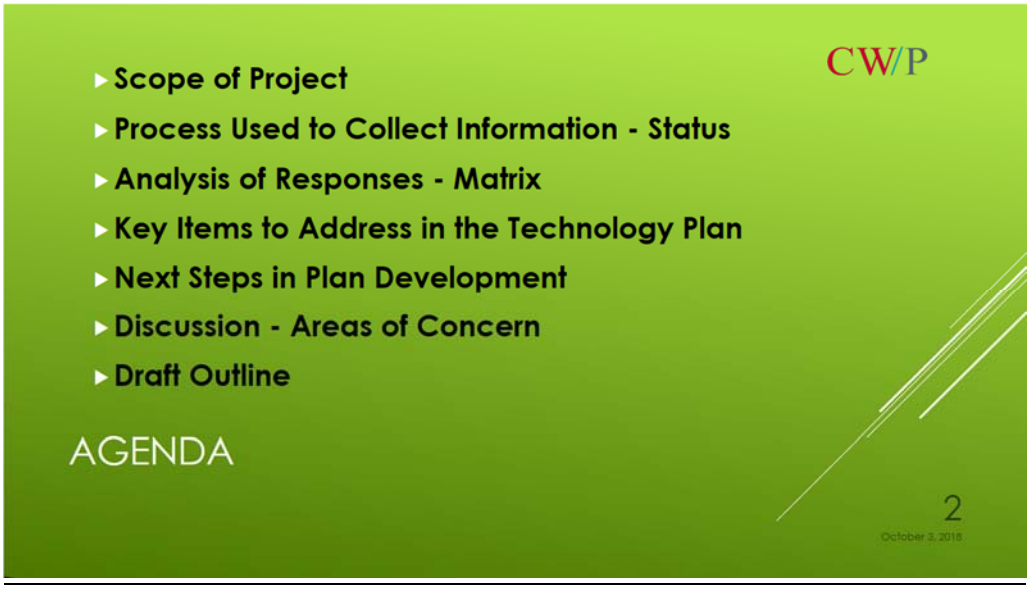
STATE CENTER
COMMUNITY COLLEGE DISTRICT
FRESNO • REEDLEY • OAKHURST • MADERA • CLOVIS
CW/P
TECHNOLOGY PLAN
Presentation to District Technology Advisory Committee (DTAC)
Presented by Deborah Ludford, Director of Technology Services, Cambridge West Partnership
1
October 3, 2018

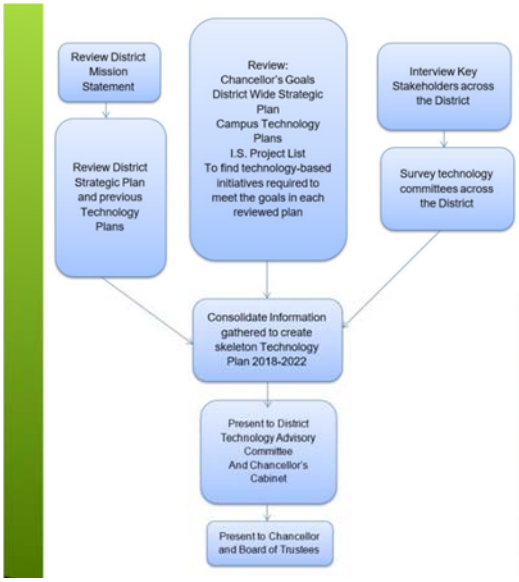

CW/P
Scope of Project
Process Used to Collect Information - Status
Analysis of Responses - Matrix
Key Items to Address in the Technology Plan
Next Steps in Plan Development
Discussion - Areas of Concern
Draft Outline
AGENDA
2
October 3, 2018

CW/P

SCOPE OF PROJECT

Technology Plan – Assist with the process to develop a technology master plan driven by District and Campus constituencies.

