Below is the consolidated list of feedback received regarding the *SCCCD District-wide Technology Plan 2019-2020* and responses to the feedback. This is presented in original page number order with General comments which are not associated with any particular pages presented at the beginning.

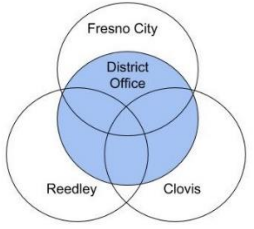| Initial Draft Page	Final Draft Page	Comment/Issue/Concern	Response
General	General	Currently, TSS at FCC installs computers, moves computers and fixes hardware/wireless/connection issues. There is very little software support on campus, and no one to help create efficiencies/queries within Ellucian for specialized data reports the various programs need.	This is good feedback and directly aligns with two Key Items identified during the interviews, surveys and Technology Planning Summit. This concern was incorporated into two Themes including "Optimization of Technology" (Item 20) and "Effective Communications/Training (Item 10 & 17) developed at the Technology Planning Summit. This resulted in plan goals 7.a, 8.a and 8.b. Specific initiatives 7.a.1, 8.a.2, 8.b.1 and 8.b.2. are designed to address the need for more training and assistance with systems.
General	General	As we move towards performance-based funding, the need for data integrity and accurate reporting within the system becomes extremely important.	Agreed. This was identified at the Technology Planning Summit and resulted in goal 5.a "Ensure integrity/security of electronic systems and confidential data" and several related initiatives to address this concern.
General	General	"Faculty" mentioned only three times in entire document. It is not clear what the role of faculty is. Perhaps the definition of "Responsible Party" could be expanded or reworded to clearly include consultation with faculty, classified professionals, and students as appropriate. Although I am not sure that this would be good enough. Faculty need to play a keep role in areas involving curriculum, for example.	Great suggestion! Added to the description of Responsible Party. This addition implies that the appropriate parties be consulted by the Responsible Party in carrying out each initiative.
General	General	There's a section to "Support Instruction" but there isn't a section to support student services.	In the plan there is not a specific section regarding the support for Student Services. However, under the Strategic Themes of "Effective Planning" and "Optimization of Technology" the IT Project List is identified in Initiatives 2.a.1, 2.a.2, 8.b.1 and 8.b.2. The IT Project List currently includes many student services projects along with support for other areas across the District.
General	25	I don't see in the plan how to resolve issues like the Starfish/Elumen issue. Initiative 8.c.1 regarding electronic student educational planning system: Starfish	Subsequent to the draft of the plan being released the decision to use Starfish Districtwide was adopted. Therefore, this initiative is completed and so noted in the plan.

General	General	Regarding Strategic Theme #1: Instruction Goal 1a: District has already adopted a curriculum management system, and an SLO and Program Review system with the purchase of eLumen. Not sure what the target date of Spring 2020 is for. 1.a: Is this eLumen?	After the Technology Planning Summit, where there was not universal agreement on a system for Curriculum Management, the decision was made to use eLumen District-wide. Therefore, this item is completed and removed from the plan.
General	General	Given Guided Pathways: shouldn't there be a goal(s) regarding future software needs districtwide – particularly around educational plans and CCC Apply	This is certainly a topic that was discussed during the interviews, surveys and the Technology Planning Summit. This discussion resulted in the Theme of "Optimization of Technology" and Goals 8.a, 8.b and 8.c. to address future software needs.
General	General	Shouldn't there be a goal somewhere about replacing Blackboard for committees	This came up in discussion during the interviews, surveys and Technology Planning Summit. At the Summit it was noted that this is in progress. However, under the Strategic Themes of "Effective Planning" and "Optimization of Technology" the IT Project List is identified in Initiatives 2.a.1, 2.a.2, 8.b.1 and 8.b.2. The IT Project List currently includes this item.
