING

The district recognizes that in order for faculty and staff to make efficient use of technology they need to be provided with opportunities to learn about the services available. Due to budgetary restrictions, the Centers for Teaching and Learning were eliminated and much of the training that was provided through them is now the responsibility of the Colleges.

Training on a limited number of common desktop applications has continued on a periodic basis.

- A number of workshops on Adobe applications were offered and current plans call for more Adobe classes as well as a limited amount of Microsoft Office workshops. http://www.smccd.edu/accounts/smccd/adobe/default.php
- Media Services Website has a wealth of info for smart classroom training: http://www.smccd.edu/media
- A series of DegreeWorks training workshops were given to counselors and students
- In 2008, Google Apps for Education training was provided at all three Colleges.
- On request, ITS provides training and workshops on various topics for departments and/or groups of staff. Examples of recent training include Introduction to Sharepoint, Securing your workspace to meet FERPA standards, and single user sign-on.
- Jaz's Web Tips – Available from the District's portal page, it provides answers to frequently asked questions regarding the technologies supported by ITS.
- Opportunities for faculty training in the use of the Moodle software are provided by individual colleges and at a district level through the Structured Training for Online Teaching (STOT) part of the district's professional development program.

Through staff development and flex activities, the Colleges regularly offer technology training opportunities for faculty and staff. The staff development program also supports training for distance education faculty using outside resources, such as @ONE, Lynda.com and textbook publisher materials.

In addition, each year the California Community College Banner Group (3CBG) hold an annual conference for the California Community Colleges that use the Ellucian Banner application. Staff from various departments throughout the district attend and participate in workshops and discussions on how to get the most effective use of the Banner software. http://www.3cbg.org/

STUDENT TRAINING

ITS provides FAQs and tutorials online for students and does presentations to students in classes as-needed when launching new systems, such as Student Email, WebSchedule and Degreeworks.

Examples of Online Training Materials for Students:

- My.Smccd tutorials: http://my.smccd.edu/tutorials.php
- Student WebAccess Tutorials: https://smccd.mrooms.net/course/view.php?id=6270

ITS Data Center

To maintain the reliability of services that are hosted by ITS at the District Office, the facilities department has installed and maintains an emergency generator to provide backup electrical power to the building for as long as necessary during a power outage.

For fire protection, a VESDA (Very Early Smoke Detection Apparatus) system has been installed in the Computer Center. In the event of a fire or overheating of equipment the VESDA systematically shuts down the equipment in the computer center and sets off the appropriate warnings.

ITS conducts backups for all administrative data stored on its servers on a daily basis. In addition, ITS has in place a comprehensive backup strategy to ensure that all server-based data is recoverable. This data is written to high-density tapes that are stored in an off-site location on a weekly basis.

ITS facilities around the District host the District's security system, ACAMS. ITS supports the network services that are required to operate this system.

DISASTER RECOVERY CENTER

ITS conducts backups for all administrative data stored on its servers on a daily basis. In addition, ITS has in place a comprehensive backup strategy to ensure that all server-based data is recoverable. This data is written to high-density tapes that are stored in an off-site location on a weekly basis.

In addition, for all major systems including Banner, email services and web services, ITS has built a disaster recovery computer center that is located at Cañada College. Using specialized features in Oracle enables this backup/recovery site to stay synchronized with the primary Banner system located at the District Office.

Telephone and Voicemail

The District uses a Siemens HiPath 4000 to meet voice telecommunication requirements. Along with the phone system, SMCCCD deploys approximately 1400 Voice Over IP (VOIP) phones, 350 analog devices (*faxes, courtesy phones and elevator phones*), and 16 Session Initiated Protocol (SIP) Emergency phones across the district. Included with the HiPath 4000 telephone system is the Siemens Xpressions voicemail system which integrates with Microsoft Exchange to provide unified messaging and delivers voice messages to an individual's email inbox.

ITS Organization

ITS is divided into four units which including desktop and media support, network services and support, web support services and administrative information systems.