3
October 3, 2018



TECHNOLOGY PLAN DEVELOPMENT PROCESS

4
October 3, 2018

- **Met with Chancellor's Cabinet – determined Technology Plan as highest priority**
- **Conducted Interviews of key constituents thus far including:**
  - **Chancellor's Cabinet and selected staff**
  - **Campus and District IT Management and selected lead staff**
  - **Campus and District Management staff**
  - **Senate and Union representatives**
  - **District and Campus Technology Staff**
  - **Distance Education staff**
  - **Research staff**
  - **Classified leadership**
  - **Webmasters**
- **Met with District Technology Advisory Committee (DTAC)**
  - **Conducted survey to get input; interviewed 10**
- **Developed matrix of "Key Items Needed in District Technology Plan"**

PROCESS USED TO COLLECT INFORMATION

54 Interviews conducted with follow-up emails sent to each for additional input

21 surveys sent to DTAC members; 10 survey responses; 10 interviews

Campus IT staff interviews held this week

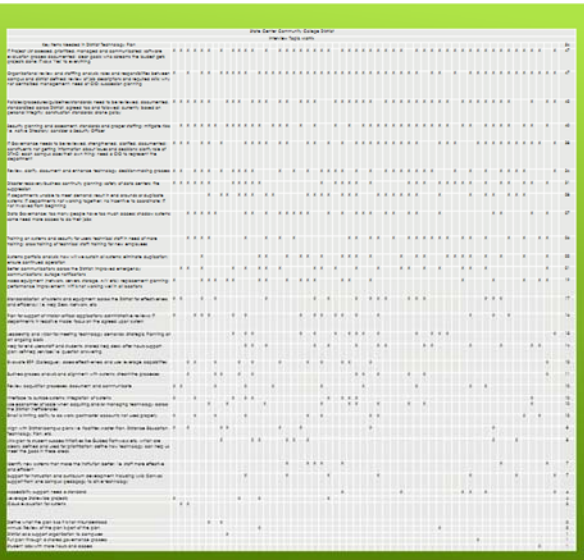
5
October 3, 2018

Question	Response
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 vulnerabilities concern you the most?	
How does I.T. Governance work at SCCCD?	
How sufficient is I.T. support at the District?	
What is the current I.T. structure District-wide?	
What are the campus responsibilities vs. the District I.T. responsibilities?	
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 or computer needs?	
What policies does I.T. currently have?	
What policies are needed?	
How well do the systems work for staff?	
How well do the systems work for students?	
What specific systems work well?	
What specific systems do not work well?	
What new systems are needed?	
How well prepared are District systems for a disaster or failure?	
General Comments	