General	General	While I am in agreement with many of the goals and accompanying initiatives, I'm concerned about the target completion dates. Many of these are as early as this spring. Is this really feasible?	This is a very good point and one that has been discussed. The plan was drafted in Fall 2018 and it was originally hoped that it would be approved much earlier in Spring 2019. The Spring 2019 Target Completion dates will all be adjusted to reflect this change. Note that some initiatives are already in progress so those will remain as Spring 2019. An example is the District Services Administrative Unit Review process required for the accreditation response.
General	General	Thank you for your work on the District technology plan. I do not have concerns but want to indicate appreciation and awareness of the work on this project.	Thank You!
General	General	The ALOs are asking that we add verbiage in the DWTP that shows how the Tech plan informs the APR and Technology Acquisition Process (TAP), etc. They said, 'how the DWTP informs future planning…how it is updated each year as the cycles conclude….' Could you add verbiage and a visual?	A section will be added to describe the relationship of the plan to the District Services Administrative Unit Review processes.
General	General	The document has a lot of context switching from District IT plans and District-wide IT.	Good catch! The document will be updated to say "District IS" when referring to the District Information Services department and "Campus IT" when referring to the campus Information Technology departments.

General	General	Document does not help clearly delineate Campus and DO IT functions.	Thank you for noting this. This directly aligns with a Key Item identified during the interviews and surveys. This concern was incorporated into the Theme "Adequate Staff and Resources" (Item 2) which were developed at the Technology Planning Summit. This resulted in plan goal 6.b. and Initiative 6.b.1 which is designed to clarify the roles and responsibilities of the District IT and Campus IS staff and Initiative 6.b.2 which is to communicate the roles and responsibilities District-wide.
3	All	pp. 3-5; 7-20 Insofar as information about plan development is needed, and I don't see that it is, it should be in an appendix. In general, it seems to me, that what is not part of the plan should not be part of the plan but should be in an appendix as supplementary information or what have you. Pp.21-42 contain the actual plan, so I think they're the only pages that should be in this document. pp.21-42 contain the actual plan, so I think they're the only pages that should be in this document.	The plan was presented for review and input in this chronological format so that it would be easy for the reader to understand the environment analysis and the development process used to create the plan. Once all the feedback is incorporated, the final plan will move these sections to the Appendix.
3	3	Delete as redundant from the first paragraph "The SCCCD *Technology Plan 2019-2022* is designed to be those technology themes, goals and initiatives that the campuses and District will work collaboratively together to accomplish. "	Great point. Will be deleted.
3	4	Paragraph 2, Sentence 2: This statement conflicts with the statement in Page 6 Para 1 Sent. 3	Understood. A more appropriate word "inter-related" is used to replace integrated. This is a more accurate description of how the campus and District plans are related.
4	29	Revise this section to: Additionally, the Fresno City College offers short-term technical programs at its Career and Technology Center and the District offers occupational training through the Training Institute. The District is in the process of developing four new College Centers; the New Career and Technology Center, First Responder Center, the West Fresno Center, and the New Oakhurst Center. The West Fresno Center and the New Oakhurst Center will replace existing centers (CTC and Oakhurst respectively) at new larger sites allowing for growth and expansion. Last Paragraph: It seems odd that the centers are discussed under the context of SCCCD instead of their respective colleges.	Thank you for the clarification. This will be revised for clarity of the relationship between the centers and the colleges.

4	4	This sentence doesn't make sense ". Alignment of people through collaboration and efficient and appropriate business processes leading to the selection and use of technology tools is the foundation of the technology plan."	This is an excerpt of the work done by Professor Harold Leavitt and expanded by Gartner. For clarification the sentence will be re-ordered.
4	4	Revise this sentence to the following: This document presents an overview of people, process and technology that will be used to align planning with District and campus priorities as well as the mission, values, and goals of the District in executing common District-wide initiatives, priorities, and projects.	Well said. This sentence will be used.
