Section 1 and 3 - Analysis of Unit PIE & Updates on Goals

PIE - Administrative Services: Information Technology Manager

---

2020-21

Contact Person: Anthony Moore
Email/Extension: Ext. 4374
Division Mission Statement: The Information Technology (IT) team provides service and support to the students, faculty, and staff of Mt. San Antonio College by providing leadership in the implementation, integration, application, delivery, and support of information and instructional technologies. The IT team is committed to efficiently and effectively managing communication, academic and administrative computing, network services, web services, and related information resources that support and enhance teaching, learning, community development, and public service at the College.

Analysis of conditions and resulting plans, activities, resources, progress and critical decisions.: IT was very active during the last year.   The COVID pandemic required adjustments in how we operated and how we provided customer service to staff, faculty, and students. We expanded our support to students by opening a dedicated tech support line, implementing VPN and Zoom technology for providing remote support, and expanding the laptop loaner program to well over 5,300 laptops, 3,600 hotspots, and 250 iPad.   We increased the scope of computers and application virtualization within the Business Division.   In addition to customer support expansion we continued to provide upgrades to critical systems and implement new systems as well. Major upgrades were made to Banner and DegreeWorks while new systems implemented include: EAB Navigate, Advantage Design, and Chrome River.

The IT Department was impacted by the difficulty in recruiting staff especially in several IT classified positions like Senior Systems Analyst/Programmer and Data Engineer positions. This impacts the number of projects IT staff are able to support during a given time period. IT is continuing to work with HR and established College processes for job description changes and possible compensation recommendations. As IT looks forward to 2021-22, additional staffing will be required to continue to support campus IT operations, manage and complete projects, and support new programs like the SSLP.

In the coming year, IT will continue to provide excellent customer service to students, faculty, and staff. There are several upgrades planned to many of our critical systems. We will continue to strive for operational excellence within the IT department with the creation of key processes around Change Management and Project Implementation. The planned implementation of a new Service Desk system will provide valuable feedback and survey data that will be used to train staff and enhance the customer service experience.

IT strives to maintain a five-year computer replacement cycle. In addition to computers, IT infrastructure must be maintained including wiring, servers, switches, security appliances, and Voice over IP infrastructure. All of these projects include partnering with the Facilities Planning & Management Team, developing a five-year forecasting plan, and ongoing funding. IT's new Service Desk system will provide the data and inventory tracking to make true replacement planning possible.