QUESTIONS FOR INTERVIEWS AND SURVEY

Used Statement of Work to identify open-ended questions

6
October 3, 2018



MATRIX OF KEY ITEMS TO INCLUDE IN THE DISTRICT TECHNOLOGY PLAN

35 "Key Items Needed in District Technology Plan" identified

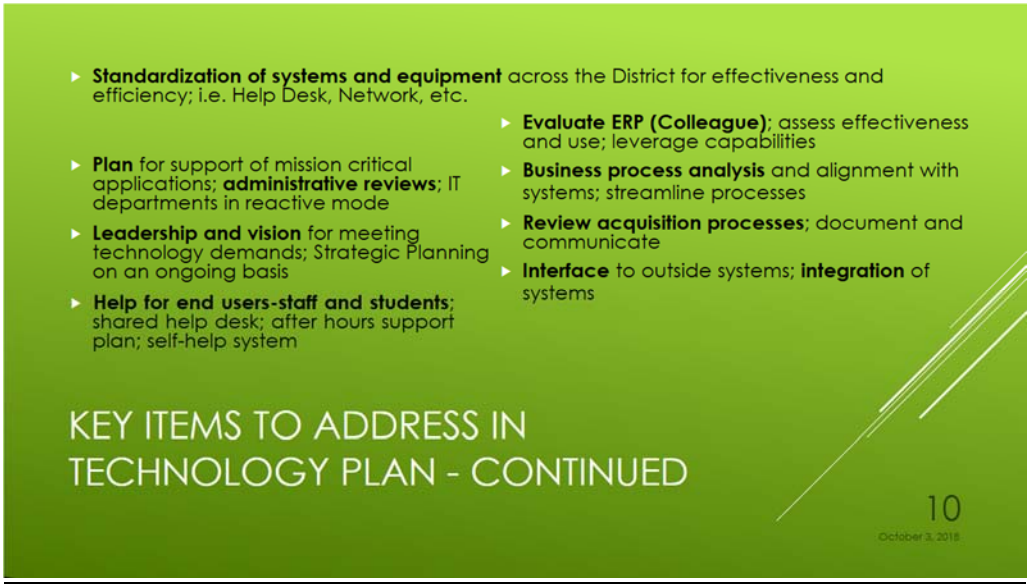
7
October 3, 2018

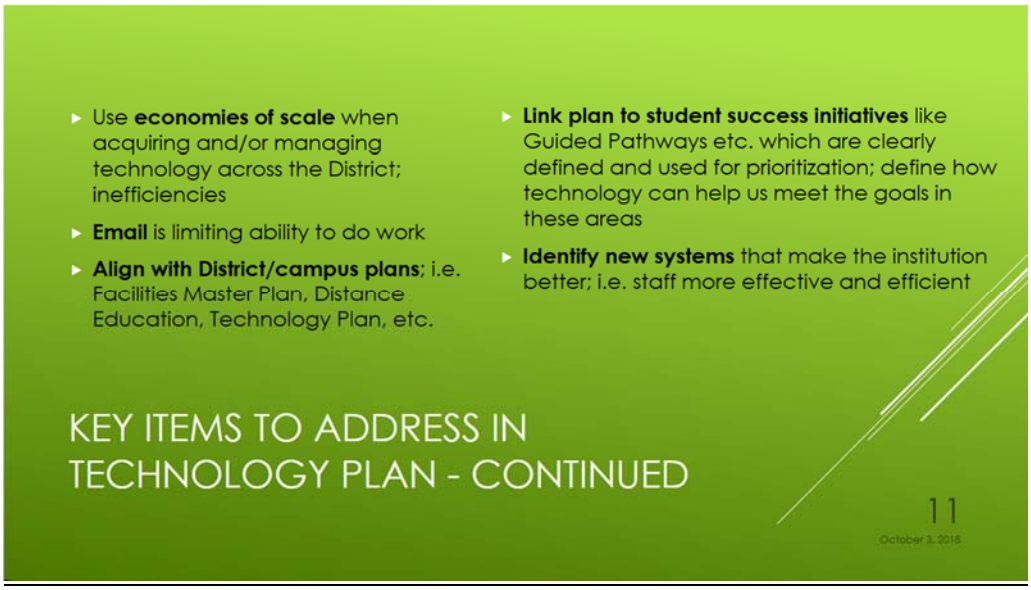
- **IT Project List** assessed, prioritized, managed and communicated; software evaluation process documented
- **Organizational review and staffing analysis**; roles and responsibilities between campus and district defined; review of job descriptions and required skills
- **Policies/procedures/guidelines** need to be reviewed, documented, standardized across District, agreed too and followed; currently based on personal integrity; construction standards
- **Security planning and assessment**, standards and proper staffing; mitigate risks i.e. AD directory
- **IT Governance** needs to be reviewed, strengthened, clarified, documented; constituents not getting information about issues and decisions; clarify role of DTAC
- Review, clarify, document and enhance **technology decision-making process**

KEY ITEMS TO ADDRESS IN TECHNOLOGY PLAN-IN ORDER BY NUMBER OF STAFF WHO MENTIONED THE ITEM

8
October 3, 2018

Disaster recovery/business continuity planning; safety of data centers; fire suppression
IT departments unable to meet demand; result in end arounds or duplicate systems; IT departments not working together; no incentive to coordinate; IT not involved from beginning
Data Governance; too many people have too much access; shadow systems; some need more access to do their jobs
Training on systems and security for users; technical staff in need of more training; cross training of technical
Systems portfolio analysis; how will we sustain all systems; eliminate duplication; ensure continued operation
Better communications across the District; improved emergency communications
Assess equipment (network, servers, storage, A/V etc); replacement planning; performance improvement
KEY ITEMS TO ADDRESS IN TECHNOLOGY PLAN - CONTINUED
9
October 3, 2018


Standardization of systems and equipment across the District for effectiveness and efficiency; i.e. Help Desk, Network, etc.
Plan for support of mission critical applications; administrative reviews; IT departments in reactive mode
Leadership and vision for meeting technology demands; Strategic Planning on an ongoing basis
Help for end users-staff and students; shared help desk; after hours support plan; self-help system
Evaluate ERP (Colleague); assess effectiveness and use; leverage capabilities
Business process analysis and alignment with systems; streamline processes
Review acquisition processes; document and communicate
Interface to outside systems; integration of systems
KEY ITEMS TO ADDRESS IN TECHNOLOGY PLAN - CONTINUED
10
October 3, 2018


Use economies of scale when acquiring and/or managing technology across the District; inefficiencies
Email is limiting ability to do work
Align with District/campus plans; i.e. Facilities Master Plan, Distance Education, Technology Plan, etc.
Link plan to student success initiatives like Guided Pathways etc. which are clearly defined and used for prioritization; define how technology can help us meet the goals in these areas
Identify new systems that make the institution better; i.e. staff more effective and efficient
KEY ITEMS TO ADDRESS IN TECHNOLOGY PLAN - CONTINUED
11
October 3, 2018

