

Division Goals Summary



PIE - Administrative Services: Technical Services Manager

Ongoing/Multi-Year Goal - Provide Outstanding Support Services: Customers will be satisfied with the scope, timeliness and cost effectiveness of support services offered by the Departments of the Technical Services Division; Event Services, Audio Visual Services, Broadcast Services and Performing Arts Operations. The Technical Services Department will be a performance oriented department.

Goal Year(s): 2018

<i>Updates on Goals</i>	
Additional classified staffing is required to provide adequate customer support in the Audio-Visual services department. Reporting Year: 2017-18 % Completed: 75	

Ongoing/Multi-Year Goal - Advance Appropriate Use of Technology: The Technical Services Division will be an advocate for the appropriate applications of technology for enhancing and advancing support for the services that we provide to the College Community and External Clients. The Division will strive to maintain our internal technology to current instructional and industry standards.

Goal Year(s): 2018

<i>Updates on Goals</i>	
Due to funding constraints, the majority of our Broadcast infrastructure within our studio and master control rooms remains in the obsolete, analog, standard definition world, rendering most of these facilities unuseable. Reporting Year: 2017-18 % Completed: 50	

Ongoing/Multi-Year Goal - Maintain Technology Resources to Current Standards: Upgrade and replace existing technical sub-systems in Broadcast Services, Audio-Visual Services and Performing Arts Operations to keep abreast with technology changes and avoid age related failures.

Goal Year(s): 2018

<i>Updates on Goals</i>	
<p>Due to funding constraints, our replacement program is beginning to lag behind the need to replace broken and obsolete equipment. This is especially true in the Audio-Visual area, where many classrooms are now multiple generations behind in AV Technology.</p> <p>Reporting Year: 2017-18</p> <p>% Completed: 25</p>	

Ongoing/Multi-Year Goal - Apply Appropriate Technology to Enhance Campus Safety and Security: The Technical Services Division will apply appropriate technology to enhance the safety of the campus community using emergency alert systems to provide appropriate notifications using audio and video and computer based signaling to alert the campus to all types of emergencies and video observation technology to enhance safety and asset protection.

Goal Year(s): 2018

<i>Updates on Goals</i>	
<p>We have made some progress in defining the full scope of the Alertus system implementation for the campus. The BCT complex has the first full implementation of this system, providing visual and audible alerts throughout the complex. This model will be rolled forward and deployed in the Performing Arts Complex next.</p> <p>We are currently working on an approach to central management of all the video cameras on campus, providing the campus police department with full access to all network attached camera systems on campus.</p> <p>We are also working on upgrading the radio transmission facilities on Reservoir Hill by installing a transmitter building at the base of the current Monopole tower while also developing plans to replace the tower with an open frame truss tower that is needed to provide more antenna mounting area. Once the transmitter building is in place, we will be able to install additional digital repeaters to provide more channels for two way radio communication on campus.</p> <p>Reporting Year: 2017-18 % Completed: 50</p>	