Evidence dated 8/27-10/05/2018
Interview and Survey Questions

District Technology Advisory Committee Technology Survey - September 2018

Cambridge West Partnership has been engaged to assist State Center Community College District (SCCCD) in a comprehensive review of internal processes, governance structures, communication, as well as the use of existing technology, new technology needs, and how SCCCD plans and adjusts for current and future available resources.

In order to accomplish this review your input is needed. This survey which is composed of open-ended questions, will assist in collecting the needed information to complete the review. It will take approximately 10-15 minutes to complete and disclosing your identity is not required. Specific results will not be shared, only aggregate findings will be disclosed.

Thank You for taking time to complete the survey by September 20, 2018!

What are the key items that should be included in a Technology Plan for the District?

How secure do you feel SCCCD systems are?

What system vulnerabilities concern you the most?

How does I.T. Governance work at SCCCD? Is it effective?

How sufficient is I.T. support at the District?

What is the current I.T. structure District-wide? Is it effective?

What are campus I.T. responsibilities versus District I.T. responsibilities? Does this division of responsibility work well? How might it be changed or improved to meet the needs of the District, if at all?

How do you or your department obtain needed resources?

How does the District prioritize I.T. projects?

What is the decision-making process for requesting I.T. projects for computer needs?

What policies/procedures/standards does I.T. currently have in place at the District and/or campus?

What I.T. policies/procedures/standards are needed, if any?

How well do District systems work for students?

How well do District systems work for staff?

What specific systems work well for students and/or staff?

What specific systems do not work well for students and/or staff?

What new systems are needed for students and/or staff?

How well prepared are District systems for a disaster or failure?

Please add any general comments you wish to make.

Based on your responses to the previous questions, Cambridge West might like to follow-up with you for clarification or additional explanation. If you are willing to be contacted for additional discussion please provide your name and email address.

Evidence dated 8/27-10/05/2018
Matrix of Survey/Interview Results

Interview and Survey Analysis-Final

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Key Items Needed in District Technology Plan I. If Project List assessed, prioritized, managed and communicated; software evaluation process documented; clear goals; who screams the loudest gets projects done; IT says "Yes" to everything 2. Organizational review and staffing analysis; roles and responsibilities between campus and district defined; review of job descriptions and required skills, why not centralized management; need at ClO; succession planning 5. 3. Policies/procedures/guidelines/standards need to be reviewed, documented, standardized across District, agreed too and followed; currently based on personal integrity; construction standards; drone policy 4. Security planning and assessment, standards and proper staffing; mitigate risks i.e. Active Directory; consider a Security Officer 5. IT Governance needs to be reviewed, strengthened, clarified, documented; constituents not getting information about issues and decisions; clarify role of DTAC; each campus does their own thing; need a ClO to represent the department susue of the property fusions continuity planning; safety of data centers; fire suppression 5. Review, clarify, document and enhance technology decision-making process 1. Or Disater recovery/business continuity planning; safety of data centers; fire suppression 5. If departments unable to meet demand; result in end arounds or duplicate systems; IT departments not working together; no incentive to coordinate; IT (campus and District) not involved from beginning 10. Training on systems and security for users; technical staff in need of more training; cross training of technical staff; training for new employees 11. Better communications across the District; improved emergency communications; outage notifications 12. Systems portfolio analysis; how will we sustain all systems; eliminate duplication; ensure continued operation; itensing needs reviewed 13. Assesse equipment (network, servers, storage, A/V etc.); replacement planning; performance improvement; Wi-Fi is not working w	State Center Community College District	
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36. Inadequate work space for technical staff 1	36. Inadequate work space for technical staff	1