5	29	First Paragraph: Is the District developing four new college centers or again, the respective colleges developing the centers? There are four listed, you may want to refer to the planning documentation (Ed Master Plan, Bond Planning, etc.) that indicates where this planning is occurring.	This section has been revised to clarify the relationship between the centers and the colleges.
5	4/5	Second Paragraph: Is it customary to use two frameworks in planning? Page 3 indicates the "People, Process, Technology" framework and this paragraph indicates the framework is the "same used for the SCCCD District Strategic Plan 2017-2020".	Good point. Will change the word from framework to basis with regards to the Mission, Vision, Values and Goals. People, Process, Technology is the framework. The basis for the plans is the District Mission, Vision, Values and Goals.
5	4	Paragraph 1, Sentence 1: Mentions 2017-2020 plan but I saw no evaluation of 2017-2020 plans status or review of success. Did the 2017-2020 task get completed, did they have a positive impact?	The 2017-2020 plan mentioned is the *District Strategic Plan 2017-2020* which sets the Mission, Vision, Values and Goals which are used in the development of the new SCCCD Technology Plan. The Strategic Plan is still in progress until 2020. It is reviewed, and the results presented to the Board annually.
6	5	Goals: there is now a fourth goal	As of now a fourth goal is proposed. It is currently going through the constituent review process and is scheduled to be presented to the Board of Trustees in May. Therefore, this will need to be addressed in the annual review of the technology plan next year.
6	6	Graphic: Seems to indicate there are plans at the District level that do not support the needs of the campuses. Suggest something more like this to emphasis the DO IT functions are oriented on satisfying campus needs	A new version of the graphic incorporating these suggestions has replaced the original graphic.

		Regarding the graphic: SCCCD Plans should either encompass the 3 colleges or better yet be the oversight above the 3 college circles. It is not equal to the colleges.	
7	30/31	It seems odd that the Reedley College goals include an introductory paragraph and the other colleges do not have an introductory paragraph. Reedley/Madera/Oakhurst's goals are accompanied by a paragraph of narrative. Neither Fresno nor Clovis has this narrative. Either show all college goals as a table or include narrative with all of them	The goals that are presented here are exactly as they were presented in the respective college technology plans (with specific campus initiatives removed) with numbering added to facilitate the analysis done is the subsequent section of the District-wide Technology Plan document. Clovis had a one sentence introduction, Reedley had a paragraph of introduction, and Fresno had no introductory paragraph. To be consistent these introductions will be removed.
9	32	State Center Community College District Governance Structure diagram: the Reedley/Madera/Oakhurst IT Department is repeated. It should reflect all three colleges. In the flow chart, Reedley/Madera/Oakhurst IT Department is shown three times. Where are FCC and CCC? Is there a copy/paste error on pg. 10? Reedley is listed three times, and I think there might have been the intent to have each college represented in the schematic? The colleges are not listed, only Reedley/Madera/Oakhurst. Centers should be placed below their respective colleges	Thank you to all who pointed out this error. This was a copy and paste error and has been corrected!
9	32	Text below says "the committees" but only one committee is shown on graphic. DTAC.	Good catch. Thank you this will be changed.
9	32	DTAC is not a functional "Policy and Planning Activity". Many of the people in DTAC are also heavily on the Operational Activity side so thinking about a structure that recognizes strategy, tactics, and operations are all the same people and multiplying the overhead of IT governance for them would be more efficient	This is a good observation. Often the operational staff are invited to work on strategy committees. The DTAC does not meet often enough to make day-to-day operational decisions so this results in frustration which was expressed during the interviews, surveys and at the Technology Planning Summit. To address this concern the plan contains a Strategic Theme #6 of "Effective Governance and Decision-making" with Goal 6.a

				"Strengthen IT Governance" and Initiatives 6.a.1, 6.a.2, 6.a.3, and 6.a.4.