1. DESKTOP AND MEDIA SUPPORT

The ITS department consists of 35 employees dedicated to assisting the colleges meet their technology goals. Of the 35 employees, a majority are IT Support Technicians responsible for desktop and media support across the three colleges. They work cooperatively with the colleges to develop minimum supportable standards for computers, provide regular software updates, maintain an inventory database of technology, and install new equipment. Service support is provided through a centralized HelpCenter that uses a web-based tool to enable users to place repair orders and track their status through completion. (http://www.smccd.edu/accounts/portal/ITSRequest/requestoptions.asp)

After each HelpCenter work-order is closed a satisfaction survey is sent to the end-user. Three questions are posed to users regarding time of response, professionalism of the technician and resolution of the problem. From August 2009 – November 2011 ITS received over 1164 responses. The overwhelming majority expressed satisfaction.

- Was the work order attended to within a reasonable amount of time? – 98% said "Yes"
- Did the Technician assigned to your work order handle your issue in a friendly and professional manner? – 97% said "Yes"
- Were you satisfied with the resolution to your work order? If no, please explain below. – 97% said "Yes"

Over the past three years (2008-2011) the number of computers has grown significantly impacting the workload of these technicians which led to additional IT Support Technicians hired in 2011.

2. BANNER PERSONNEL/STUDENT DATA SUPPORT

ITS has five Programmer Analysts, a Database Administrator, a Computer Operations Manager, a Director and Associate Director responsible for maintaining Banner modules and supporting external systems that integrate with our banner system. They assist end-users with the saving and retrieving data from our mainframe database as well as implementing new efficient workflows or tools to assist with day-to-day business procedures.

3. NETWORK SERVICES AND SUPPORT

ITS has one network manager, two network infrastructure technicians and two Systems Administrators responsible for maintaining, supporting and ensuring the reliability of the network infrastructure, wireless internet, network security, backups, telephone VOIP system and over 150 physical and virtual servers.

4. WEB SERVICES AND SUPPORT

Web services is a team of two web programmers and one director who support several web systems as well as assist with web sites and applications district wide. Web Services Support maintains the Course Management, Content Management, Sharepoint Portal, Support Ticket system and writes many custom applications such as the webschedule, employee directory, faculty door cards, etc... They assist the colleges with existing tools as well as researching and implementing new web solutions, best-practices and custom programming.

Summary of Major Projects Completed

In order to continue on a path of progress, moving projects and initiatives forward in a strategic manner, best practices suggest that an organization review what has been accomplished in the near past. Over the past 36 months, ITS has provided services and support to the Colleges in a variety of ways. This support is in alignment with Accreditation Standard III by providing support to student learning programs and services and all SMCCCD constituencies. Below, are summaries of the major accomplishments of ITS. ITS has provided services on a daily basis which may not be documented or included below but are reflective of the commitment ITS has to the needs of the Colleges and other constituencies.

A list of projects that have been completed by ITS over the past 3 years is contained in **Appendix B.**

ITS PROJECTS:

- 46 total projects have been part of the workload of ITS in support of the District and the colleges.
- Of the 46 total projects, one was cancelled and three were placed on hold. The remainder have been completed.
- 21 of the projects were in direct support of student learning and programs.
- 23 of the projects were in direct support of administrative systems and functional users.
- 16 of the projects were directly related to infrastructure in support of SMCCCD systems.
- 3 of the projects were related to planning and leadership in exploring new technologies that will respond to specific needs of the Colleges.

DESKTOP SUPPORT:

- Completed approximately 9373 work orders at our 3 campuses and the District Office via the online HelpCenter work order system and telephone Help Desk.
- Installation and replacement of approximately 1242 computer systems (included Bond funded replacements mentioned above) and 445 printers.
- Replacement of 33 failed projectors and 14 projector screens in campus classrooms due to deterioration.
- Specified and installed Cell Phone repeater systems in 17 buildings (some multi-story) at 3 campuses.
- Specified and installed a variety of Digital Signage monitors, connected to content management server and provided instruction to appropriate staff. Ongoing support for server and signage required.
  Replacement of approximately 28 Uninterruptable Power Supply (UPS) systems due to deterioration. This UPS system ensures the ITS guaranteed “uptime” of 4hrs in the event

of a power outage at any of our campuses. Equipment is housed in the IDF(s) in each building at all 3 campuses.

