

# Division Goals Summary



## PIE - Administrative Services: Information Technology Manager

Ongoing/Multi-Year Goal - IT Resources - Evaluate and enhance the effectiveness of IT resources including human, physical and financial resources.

**Goal Year(s):** 2016, 2017, 2018, 2019

<i>Updates on Goals</i>	
<p>IT managers invested significant time in recruiting and interviewing for vacant IT positions. As of June 2018, IT had several vacant programming positions that were not filled due to not finding qualified applicants. IT managers have discussed the problem of recruiting and retaining technical staff at Cabinet and with Human Resources. This will be an ongoing issue for 2018-19.</p> <p>IT managers planned and submitted many budget requests via the New Resource Allocation process to ensure IT initiatives could continue. Items that were funded include training, wifi hardware, Banner 9 hardware, hardware for academic support, and consulting for various projects like mobile application development and Banner 9 forms conversion. IT managers continue to solicit funding needs during their team meetings to ensure staff have the necessary resources to achieve project timelines and goals.</p> <p><b>Reporting Year:</b> 2017-18 <b>% Completed:</b> 25</p>	
<p>IT asks for feedback from all Help Desk users to evaluate the effectiveness of IT resources. Feedback has been lacking for a number of years, so IT will seek out responses from our users.</p> <p><b>Reporting Year:</b> 2016-17 <b>% Completed:</b> 25</p>	<p>: In 2017-18, IT will review feedback from the Help Desk system. Given the number of new implementations planned for 2017-18 such as Banner 9 and O365, it isn't prudent to consider a campus-wide survey until 2018-19. (08/15/2017)</p>

Ongoing/Multi-Year Goal - IT Planning and Implementation - Direct IT planning at the institutional level and provide leadership, partnership and support to divisions and departments within the College to ensure the appropriate implementation and application of technology.

**Goal Year(s):** 2016, 2017, 2018, 2019

<i>Updates on Goals</i>	
<p>IT leadership chairs the College-wide Information Technology Advisory Committee (ITAC) to communicate and solicit input on IT projects and practices.</p> <p>Based on campus feedback, IT implemented an email change from Lotus Notes to O365 in January 2018. The campus is taking advantage of the new O365 tools like OneDrive for cloud storage and Sharepoint for team collaboration.</p> <p><b>Reporting Year:</b> 2017-18 <b>% Completed:</b> 25</p>	
<p>IT has partnered with Student Services to develop and implement a number of APEX designed systems to provide support to our students. In addition, IT has taken a leadership role in educational technology by having support staff imbedded in the Divisions to proactively implement solutions to meet each area's needs.</p> <p><b>Reporting Year:</b> 2016-17 <b>% Completed:</b> 50</p>	<p>: For 2017-18, IT has taken the lead in developing a data driven Student Support System with Student Services and Instruction. This project is an example of IT's proactive leadership to assist the various campus constitutes in assisting our students. (08/15/2017)</p>

Ongoing/Multi-Year Goal - Emerging Technology - Research and evaluate emerging technologies and implement and integrate new technology as appropriate.

**Goal Year(s):** 2016, 2017, 2018, 2019

<i>Updates on Goals</i>	
<p>IT researched and selected JAMF software to manage Apple devices. Implementation will occur in 2018-19.</p> <p>IT is leading a cross-functional team to review and select a student success/support system. This work will continue into 2018-19.</p> <p><b>Reporting Year:</b> 2017-18</p> <p><b>% Completed:</b> 25</p>	
<p>IT extensively researched various storage solutions before choosing the Dell EMC Flash Storage Array. This new storage device will supplement existing storage that is reaching end of life.</p> <p><b>Reporting Year:</b> 2016-17</p> <p><b>% Completed:</b> 25</p>	

Ongoing/Multi-Year Goal - Infrastructure - Manage the physical infrastructure in support of IT, assuring reliability and availability to meet current and future requirements

**Goal Year(s):** 2016, 2017, 2018, 2019

<i>Updates on Goals</i>	
<p>In partnership with the Chancellor’s Office a new 10GB Internet circuit was installed which led to a \$50,000 grant to assist with the cost of the upgrade.</p> <p>Several of IT’s New Resource funding requests were related to upgrading infrastructure including a new storage device and servers for Banner 9, and wireless network upgrades.</p> <p><b>Reporting Year:</b> 2017-18 <b>% Completed:</b> 25</p>	
<p>IT requested New Resource Allocation funding and purchased several new servers. IT also purchased storage hardware to supplement a device that is at end of life. The Security Team continues to monitor the threats to IT infrastructure and proactively respond to potential incidents.</p> <p><b>Reporting Year:</b> 2016-17 <b>% Completed:</b> 25</p>	

Ongoing/Multi-Year Goal - Academic Support - Utilize educational technology to provide faculty more flexibility in the method of delivery of instruction and instructional material.