9	32	Listing out member positions for the groups would allow evaluation of appropriateness and level of constituent engagement in IT governance		This is a great point. The plan contains a Strategic Theme #6 of "Effective Governance and Decision-making" with Goal 6.a "Strengthen IT Governance" and Initiatives 6.a.1, 6.a.2, 6.a.3, and 6.a.4. As part of the work done during the execution of these Initiatives this should be done and evaluated. This will be shared with the Responsible Party for those Initiatives.
9	32	Regarding the graphic: - IT Leadership and District IT Director don't seem to be in proper alignment; should be more of a hierarchy with clear delineation of who is involved in "IT Leadership" (call out positions) - District TAC should have constituency groups listed under it…not clear who is involved.		See answers above and the revised graphic.
10	33	Paragraph 1, Sentence 2: This listing of campus IT department supported services is very light and does not include the following: - LAN support - Specialized computer driven equipment - Local web and client/server applications - Databases - Virtualization - Data center operations - VDI - Student/employee helpdesk		Thank you for expanding on this list and these will be added.
10	33	Email and user support bullets are shared functions with the campus IT group at FCC		This is correct. The preamble includes the statement "…the IS Department helps the campuses/centers with their efforts in all these areas:" indicating that these are shared functions.
10	33	Suggested changes/comments to this page: - Above this group was called District IT vs. IS here - Such as…put the list here or put 'see below' - Need to make sure we have enough storage for student/faculty file exchange within Canvas - Where are websites being put in this discussion, here? Need to make sure we have website and ADA compliance staff support		Very good suggestions. Here is what changed: - Changed to IS throughout the document when referring to the District and IT when referring to the campus technology staff - Added list of campus functions provided – see above - Storage space planning will be addressed in plan Initiative 2.b.1 - Websites added to campus list

		• Need to make sure we have enough personnel to support transition to Share Point • Should have email set up be auto-generated through Colleague vs. manual set up • Wifi needs to be addressed in more detail here to ensure that we have a proper level of service for faculty, staff, and students • Regarding "State Reporting": Is this MIS/320 Reports, or others? • Regarding "Purchasing": The support is not enough for all campuses/centers • Regarding "Human Resources Management": The support is not enough, needs to be fully integrated with PeopleAdmin and/or NeoGov with accurate reports and hiring flow and approvals	• Personnel needs to support systems will be addressed in plan Initiatives 3.a.1 and 3.b.1 • Email issues will be addressed in plan Initiatives 5.a.3, 8.a.2 and 8.b.2 • Wifi will be addressed in plan Initiative 2.b.1 • State reporting is inclusive of MIS, 320, IPEDS, etc. • Purchasing will be addressed in plan Initiative 9.a.2 • Human Resource Management will be addressed in plan Initiatives 8.a.1, 8.a.2, 8.b.1, 8.b.2
11	34	Regarding ACCJC District Recommendation #3 "…implement ad administrative program review process to inform District planning efforts for technology.": • District TAC should be providing details on this, but rarely meets and does not have adequate representation from all of the campuses/centers.	The work to be done to address this recommendation is identified as a plan Initiative in 3.b.1. The work on this has already begun with the approval of a process and form for the District Services Administrative Unit Review process. District IS is completing this process and form for the 2018-19 year as a pilot. The Accreditation Liaison Officers are aware of this work and will be incorporating into their report. As for the concern about the DTAC this is addressed in Theme #6 and the associated Goals and Initiatives to strengthen governance and decision-making.
11	34	Regarding ACCJC District Recommendation #4 "…District and Colleges strengthen its planning" • Additional resources are needed for replacement cycles as well as software/database upgrades that keep up with industry standards in higher education • May need to consider a consultant or IEPI expert to assist with recommendations and implementation in order to move projects along in a more expeditious manner	You make good points. Plan Initiative 2.b.1 specifically is designed to address replacements and upgrades for hardware and 3.b.1 is designed to make sure that adequate resources are identified through a review process for hardware/software. The suggestion to consider outside help to be more expeditious in addressing these Initiatives will be shared with the Responsible Party for each Initiative.