Future IT Initiatives

Future Trends in technology that will affect the Colleges of the District include:

- Mobile applications, services and devices
- Network bandwidth demand
- Wireless networks
- Cloud and hosted services
- Virtualization of servers and desktops in computer labs
- Services Integrated across multiple platforms
- Network and data security
- Backups, recovery and redundancy
- Paperless and automation of work flow and processes
- Protection from identify theft
- Protection against spam, viruses, and other threats
- Impact of social networking on teaching and learning
- QR codes for marketing, promotion and communication

Once technology goals are determined, the initiatives, objectives, and projects that fulfill the goals on a more tactical basis can be identified. To ensure that the proper direction is taken for each of these endeavors, projects need to be aligned with the relevant Accreditation Standard and related ITS technology goal. Shown in Appendix A are the projects that have been prioritized for implementation by ITS for the next three years. In the table, the Accreditation Standard and the ITS technology goal that is supported by the project is shown. Similarly, Appendix B provides a list of projects that have been completed by ITS over the past 3 years.

Self-Assessment

ASSESSMENT OF ITS SUPPORT AND SERVICES

A key performance indicator of success is to gauge to what extent the SMCCCD community perceives that it is being well served. In order to determine user satisfaction, ITS has surveyed users and tracked technology support.

This self-assessment aligns with best practices and in keeping with the Accreditation Standard III of technology support of student learning, teaching, and administrative services.

A survey of faculty and staff was conducted in April 2012 to evaluate their level of satisfaction with the services and systems provided by the department. Using a scale of 1 to 5, with 5 being highest level of satisfaction, ITS was rated from 4.10 for technology purchases to 4.69 for reliability of the services provided. One area for improvement includes the need for more training related to the use of Banner, the document imaging system and DegreeWorks (score 3.75). Overall, the average rating across 12 categories was 4.33. The following services were the highest rated in terms of need: WebSmart, telephones, employee email, ITS HelpCenter, the wireless network, cell phone reception, web-based schedule of classes and emergency text messaging.

Help Desk:

During the period of June 2010 through June 2011, there have been 1266 help tickets logged for AELearn support. ITS has provided a total of 553.66 hours of support, of which 32.83 hours were for advanced assistance and problem solving.

HelpCenter:

The satisfaction survey results below are a summary of the assistance provided to users from August 2009 to November 2011. Three questions were posed to users with 1,164 responses. The overwhelming majority expressed satisfaction with the:

- How quickly a problem is resolved
- Professionalism of the technician assigned to the case
- Effective resolution of the problem

WebSMART:

In 2008 WebSMART student users were also surveyed to determine the level of satisfaction they have in email and student services. Nearly 800 students responded to nine survey items expressing overall satisfaction. The results of the survey can be found in the table below.

In the past year, how satisfied have you been using WebSMART to:

	Please answer all that apply				
	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
View/Update your email or home address	733 72.29%	134 13.21%	16 1.58%	18 1.78%	113 11.14%
Find the class you wanted	665 65.00%	235 22.97%	58 5.67%	30 2.93%	35 3.42%
Register for classes (including add/drop)	740 72.62%	166 16.29%	50 4.91%	40 3.93%	23 2.26%
View an unofficial transcript	604 60.10%	126 12.54%	28 2.79%	16 1.59%	231 22.99%
Order an official transcript	400 40.49%	114 11.54%	23 2.33%	16 1.62%	435 44.03%
Review and pay student fees	704 69.84%	174 17.26%	26 2.58%	30 2.98%	74 7.34%
Place yourself on a waitlist	450 44.87%	140 13.96%	44 4.39%	34 3.39%	335 33.40%
Applying for financial aid (including a fee waiver)	371 37.29%	108 10.85%	53 5.33%	40 4.02%	423 42.51%
View your schedule of classes	779 77.28%	136 13.49%	37 3.67%	26 2.58%	30 2.98%

