

1. Assessment Plan - Four Column



PIE - Administrative Services: IT - Academic Technology Unit

Where We Are Now: Analysis and Summary

2018-19

Contact Person: Ron Bean

Email/Extension: rbean@mtsac.edu/5126

External Conditions, Trends, or Impacts (Student Services): Changes in technology not only force upgrades in hardware and software, but also create training challenges.

Internal Conditions, Trends, or Impacts (Student Services): The growth of the college challenges the staff by having to install and maintain more systems.

The growth of technology challenges the staff to continually learn new applications and new hardware.

Critical Decisions Made by Unit: Staffing levels

Training

Resource management

Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: Maintained thousands of computer systems to ensure that students, faculty, and staff are able to provide efficient, accurate, and timely information.

Notable Achievements for Theme B: To Support Student Access and Success: Assisted with setup and installation of all infrastructure and hardware in Building 16E- the new Equity Center.

Installed more than \$190,000 of instructional technology in Library, Humanities, Natural Sciences, and Tech & Health Divisions.

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: Implemented JAMF software for central management of Apple devices.

Many IT staff members attended training related to JAMF and other technologies.

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: Ron Bean is the IT representative to the Pathways project.

Contributors to the Report: Eric Carpenter, Lee Jones, Sean Truong, Antonio Gallardo, Joe Vasquez, Monica Cantu-Chan, Kate Morales, Dale Vickers

Unit Goals

Resources Needed

Where We Make an Impact: Closing the Loop on Goals and Plans

Classroom Computers - Provide Professors and Students the latest technology in computers needed for quality instruction and learning.

Status: Active

Goal Year(s): 2017-18, 2018-19

Professional Development - Work

In Progress - Provide training to IT

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>toward offering professional development that will provide technology related subject matter experts in each Division.</p> <p>Status: Active</p> <p>Goal Year(s): 2017-18, 2018-19</p>	<p>staff to maintain computers and computer related technology.</p> <p>Describe Plans & Activities Supported (Justification of Need):</p> <p>Virtualization training, (e.g. VMWare). Virtualization is becoming a staple in the technology environment. --\$10,000</p> <p>Project Management training. Creating projects and working within schedules help complete projects on-time and efficiently. --\$5,000.</p> <p>Remote deployment education. --\$3,000</p> <p>Inventory management. --\$2,000</p> <p>Help Desk Software training. --\$5,000</p> <p>Mobile Device Management training. --\$9,000</p> <p>Lead: Ron Bean</p> <p>What would success look like and how would you measure it?:</p> <p>Programs and associated data are presented to the proper audience.</p> <p>Project are completed on-time and within budget.</p> <p>Computers are deployed efficiently with limited IT intervention.</p> <p>Equipment is tracked by location and age.</p> <p>Help Desk requests are logged and analyzed for efficiencies.</p> <p>Type of Request: RESEARCH SUPPORT: Evaluating or researching the impact of your educational intervention (cross sectional, cohort tracking).</p> <p>Planning Unit Priority: Medium</p> <p>One-Time Funding Requested (if</p>	

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

applicable): 25000
Request - Partial Funding Requested
 - Provide training to IT staff to use IT Service Management and Change Management principles.
Describe Plans & Activities
Supported (Justification of Need):
 Information Technology changes rapidly, and IT Service Management (ITSM) uses a continuous improvement cycle to manage existing work while responding to new requirements. ITIL training is approximately \$6000, we would want a couple of trained ITSM experts, and have general ITSM video training for remaining staff.
Lead: Lee Jones
What would success look like and how would you measure it?: IT services would be delivered smoothly and efficiently. Support of new technologies and services would be integrated in an organized and efficient manner.
Type of Request: IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.
Planning Unit Priority: Medium
Documentation Attached?: No

<p>Expert staffing - Maintain qualified, diverse, expert part-time and full-time staff to ensure the best environment for teaching and learning. Status: Active</p>	<p>Report directly on Goal</p> <hr/> <p>Request - Full Funding Requested -</p>	<p>Reporting Year: 2017-18 % Completed: 50 This year we were able to hire a new Manager, Technical Services and an additional Coordinator, Computer Facilities. (05/31/2018)</p>
--	--	---