12	35	Campus Computing Survey: Is this survey given to SCCCD or is it a national survey?	This is a national survey of all community colleges.
13	36	NACUBO might be a better resource then Gartner https://www.nacubo.org/	Thank you for the suggestion. For this plan Educause, Gartner and the Campus Computing Survey were used, all of which

			focus on technology in Higher Education. NACUBO can be consulted in the future updates or versions of the plan as needed.
14	38/39	The plan says it "surveyed TAC members" but when I asked the FCC TAC, they said no one contacted them. On the list of interviews/survey/summit participants, I see members of FCC TAC but they claim they were interviewed within a completely different context and not as a member of TAC.	The District Technology Advisory Committee members were surveyed as part of the data collection process to develop the plan. All members of the campus technology committees were invited to the Technology Planning Summit. The interview and survey questions were the same for all those interviewed and surveyed, there were not different surveys for each respective group. To clarify the word District will be added to Technology Advisory Committee so as not to confuse this with the campus technology committees.
15	38/39	FCC did not recognize any Faculty or Student involvement in the Interviews/Survey/Summit Participants	The Interview/Survey/Technology Planning Summit invitees were members of DTAC, all the campus technology committees, District and campus technology staff and this included the faculty, staff and student constituents. The list provided in the plan document were those who attended.
15	38	Regarding key stakeholders' interview and/or surveyed: • Should include HR for hiring/onboarding items too	The Vice Chancellor, Human Resources was interviewed during the plan development process. The draft plan was circulated District-wide to all staff for input.
16	39	My first name is misspelled. Susi, not Susie. John Bengtson's last name also spelled incorrectly.	Thank you, it will be corrected!
17	41	Regarding Theme Adequate Staff and Resources Item #17 after hours support plan: • Also need online courses support, counseling, tutoring, etc.	The focus of the District-wide Technology Plan is for support of functions that will be used everyone in the District and be centrally coordinated. Currently, the District-wide Help Desk staff handle phone calls from 8am - 5pm (7a-7pm during the first week of the semester). After 5pm and on weekends/holidays, calls are transferred to Blackboard's student helpdesk. Their agents assist callers with questions regarding Canvas, WebAdvisor and student email. Calls are transferred back to the District-wide Help Desk during regular business hours. There is also campus after hours support for Canvas. Initiatives 7.a.3 was developed to examine the effectiveness and efficiency of the various help desk options. This feedback will be shared with the Responsible Party for that Initiative.

17	40	Regarding Theme Adequate Staff and Resources Item #36 work space: • As well as staging for imaging and deployment, much less office space	The focus of the District-wide Technology Plan is for support functions from District IS that will be used by all in the District, not the support provided by campus IT staff to the local campus. This item is normally performed by campus IT and should be addressed in the campus technology plans.
18	41	Regarding Theme Effective Policies/Procedures/Standards and Guidelines #21 Interface to outside systems: • Need to be able to connect to corporate partners such as GM for annual updates	Not exactly sure what is required to do this. However, under Theme #4 "Effective Policies/Procedures /Standards / Guidelines" Initiative 4.a.2 is to develop data governance and data sharing standards so that projects such as this can be done safely.
18	41	Regarding Theme Effective Governance and Decision Making #5 clarify role of DTAC: • Very unclear at this time the purpose and role	This concern was noted in interviews, surveys and at the Technology Summit. What resulted was Theme #6 "Effective Governance and Decision-making" with Goals 6.a "Strengthen IT Governance" and 6.b "Clarify IS/IT Roles and Responsibilities District-wide". Initiative 6.b.1 specifically addresses the evaluation of roles and responsibilities for staff and committee. To make this clearer Goal 6.b will be revised.