Appendix A – Projects Completed Over the Past 48 Months

Standard III	IT Goal	Name	Description	Prio-rity	Target Date	Status	Outcome
1 a., c.	1	ARGOS	License and implement new reporting system	1-Low	Fall 2007	Completed	Implemented Argos
1 a.	1	Astra Upgrade	Astra is the room scheduling software that the district uses to manage room and events. The vendor released a major upgrade that should improve performance and solve some of the many "bugs" frequently found in the current version.	1-High	End of 2010	Completed	Decided not to upgrade and to replace with Banner functionality
1 a., b.	1	Automated Packaging	This project was initiated at the request of the financial aid directors to help create efficiencies in the packaging process by eliminating or minimizing the manual review functions they do when packaging students. A review is being conducted of all these steps with the goal of having Banner automatically check for as many things as possible.	1-High	June 2010	Completed	Implemented

1 a.	1	Automated Scholarship Application and Awarding	The current scholarship application process is very manual and time consuming. The goal of this project is to allow students to submit applications online and utilize Banner to match them to scholarships that they may potentially qualify for. Reports will be generated to support a more efficient awarding process.	1-High	Jan 2011	Completed	Installed Stars online
1 c.	1	Banner 7.x upgrade	Evaluate need to upgrade to a 7.x version of Banner	2-Med	Fall 2007	Completed	Decided to wait for Banner 8
1 a., b., c,. d.	1	Banner 8 upgrade	Upgrade to Banner 8.x and CalB solutions	1-High	April 2010	Completed	Implemented
1 a., b., c., d.	1	Banner 8.5 Upgrade	Upgraded to latest versions supported by CalB	1-High	Oct 2011	Completed	Implemented latest available releases
1 a.	1, 2, 5	Campus Website Maintenance	Help colleges update their websites	2-Med		Completed	Implemented
1 a., d.	1	CCC Trans	The request and fulfillment functionality of CCCTrans has been completed.	1-High	2010	Completed	
1 a.	1	Credit Card Upgrade to be PCI Compliant	Sungard changed the credit card connection gateway to comply with new regulation issued by the credit card industry. Since Banner needs to be upgraded to use the new gateway, the district decided to look at potential new vendors in hopes of better service and pricing.	1-High	July 2010	Completed	Implemented Official Payments Solution
1 a., d.	1, 2	CSM	Course Management System	1- High		Completed	Implemented Moodle and e-college

1 c.	5	CSM Building 10	Outfitted entire 4 floor newly constructed building with computers, printers, Digital Signage, Live TV signal, Cell Phone repeaters. Transferred user data from previous computer to new location. Installed 17 Smart Classrooms, 2 with high-end sound systems and 1 large “high profile” event room.	1- High	June-December 2011	Completed	Project Completed
1 c.	5	CSM Building 5	Outfitted newly constructed 3 story building with technology consisting of computers, printers, laptops, Public Address System (Cosmetology), Audio Visual recording station (cosmetology) and several specialized Smart Classrooms for the Fitness Center. In addition, specialized hardware and software installed for Dental labs including 2 video recording studios. Fitness Center also included installation and television connectivity for approx. 20 flat panel, ceiling mounted monitors with head end unit installed in IDF.	1- High	May 2011	Completed	Project Completed
1 c.	5	CSM/CAN/SKY EAS install	Electronic Announcement System (EAS) installation at all 3 campuses. This project consisted of running POTS (telephone) lines from every building on campus to the Main Point of Entry (MPOE), then the installation of speakers and horns to key locations on campus to allow for emergency announcements to be heard anywhere on each of our 3 campuses and the District Office.	1- High	Jul 2010-Nov 2011	Completed	Project Completed
1 a., b., c., d.	1	Degree works	Implement Degree Works	1-High	Summer 2011	Completed	Live with Counselors and Students