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

<p>Goal Year(s): 2016-17, 2017-18, 2018-19</p>	<p>Appropriate staff to maintain hardware and software on computers and computer related technologies.</p> <p>Increased expertise for data analysis for data-driven business decisions for providing IT support and services. Currently, the IT department services over 6,000 computers on campus. The industry averages about 1 technician per 200 systems, at this ratio Mt. SAC should have around 30 technicians.</p> <p>Describe Plans & Activities Supported (Justification of Need):</p> <p>Increase staffing levels. Update and create job descriptions to match technology advancements.</p> <p>Streamlining and updating of IT processes to improve efficiency.</p> <p>Increased data on campus assets, past history and forecasting of needs, and planning use of campus resources accordingly.</p> <p>Lead: Ron Bean</p> <p>What would success look like and how would you measure it?: All computer systems are working at their most efficient level. IT Student, Faculty and Staff requests are promptly and properly serviced.</p> <p>Planning Unit Priority: Medium</p> <p>On-Going Funding Requested (if applicable): 200000</p> <p>Request - Full Funding Requested -</p> <p>Appropriate staff to provide customer service to the campus via Help Desk.</p> <p>Describe Plans & Activities Supported (Justification of Need):</p>	
---	--	--

Unit Goals

Resources Needed

Where We Make an Impact: Closing the Loop on Goals and Plans

Increase staff level on Help Desk.
Extend service hours on Fridays.
Provide on-site Help Desk support to events, such as Student Services during enrollment, off campus on site support for non-credit students, Flex Day and CPD Day.

Lead: Lee Jones

What would success look like and how would you measure it?: Faculty and staff would receive timely, direct support, making enrollment easier and increasing student and employee experience. Improvement of services and department involvement.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: High

Documentation Attached?: No

On-Going Funding Requested (if applicable): 100000

Request - Full Funding Requested -

Increase staff for supporting IT service delivery, such as IT consulting, ticketing system and software deployment systems upkeep.

Describe Plans & Activities

Supported (Justification of Need):

Create job description and position to provide support to maintain new IT support systems and make informed, data-driven decisions. Updated computer and software systems require expertise and regular upkeep on an ongoing basis. Position would be supportive and would help management plan and improve services. Maintain Help

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

Desk systems for ticket and support requests, software distribution, and reporting.
Lead: Lee Jones
What would success look like and how would you measure it?: Upkeep, upgrades, and support of Help Desk systems would be brought in-house. IT support services would be customized for the Mt. SAC way and improve IT staff efficiency and both staff and student satisfaction.
Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.
Planning Unit Priority: High
Documentation Attached?: No
On-Going Funding Requested (if applicable): 125000

<p>Equipment and Supplies - Provide the necessary equipment and supplies so that technicians can provide quality service to the campus constituents. Status: Active Goal Year(s): 2017-18, 2018-19 Goal Entered: 05/31/2018</p>	<p>Request - Full Funding Requested - Modern web-based Help Desk portal for staff support requests and technician updates. Describe Plans & Activities Supported (Justification of Need): Allow campus employees to create Help Desk support requests in a modern, intuitive web portal. Automate request routing to streamline request assignments. Enable Help Desk, IT technicians, and A/V support to manage requests from computers and mobile devices with immediate updates to affected users. Automate collection of campus user satisfaction surveys to improve services. Lead: Lee Jones What would success look like and</p>	
--	--	--

how would you measure it?:

Automatic allocation of requests with mobile notification should reduce our first-touch response time. Campus staff would receive faster responses to service requests to classrooms and sites. Reduction of delays by helping users requesting assistance from the correct technical experts.

Type of Request: IT SUPPORT:

Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

Planning Unit Priority: Medium

Documentation Attached?: No

One-Time Funding Requested (if applicable): 70000

On-Going Funding Requested (if applicable): 15000

Request - Full Funding Requested -

Provide tools, equipment, storage space, and office space.

Describe Plans & Activities

Supported (Justification of Need):

To ensure that the technicians have the proper tools and space to do their work.

Lead: Ron Bean

Planning Unit Priority: Medium

On-Going Funding Requested (if applicable): 45000

Request - Full Funding Requested -

IT equipment tracking system and asset management solution.

Describe Plans & Activities

Supported (Justification of Need):

Enable IT to track and monitor IT hardware, software, and licenses to

Unit Goals

Resources Needed

Where We Make an Impact: Closing the Loop on Goals and Plans

respond to known virus attacks and other security vulnerabilities, provide fiscal accountability, and operational security and risk assessment. Track the location and movement of assets within the College campus and associated off-campus sites, ensuring that technology assets are used in accordance with applicable laws, regulations, policies, and standards.

Lead: Lee Jones, Chris Schroeder, Ron Bean

What would success look like and how would you measure it?: Faster responses to vulnerability bulletins. Ability to report on location and history of computers and other assets. Compliance with NIST (National Institute of Standards and Technology) and NVD (National Vulnerability Database) standards and guidance.

Type of Request: IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

Planning Unit Priority: Medium
Documentation Attached?: No
One-Time Funding Requested (if applicable): 80000
On-Going Funding Requested (if applicable): 16000