18	41	Regarding Theme Effective Communications/Training #28 Accessibility support: • And ADA compliance of e-forms/e-correspondence	ADA and accessibility concerns were raised with regards to technology in interviews, surveys and at the Technology Summit. As a result, in plan Initiative 4.a.2 Policies/Procedures/Standards/Guidelines will be developed for accessibility and in Initiative 7.a.1 a comprehensive training program and materials will be developed including accessibility.
19	42	My feedback on the DW Tech Plan is from page 19-20 when it discusses the "Steps to Adoption," saying that the participatory governance model was used to develop and adopt the plan. My understanding is that the document when compiled has not in fact gone through constituency review, and as such, this statement is incorrect. I would highly recommend that the document go out to the various constituencies for review as a business item.	Thank you for the clarification. The following collaborative activities were used as an avenue for all to have input into the technology plan including: 11/26/18 – Chancellor's Cabinet approved the for District-wide review 12/4/18 – Communications Council was informed of the plan 12/7/18 – DTAC approved the plan for District-wide review 12/12/18 to 3/14/19 – Plan was circulated District-wide for input 1/7/2019 – Released the plan to Communications Council 1/7/2019 – College presidents release the Tech Plan to College Councils (College presidents to add to their next College Council meeting) 1/15/2019 Fresno President Executive Council

			1/29/2019 – Reviewed the process and status of the plan at Communications Council 2/25/2019 – Clovis College Council 3/1/2019 – DTAC Reviewed plan status 3/18/2019 – Tech Plan reviewed/approved at Chancellor's Cabinet The next steps for collaboration include: 3/26/2019 – Communications Council 4/5/2019 – DTAC approval 5/7/2019 – Presented to the Board of Trustees To eliminate confusion the graphic has been removed.
20	30	Fresno City College Goals: Are these the 2013-2017 Strategic Goals? Should the FCC 2017-2021 Strategic Plan be used?	The goals presented here are the goals from the *FCC 2015-2019 Campus Technology Plan* not the 2013-2017 Strategic Goals nor the FCC 2017-2021 Strategic Plan goals.
22	8	LMS is not currently a DO IS function and should have more direct Faculty control then DO IS would be capable of supporting given it is not an academic unit.	During the interviews, surveys and Technology Planning Summit the support of instruction including the Learning Management System was noted. All campuses expressed the need for additional support and therefore this is a District-wide concern. The resulting Initiative 1.b.1 which seeks to "Identify needed LMS support improvements to increase efficiency and effectiveness District-wide" is just the forum in which to discuss how this support will best be delivered for students and staff.
23	9	2.a.2: Project priority criteria are needed first. Project priority should be driven by those who are expected to resource it (Finance, HR, CTO, Administration, and Faculty) not just IT.	This is correct. The criteria listed in Initiative 2.a.2 are required by accreditation standards and can also include other factors as identified. The composition of the workgroup will include representatives of all those departments/constituents who use District IS provided services. This will be codified in the charter of the workgroup. The feedback will be shared with the Responsible Party for the Initiative.
24	10	2.b: DO should provide for WAN and give funding for and control of LAN to the campuses. This will support innovation and unique local needs while keeping DO IS network staff a manageable scope of responsibility.	Network equipment replacement is most cost effective when the equipment is purchased collectively. Since the network is shared and network security is of importance on the shared network, central coordination and planning is most effective. This will also allow for a consistent student experience across the District.

24	10	2.c.1: Review and reporting on strategic plans should be more frequent then annually, suggest quarterly, to prevent slipping till the end of the year. This activity should involve all stakeholders and be resourced.	Certainly, a more frequent review is most effective and that can be done by the DTAC at their regular meetings. Annual publication of the plan update is probably most cost and time effective.
26	12	Consideration of hiring a Business Analyst at each college to work with data integrity issues, query writing and other "programming" functions the colleges need.	This is a suggestion that should be discussed during implementation of plan Initiative 9.a.1. This feedback will be shared with the Responsible Party for the Initiative.