1 c.	5	Digital Signage	Large project at both CSM and Skyline to roll out new Digital Signage technology. Work with campus Administration and Public Relations offices to provide content and train staff.	1- High	Aug 2010-Nov 2011	Completed	Project Completed
1 a.	1	Direct Lending Support	This project was initiated to configure Banner and help users with procedures to comply with the new Federal direct lending regulations.	1-High	June 2010	Completed	Implemented
1 a.	1	Discontinuing Oracle Reports	Develop replacement reports	1-High	End of 2009	Completed	Replaced mostly with Argos and some SQR
1 c.	3	Disk Storage	The maintenance of the technologies used for backup of the various systems is about to run out. ITS is actively seeking replacement alternatives.	2-Med	End 2010	Completed	Implemented N-App solution
1 a., d.	1	Early Alert	Faculty requested a process to notify students when they were falling behind	2-Med	Fall 2007	Completed	Implemented in WebSMART
1 a., d.	1	Emailing Students (GWAMAIL)	Provide district branded email accounts to students	1- High	1st qtr 2007	Completed	Gmail accounts provided to all active students
1 a., d.	1	Emergency Text Message	Implement an Emergency Text Messaging System	1-High	End of 2009	Completed	Initially developed local solution using SMTP that turned out not to be optimal. Signed up with AlertU

1 a.	1	Financial Aid Direct Deposit	Provide the ability to disburse financial aid funds via ach	2-Med	Jan 2008	Completed	Developed local process to allow students to sign up for direct deposit and used Banner baseline solution for ach.
1 a., b.	1	Fixed Assets	Implement Banner's Fixed Assets Solution	1-High	Fall 2007	Completed	Implemented
1 a.	1	Imaging	Explore use of OCR technology to automate indexing of documents	1- High	2nd qtr 2007	Completed	Due to licensing and hardware cost users decided not to proceed with implementation
2	4	IT Plan	Update 2008-2012 IT Plan	3-Low		Completed	Completed
1 a.	1	MIS CalB Reporting	Update MIS CalB Reporting	1-High		Completed	Implemented
1 c.	3	Network Management	Review network, UPS, etc.	1- High		Completed	Review completed
1 a.	1	New Procurement Card Load Program	The district is in the process of changing procurement card vendors to US Bank. In addition, the current loading process is considered technically obsolete and it will not fit the new business process. A new set of programs will be designed to download charge card information from the bank that will contain Banner account code information.	1-High	Fall 2010	Completed	Implemented

1 a.	1	Office Hours	Change in union contract required a new process to calculate and pay office hours earned by adjunct faculty	1- High	7/2007	Completed	Implemented
1 a.	1	Outsource Fin Aid Payments/Payment Card Processing	The district is interested in outsourcing the check printing for financial aid payments. An ERP has been issued and is currently being evaluated.	2-Med	Summer 2011	Completed	Implemented
1 a.	1	Parking Permits	The district decided to outsource the sale and distribution to Credential Solutions. Need to develop interface from WebSmart	1-High	June 2010	Completed	Implemented
1 a.	1	Payroll	Bring payroll processing in-house from the County	1- High	1/1/07	Completed	Implemented
1 a.	1	PERS upgrade	Staff participated in the design and testing of CalB solution.	1-High	Nov 2011	Completed	Implemented
1 a.	1	Portal/Student mail	Evaluate options to improve electronic communications with students	1-High		Completed	Decided to implement Google Docs for Education and not a full Portal
1 a.	1	Provide Employee Paycheck pdf format in WebSMART	ITS is exploring using Intellecheck to create paychecks in .pdf format, load them into BDMS using the Index Image Import Wizard and use the new toolkit provided by Sungard to develop the ability to retrieve documents from WebSMART	1-High	Fall 2010	Completed	Implemented
1 c.	3	Rebuild IBM servers	Rebuild LUCY	1-High		Completed	Implemented