**Goal Year(s):** 2016, 2017, 2018, 2019

<i>Updates on Goals</i>	
<p>The Academic Technology Support Team, with the support of and funding from Instruction, purchased more than \$150,000 of academic technology that was installed in labs and classrooms. Specifically, 199 computers were installed across 41 classrooms in five divisions. Throughout 2017-18, the Academic Technology Team assisted with installing classroom and lab equipment in the new Business Buildings. New Resource funding allowed IT to purchase four new servers to allow better access to data files used in the classroom and labs for Music, Humanities, the Writing Center, and the Library Learning lab.</p> <p>IT, in partnership with Student Services, implemented Carnium Café which allows for students to schedule online appointments and connect electronically via video with a counselor.</p> <p>IT also supported the OEI (Online Education Initiative) project which was ultimately put on hold by the System Office.</p> <p><b>Reporting Year:</b> 2017-18  <b>% Completed:</b> 50</p>	
<p>The Academic Technology Support Team purchased \$250,000 of academic technology that was installed in labs and classrooms. The majority of funds supported the Arts and Humanities Divisions with the purchase of Apple computers to replace classroom and lab machines. Additionally, the Academic Support Team deployed more than 75 new computers to faculty members as part of the five year computer replacement program.</p> <p>The Academic Support manager is a member of the OEI (Online Education Initiative) planning team to coordinate the technical aspects of the use of the Canvas online course management system</p> <p><b>Reporting Year:</b> 2016-17  <b>% Completed:</b> 25</p>	

Ongoing/Multi-Year Goal - Customer Service - Strive to ensure customer satisfaction with IT services by providing excellent tools and mechanisms for customer feedback.

**Goal Year(s):** 2016, 2017, 2018, 2019

<i>Updates on Goals</i>	
<p>IT is exploring options for customer feedback as part of the new Help Desk system development and deployment project. The existing systems contacts users who have created a ticket within the system soliciting their feedback upon completion.</p> <p><b>Reporting Year:</b> 2017-18</p> <p><b>% Completed:</b> 25</p>	

Ongoing/Multi-Year Goal - Training - Create cross training and job sharing opportunities within IT. Support IT staff with relevant technical training and conference opportunities.

**Goal Year(s):** 2016, 2017, 2018, 2019

<i>Updates on Goals</i>	
<p>As part of IT advanced planning initiatives, the Enterprise Application Systems team received training on Banner 9 technology platforms from a contracted professional expert.</p> <p>All IT staff were encouraged to identify their training needs and develop a training plan with their manager, as appropriate. These plans were funded throughout the year with IT and Professional Development budgets. Ultimately, IT sent 29 staff and managers to 24 different technology conference and training events. Additionally, IT staff presented at Faculty FlexDay and Classified Professional Day, and Management staff meetings on topics like Information Security and Banner 9. For 2018-19, IT managers will continue to request training funds and support staff in their desire to maintain and build their skill sets to match College needs.</p> <p>IT managers continue to promote cross-training among team members to avoid silos of skillsets and information. Major technology processes are documented in a shared repository for team members to refer to, when necessary. The cross-training and documentation initiatives will continue into 2018-19.</p> <p><b>Reporting Year:</b> 2017-18  <b>% Completed:</b> 75</p>	
<p>As part of IT advanced planning initiatives, Antonio Bangloy scheduled JAVA training for IT programmers with an existing Mt. SAC instructor. This was a significant cost savings versus utilizing a commercial training company.</p> <p>All IT staff were asked for their training needs and developed a training plan with their manager, as appropriate. These plans were funded throughout the year and ultimately IT sent almost 50 staff members to their requested training classes.</p> <p><b>Reporting Year:</b> 2016-17  <b>% Completed:</b> 25</p>	<p>: IT staff are becoming well prepared for the implementation and support of Banner 9.</p> <p>IT Management recognizes the value of supporting and funding training opportunities. (08/15/2017)</p>