26	12	3.a: This sounds like a very small group to be planning the best org structure for IT district wide. Consider adding campus Faculty and Administrative leadership since success or failure of IT is felt by all.	If this is referring to the Responsible Party for this Initiative please note the following explanation that is in the Plan Format of the document: "Responsible Party identifies the individual or group assigned the responsibility to launch, oversee and complete the Initiative. The Responsible Party may complete the Initiative or collaborate with others to complete the Initiative. The Responsible Party will also consult with the faculty, classified professionals, students, members of the community and others which can provide expertise and helpful input to the specific initiative." The column in the plan is not intended to list all parties which will be consulted.
26	12	Where are the VC of Finance and College Presidents? They have a large stake in this. This needs to include more executive resource controllers. Finance, HR, Presidents.	See above explanation of Responsible Party. Note that these administrators are included when Chancellor's Cabinet is listed as the Responsible Party.
33	19	This needs to include more executive resource controllers. Finance, HR, Presidents.	It is unclear which Initiative that this is referring too but see the above explanation of Responsible Party.
26	12	Initiative 3.a.1: • HR Process Analyst	See above explanation of Responsible Party.
28	14	Initiative 4.a.1 Responsible Party "District Technology Advisory Committee: • Needs to include daily, high volume users from as a variety of constituency groups	See above explanation of Responsible Party.
35	21	Initiative 7.a.1 regarding develop materials to include the following: other areas as identified during assessment: • HR and Purchasing need to be highlighted more through all processes in this plan	If you are referring to the Responsible Party, please see the explanation above.
36	22	7.b.1 and 7.b.2: HR should be involved in this for selection, Finance to provide resources.	See above explanation of Responsible Party.

38	26	This is not an IT function, it belongs in a Property Management group, Finance, or Procurement.	If this is referring to Initiative 9.a.2, please see the explanation of Responsible Party above.
28	14	Initiative 4.a.2 regarding Policies, Procedures, Standards and Guideline: • Also technology related equipment with interface capabilities that access server, network, wireless	The list provided in this Initiative includes "computer related equipment", "mobile computing devices", "network usage and security" and "others as identified" should encompass these items.
30	16	5.a.2 and 5.a.3: It may be important to include in the responsible party the District Executive Director of Research as these initiatives will directly affect the ability to provide accurate data.	Good idea. Research staff will be added.
30	16	5.a.2: This should really start with a definition of "shadow systems" and evaluation of why they exist to understand the needs not being met that require the shadow systems to exist.	Good point. Will add verbiage to clarify the evaluation of these systems.
30	17	5.a.4: An Information Sec Officer would be a better person to do a first pass at this and conduct initial remediation. Starting here will scare and alienate IT staff not trained in security who have been pressed into doing it. Push this out to 2+ years after having an in-house InfoSec dedicated person. Distrust in the culture needs to be addressed first too.	An Information Security Officer will need time to learn the environment and potential tools for doing this type of work. An assessment of this sort, done by an outside firm can provide a good starting point for the Information Security Officer in terms of identifying where focus should be placed upon arrival. The CCC Tech Center will provide this type of service at no cost to the District.
30	17	Recommendations are best implemented locally by InfoSec staff who know the players and can respond when things break or look strange to IT staff, employees or students.	Correct. This will be edited to reflect this distinction. The word "implementation" will be changed to "provide". Independent consultants do not implement the changes needed.
30	17	Initiative 5.a.4 regarding Hiring a consultant to conduct an independent information security assessment and implement: • As well as implementation of several key functions like additional add-ons for Colleague to streamline processes such as onboarding requirements, and online purchase requisitions and purchasing.	Initiatives 8.a.2, 8.b.1 and 8.b.2 are intended to address these needs. This feedback will be shared with the Responsible Party for consideration. These items may also be added the IS Project list identified in Initiative 2.a.1.