1 c.	5	Sky/CSM/CAN	Moved hundreds of staff offices (computers, printers, telephones) into “swing space” during construction of new buildings, then moved them again into permanent locations.	1- High	Jan 2010-Dec 2011	Completed	Project Completed
1 c.	5	Skyline Building 4N	Outfitted entire 3 floor newly constructed building with computers, printers, Digital Signage, Live TV signal, Cell Phone repeaters. Transferred user data from previous computer to new location. Installed 17 Smart Classrooms	1- High	June-Oct 2011	Completed	Project Completed
1 c.	5	Skyline Facilities Maintenance Center	Outfitted new building with technology such as computers, printers, telephones and DISH television service	1- High	Mar 2010	Completed	Project Completed
1 c.	3	Virtualization of Instructional desktop/lab computers	Virtualization of approximately 100 computers at College of San Mateo and 14 at Skyline campus with centralized “image” running from server located in the MPOE. Testing to ensure technology is viable before expanding roll-out across all 3 campuses in areas where the technology is feasible. At CSM, testing is underway in Buildings 9 (Library), 10 (Registration), and 18 (Math Resource Lab). At Skyline, testing in Building 2 (Registration).	1- High	Jan 2010 - ongoing	Completed	Project Completed
1 c.	3	Vista/Office 2007 Upgrade	Upgrade MS-Office and Windows	2-Med		Completed	Implemented
1 a., d.	1	Waitlist	Implement waitlist functionality	1- High	7/2007	Completed	Implemented

1 a.		Warehouse (ODS/EDW)	Evaluate the need for ODS/EDW	3-Low	1st qtr.	Completed	Cost does not justify the need. Continue with local data warehouse
1 a.	1	Web Taylor 8.3	WebTaylor 8.3 will enhance WebSMART's user interface to a Web 2.0 look and feel. ITS will test and determine if it would be a good enhancement for the students.	3-Low	End of 2010	Closed	Decided not to use this option at this point
1 a.	1	Year Round Pell	Year Round Pell	1-High	June 2011	Completed	Implemented
1 c.	3	Oracle 11.g	Database upgrade scheduled for Spring 2012	1-High	Spring 2012	Completed	Implemented
1 a., d.	1	DW -Electronic Student Plan	New project to implement Degree Works SEP functionality	1-High	Spring 2012	Completed	Implemented
1 a., d.	1, 6	Financial Aid BPA Implementation	Implementation of recommendations from BPA (Business Process Analysis) sessions conducted on Oct 2011	1-High	Spring-Summer 2012	Completed	Implemented
1 a.	1	Tuition Payment Plan	Integration between Sallie Mae and Banner contract amounts and payment information	1-High	Fall 2011	Completed	Implemented
1 a.	1	Drop for non-payment	The district will begin dropping students for non-payment. Several exceptions allow students to not be dropped even with a balance: Signed up for payment plan, applied for financial aid, fees are paid by a third party and others.	1-High	Fall 2011	Completed	Implemented

1 a.	3	Credit Card Processor upgrade	A new contract has been signed with Heartland which will provide credit card processing at a lower price	2-Med	Spring 2012	Completed	Implemented
1 a.	3	Cañada Website Redesign	Cañada Website Redesign	2-Med		Completed	Implemented
1 a.	3	Slyline Website Redesign	Slyline Website Redesign	2-Med		Completed	Implemented
1 a.	3	Directory/ITS Support form	Directory/ITS Support form	2-Med		Completed	Implemented
1 c.	5	Cañada Bldg 5/6	Outfitted newly remodeled 3 story buildings with computers, printers, and 12 new Smart Classrooms, including installation of Document Cameras for most classrooms. Installation of Video Wall (consisting of 9 flat panel monitors) and Digital Signage server.	2-Med	January 2012	Completed	Implemented

