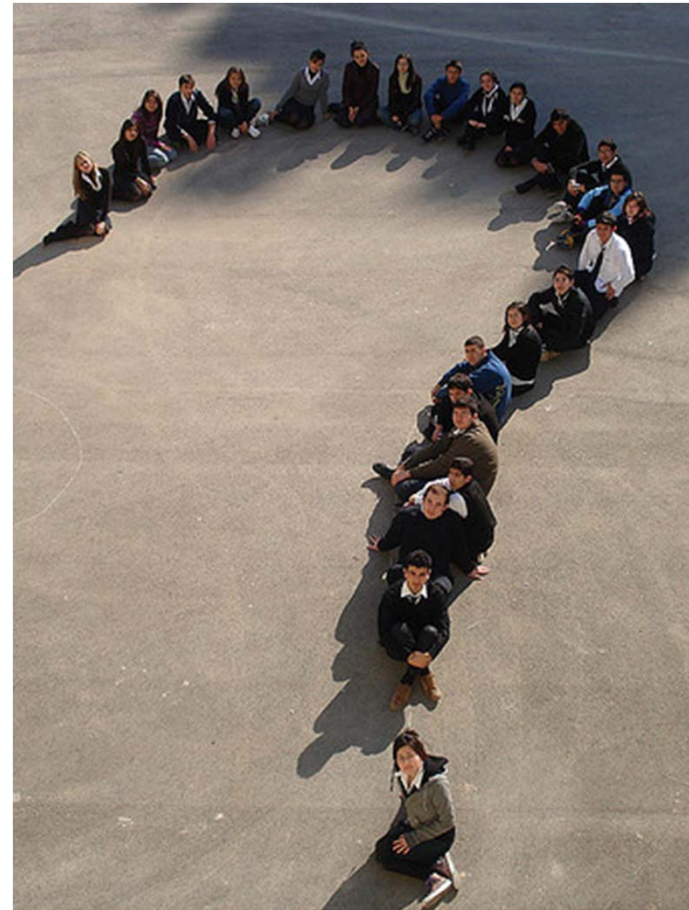



Information Technology Assessment Review

Presented to the Board of the
State Center Community College District

What we saw and heard

- High degree of participation
- High level of commitment to the institutions and students
- Concern about resources
- Desire to see results





Assessment against
Distinctive Higher
Education IT Practices

Community College Technology Best Practice Snapshot

- Mature technology governance
 - Seasoned executive-level leadership
 - Integrated administrative system with a continuous process improvement approach
 - Documented policies and procedures reflecting compliance and system utilization
 - Widely adopted course management system
 - Regular, predictable, funded life cycle replacement strategy
-

Community College Technology Best Practice Snapshot

- Robust, stable, secured network environment
- Integrated email and calendaring systems, for faculty, staff and students
- Consistent backup and recovery
- Data security
- Solid technology plans with budgetary support



Specific Opportunities for Improvement

- Challenges with governance and overall decision-making
 - Lack of planning, including project management
 - Disconnect between Datatel users and technical support
 - Inconsistent life cycle replacement
 - Low adoption of course management system
 - Unreliable wireless network
-

SCCCD Technology Snapshot

- Network vulnerable to intrusion
- Network saturation at Reedley College
- Disorganized and inconsistent delivery of services
- Multiple security issues
- Inadequate leveraging of prior technology investments
- Significant lack of technology leadership and vision