32	18	Initiative 6.a.3 regarding Establish user groups to assist with functional and operational effectiveness: • Yes, high end users	Agreed. That will be codified in the charter for these groups and shared with the Responsible Party.
33	19	Shouldn't this have been part of the recent reclassification?	To the extent that the job descriptions define work duties, yes. However, this is an Initiative to define role and responsibilities for committees as well. The goal has been updated to clarify this.
33	19	Initiative 6.b.1 regarding focus on eliminating duplication of effort: • Yes, greatly needed	Thanks for the positive feedback!

34	19	Initiative 6.b.2 regarding increase understanding of who to call for assistance: • Yes, or electronic dissemination so form disburses to proper folks	Good comment. This will be shared with the Responsible party to consider when executing the Initiative.
35	21	7.a: Do this now… You can buy it, require it, and report on it, probably within NeoGov. It seems like low hanging fruit that should have been picked a decade ago.	Agreed. However, one of the items that needs to be completed prior to this Initiative is the review of policies and procedures in 4.a.1 so that the proper information is shared. That said, the other components can begin now. Note that the Target Completion includes both components, nothing prevents the Initiative from starting immediately.
37	23	Make this work visible to all. Do not manage this with a spreadsheet. Dashboard	Great idea! Will share this feedback with the Responsible Party.
38	25	Theme #8: 8.C Recommend a C.2 to focus on technology that will support implementation of Guided Pathways	This is certainly a topic that was discussed during the interviews, surveys and the Technology Planning Summit. This discussion resulted in the Theme of "Optimization of Technology" and Goals 8.a, 8.b and 8.c. to address future software needs including what the institution determines is needed for Guided Pathways. Under the Strategic Themes of "Effective Planning" and "Optimization of Technology" the IT Project List is identified in Initiatives 2.a.1, 2.a.2, 8.b.1 and 8.b.2. The IT Project List currently includes many projects to support Guided Pathways along with support for other areas across the District.
38	25	Theme #8: 8.C Recommend a C.3 to focus on improvement of Website. It is a critical piece of the student experience and currently creates barriers for students because it is not accurate or organized to help the students be succe3ssful	The campuses are responsible for their respective websites. The campus technology plans should address the needs of the website at the respective campus. The District website is supported by District IS. Under the Strategic Themes of "Effective Planning" and "Optimization of Technology" the IT Project List is identified in Initiatives 2.a.1, 2.a.2, 8.b.1 and 8.b.2. The IT Project List currently includes projects to further refine the District website.
38	24	8.a.2: Probably needs to come after 8.a.1 and not be due at the same time as 8.a.1	Thanks for noting this. This will be updated.
38	24	8.b.1: Everyone should be responsible for this. VCO&IS should have an manage an intake mechanism for ideas/projects, put them through governance in a transparent way.	Correct. Everyone needs to be responsible for putting forth ideas and projects. Will add a note of clarification. The Responsible Party should manage the intake process.

38	24	Initiative 8.a.2 regarding Analyze inventory of systems to identify new technology solutions: • Invest in consultants and/or IEPI SMEs to assist	This is a good idea and will be shared with the Responsible Party.
39	25	This needs Faculty & Student involvement in analysis	Not clear which Initiative this refers too. If it refers to 8.c.1 this will be shared with the Responsible Party.
40	26	This needs to be a distributed function and not bottlenecked at the DO	This will be shared with the Responsible Party.
41	27	This is and environmental health and safety item not information technology. Have SCCCD PD lead this.	This was identified at the Technology Planning Summit as an issue related to the technology used and operated. Note that this is in consultation with facilities/safety departments.
41	27	10.a.2: A comprehensive Business Impact Assessment is need before this. Finance and Administration should do the BIA that guides BC/DR planning	This is a good idea and will be shared with the Responsible Party for the Initiative.