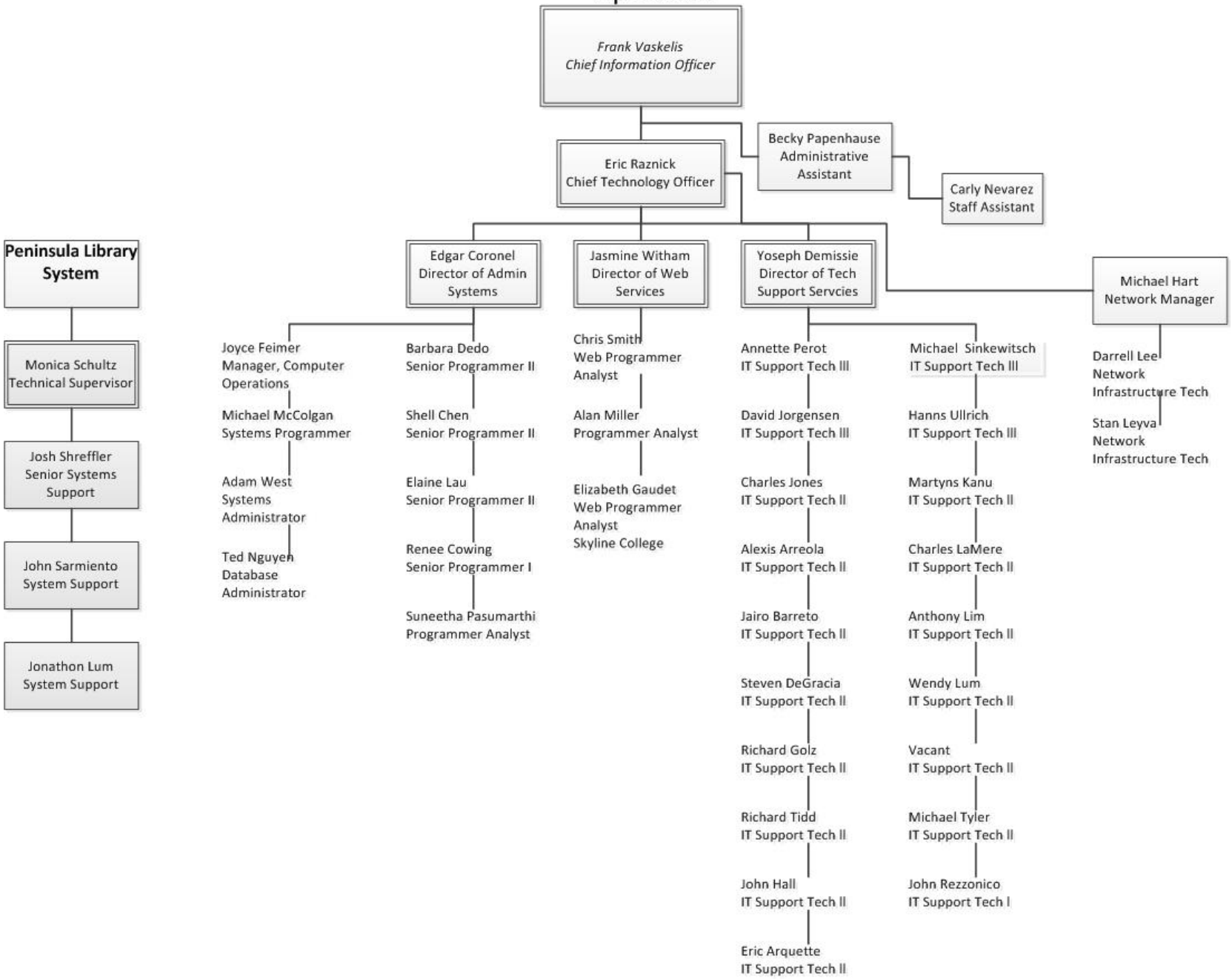
Appendix B – ITS Planned Future Projects

Standard III	IT Goal	Name	Description	Prio-rity	Target Date	Status	Est Effort Level
1 c.	3	Disaster Recovery Upgrade	ITS implemented a DR site at the Cañada College. The site currently hosts backup servers for Banner, Exchange and other services. The project will continue to add server/services and will refine procedures.	1-High	Summer 2012	In-progress	1 – Large
1 a.	1, 3	Single Sign On	The objective is to strengthen user authentication while providing for an easy way to connect users to their various systems such as WebSMART, Email, WebAccess, Sharepoint, Banner, etc.	1-High	Spring 2012	In-progress	1 – Large
1 a., d.	1, 6	Electronic transcript processes and articulation	This project has two parts. 1st need to establish policies and procedures and configure Banner to articulate incoming transfer course work. 2nd need to setup system and procedures to bring transcript	1-High	Fall 2012	New	1 – Large
1 a.	1, 6	Pre-requisites in Degree Works	Degree works provide for a more flexible way of creating rules to check for prerequisites. We will evaluate and see it a change from Banner is feasible.	1-High	Fall 2012	New	1 – Large