The Challenge

State Center District

Fresno City
College

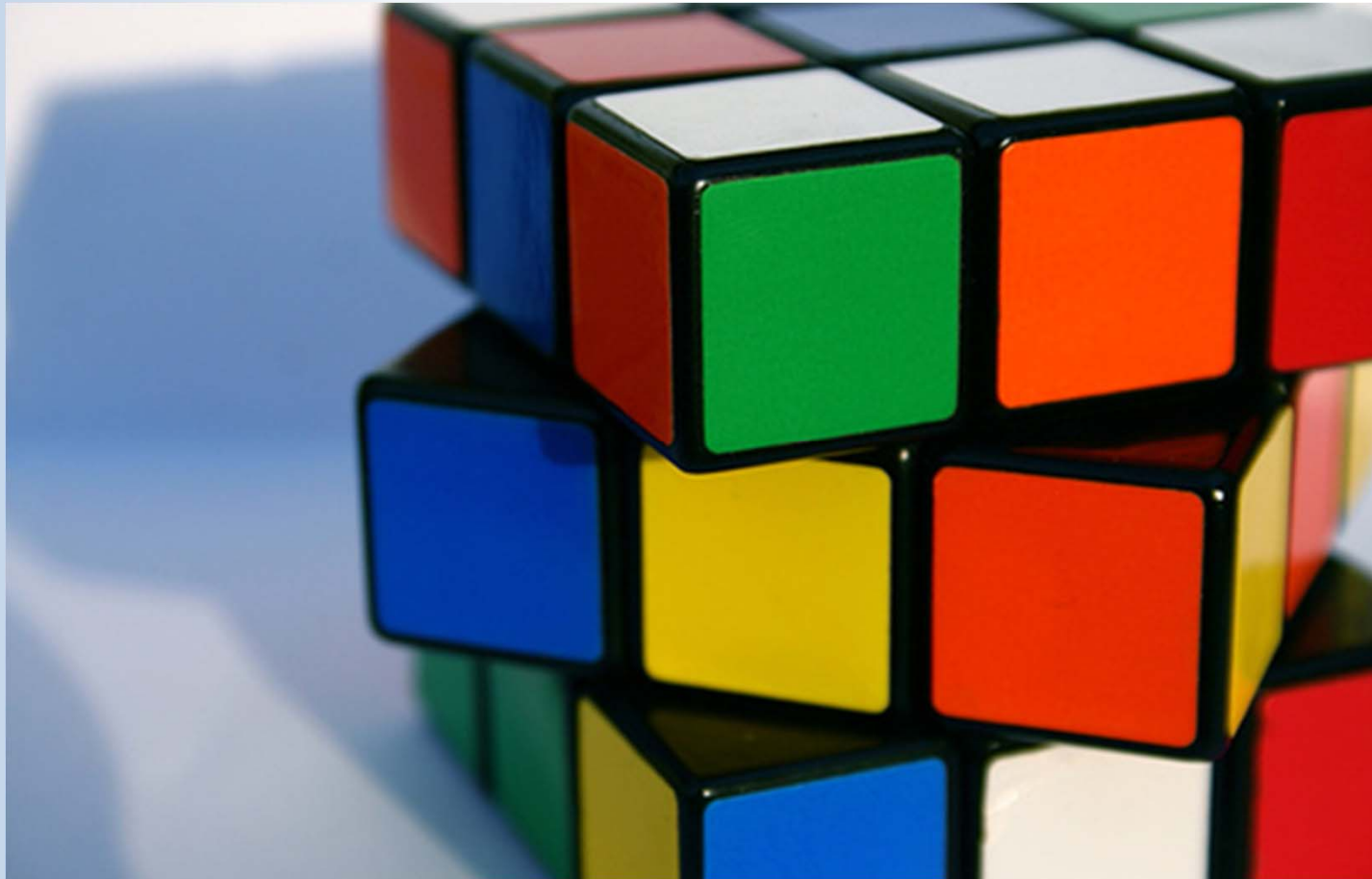
Reedley
College

Oakhurst
Center

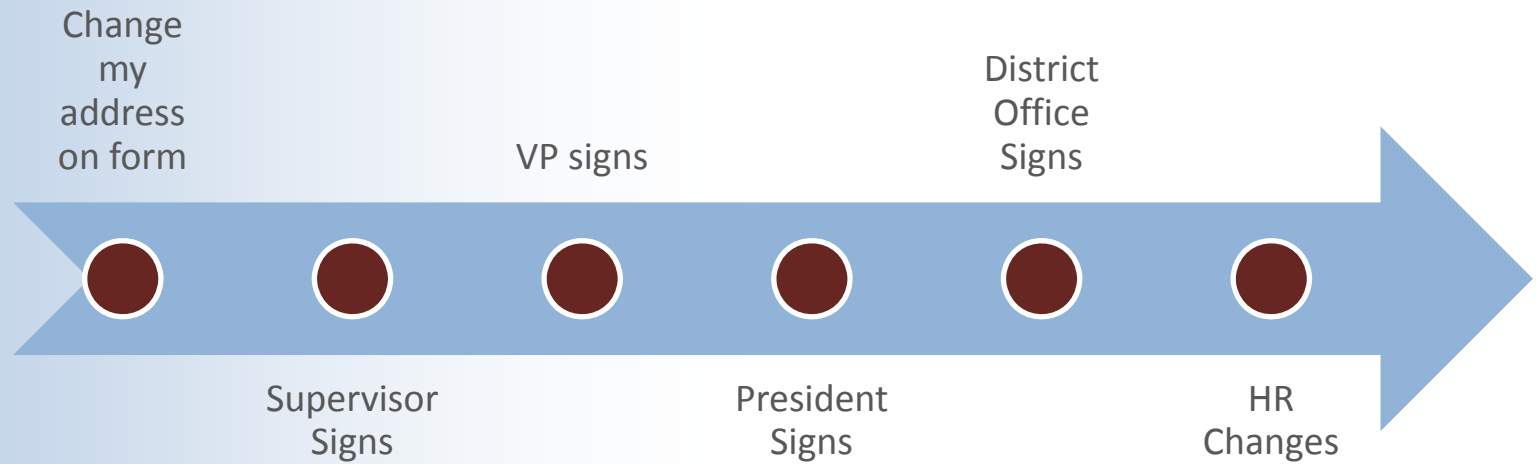
Madera
Center

Willow
International

The Opportunity

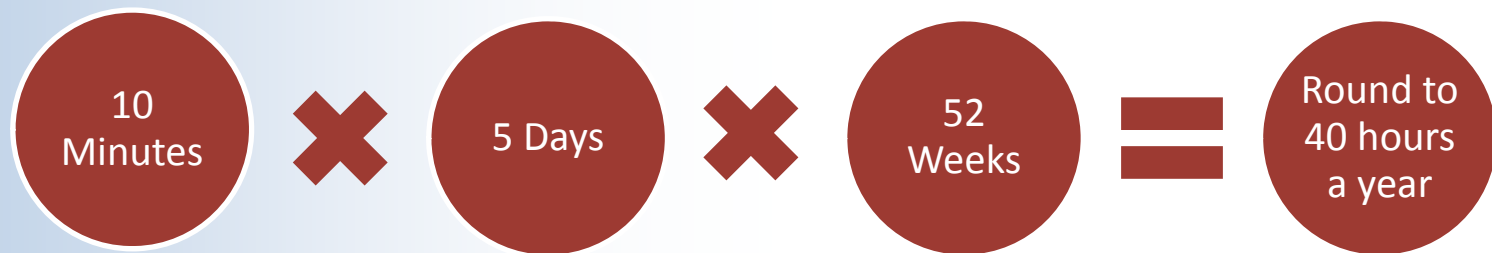


For Example: The Magic Form, Part 1



Six Week Turnaround

The Magic Form, Part 2 HR Cost



The Magic Form Alternative



I want to
change my
address

Logon to
Web Advisor
and do it

The Path



**Senior Executive Leadership
Multi-year Plan
Resource Management Plan
Governance
Execution**

Senior Executive Leadership

- The District requires a seasoned, executive-level Chief Information Office reporting to the Chancellor



Comprehensive, Technology Planning

- Strategic Plan for Technology
 - Aligns with and supports the strategic plan
 - Sets tone and direction
- Tactical Technology Plan
 - Operationalizes the strategic technology plan and allows for detailed budgeting over multiple (3-5) years
- Disaster Recovery and Business Continuity Plans
- Comprehensive Information and Data Security Plan
 - Addresses federal, state and industry standards for data security

Resource Management

Human

- **Improvements in technology resource allocation**
 - Common IT help desk with common dispatch
 - Common help desk system
 - Tiered support model
 - Staff professional development and cross-training

Financial

- **Financial resource allocation can be improved**
 - District-wide technology plan, including budget plan
 - Common systems leveraged across the district
 - Complete and thorough inventory of all equipment, with aging analysis
 - Funded and transparent life cycle management

Governance

- Aligns with the strategic direction of the institution
 - Fair and open debate of IT policy and procedure
 - Deficiencies are transparent and resolved in an open and collaborative forum
 - Colleges have appropriate input into technology strategy
 - Staff receives guidance and direction on priorities
 - Process for decision making on product acquisition and adoption
 - Instructional technology/classroom configuration issues are addressed in a manner that conforms with the academic schedule and requirements

Execution through Best Practices Support Model

District-wide Processes

Shared by all colleges and centers

Resource Optimization

Hardware & software standards
 Inventory management
 Life cycle management

Shared Services

Identity management & access
 Knowledge base
 Help Desk



Stages of Improvement

Remediation & Change

- Technology leadership
- Technology plans
- Consolidated systems
- Help Desk reconfiguration
- Network review
- Data security audit
- PCI compliance audit
- PII audit

Stabilization

- System maintenance
- Leverage investments
- Process improvement
- Ubiquitous availability of services

Moving Forward

- Improved student experience
- Enhanced service delivery
- Secure platform
- Continued application of evolving best practices



Discussion