1 c.	3	Upgrade to Exchange 2010		2-Med			
1 a.	3	WebAccess 2.0	Upgrade the online schedule of classes	2-Med		New	2 -Med
1 c.	3	SharePoint 2012 Upgrade	SharePoint 2012 Upgrade	2-Med		New	2 -Med
1 a.	1	Banner 9 Upgrade	Plan and prepare for Banner 9 upgrade which will use project Horizon technologies (Groovy on Grails)	2-Med	2013	New	1 – Large
1 a., d.	1, 2, 6	Mobile Applications and Devices	Provide student, faculty and staff with access to services through mobile devices	1-High	2012	In-progress	2 – Med
2.	4	IT Strategic Plan	4-year update of plan	1-High	January 2012	In-progress	2 – Med
1 b.	3	Web tips	Continue to provide quick tips on use of technology	2-Med		In-progress	3 – Small
1 b.	1	Peer Training	Continue training in the M/S Sandbox	2-Med		In-progress	3 – Small
1 b.	1	Informal training for students	Continue to support Counseling and A&R staff for as needed help for students	2-Med		In-progress	3 – Small
1 b.	1	WebAccess tutorials	Support links from student and faculty WebAccess pages	2-Med		In-progress	3 - Small
1 a., c.	3	Enhance System Wide Status Notification	Enhance non-emergency student messaging and incorporate SMS (text) capabilities	2-Med	Spring 2012	New	2 – Med
1 a.	1	Admissions and	A review of internal A&R business processes will be conducted to identify	1-High	March	New	1 – Large

		Records BPA	potential areas for improvement.		2012		
1 c.	3	VoIP – New Phone System	Upgrade phone system	2-Med	tbd	New	1 – Large
1 c.	5	Construction and Design of New IT Building		2-Med	tbd	New	1 – Large
1 c.	3	Equipment Replacement Strategies		2-Med	tbd	New	2 – Med
1a.	1	Intelle-response		2-Med	tbd	New	2 – Med
1a.	1	BOWG-FA	Upgrade to CalB supported version and new web application to make interface more user-friendly to students and to reduce the errors generated due to the use of rate codes.	2-Med	April 2013	In-progress	2 – Med
1a.	1	District Logo and Website	Update district sites with new logo, templates and framework	2-Med	Fall 2013	In-progress	2 – Med
1a. c.	3	Implement Workflow	One of the BPA recommendations was to make better use of this tool to simplify business processes that require automation.	2-Med	Fall 2013	New	2 – Med
1a.	1	New CCCApply	Upgrade to the new system provided by the Chancellor's office which will provide a more user-friendly interface to students at a lower cost.	2-Med	Oct 2013	In-progress	2 – Med
1c.	3	Microsoft 365	This project is about outsourcing faculty and staff email and Sharepoint to the version hosted by MS which will provide for easier upgrades.	2-Med	Fall 2013	In-progress	2 – Med
1a.	1	Web-based student requests for	Need to design an easy-to-use way for students to submit requests for transcripts, graduation, transcript	2-Med	tbd	New	2 – Med

		services	evaluation, etc.				
1a.	1	Degree Works Reporting	Degree Works has provided a wealth of information about student goals and progress towards achieving them. This project is about identifying the types of data that are available and what to do with it.	2-Med	Fall 2013	New	2 – Med
1a.	1	Upgrade Enrollment Dashboard	Convert Hyperion enrollment dashboard to Argos.	1-Low	April 2013	In-progress	2 – Med

SMCCD Information Technology Services

April 2013