- **Support for instruction and curriculum development** including LMS
- **Accessibility support**
- **Leverage Statewide projects**
- **Cloud evaluation** for systems
- **Define what the plan is** so it is not misunderstood
- **Annual Review of the plan** is part of the plan
- **District as a support organization** to campuses
- Put the plan through **a shared governance process**
- **Student labs** with **more hours and access**

KEY ITEMS TO ADDRESS IN TECHNOLOGY PLAN

12
October 3, 2018

- **Engage DTAC and the Campus Technology Committees**
  - Technology Plan Summit
- **Engage the Governance Process**
  - Develop buy-in and support
- **Engage the entire District Community**
  - Get input and reaction

NEXT STEPS IN PLAN COMPLETION

13
October 3, 2018

DISCUSSION – AREAS OF CONCERN

14
October 3, 2018

Presentation to DTAC 10-5-18 (Continued)

TECHNOLOGY PLAN OUTLINE - DRAFT

- Purpose
- Planning Context
  - District Goals
  - Specific IT Goals in District Strategic Plan
  - Specific IT Goals in Various Campus Plans
  - Other Planning Considerations
    - Accreditation Findings
    - Budget – 10 Year Ongoing Costs
    - Trends in Technology/Higher Ed
      - Campus Computing Survey
      - Educause
      - Gartner

15
October 3, 2018

TECHNOLOGY PLAN OUTLINE - DRAFT

- Summary of Student, Staff and Administration Perspectives
- Peer Institution Perspectives
- Strategic Themes
- Chart corelating with District/Campus Goals
- Strategic Goals
- Initiatives
- Annual Update Process

16
October 3, 2018

District Strategic Direction:

Chancellor Goal:

Strategic Theme:					
Strategic Goals	*Initiatives*	*Responsible Party*	*Target Completion*	*Yearly Outcome*	*Implications for Next Year's Plan*

TECHNOLOGY PLAN OUTLINE - DRAFT

17
October 3, 2018

District Technology Advisory Committee Meeting
Friday, October 5, 2018
9:00 - 10:30 am
MINUTES

MEETING INFORMATION/LOCATIONS
Polycom: District Offices Conference Room
Polycom: Herndon Center, Bldg. B, Room 305
Polycom: FCC OAB-239 (FCC VP of Instruction Conference Room)
Polycom: Clovis CC AC1-270
Polycom: Reedley CC CCI-208

1. OPENING ITEMS
1.01 Call to Order
1.02 Introductions
Christine introduced Deborah Ludford, the District IT Consultant from Cambridge West Partnership, LLP who is joining the meeting by phone.
1.03 Attendance
PRESENT: Christine Miktarian, George Cummings, Deborah Ludford, Renee Craig-Marius, Scott Olds, Doug Schreiner, Keith Johnson, John Forbes, Gary Sakaguchi, Amanda Taintor, Teng Her-*proxy for Nina Roby*, Jodie Steeley, Amanda Phillips, Brandon Bascom, Don Lopez, Lorrie Hopper, Carlos-CCC ASG, Laura Gonzales
ABSENT: Jerome Countee, Mirna Duarte, Kevin Miller, Robin Torres, Mikki Johnson, Anthony Celaya Brandon Huebert

2. ANNOUNCEMENTS/CHANGES TO AGENDA
There were no announcements or changes to the agenda.

3. ACTION ITEMS
3.01 Approval of 5-18-18 Minutes – Christine Miktarian
The minutes from the 5-18-18 DTAC meeting were unanimously approved and seconded.
3.02 Approval of 9-7-18 Minutes – Christine Miktarian
The minutes from the 9-7-18 DTAC meeting were unanimously approved and seconded.

4. DISCUSSION ITEMS
4.01 District Instructional Technology Workgroup Charge Statement - Jerome Countee, Jodie Steeley
Jodie presented questions and feedback from FCC constituents including the California Virtual Campus/Online Education Initiative (CVC/OEI) faculty, Distance Education (DE) Faculty, Academic Senate President and Dean. The District Instructional Technology Workgroup Charge Statement needs to define 'Consensus' and it should be a consensus of membership. The statement should have a clear charge and objective. The meeting time and location is prohibiting certificated faculty from being involved in major decisions. It was suggested to have remote attendance (Polycom locations) and the 2nd Friday of the month in either morning or afternoon seemed to be a better time. Discussion about work group membership. CM requested this item be kept on the agenda so that JC can also provide comment and decide on changes based on the feedback. Christine recommended that anyone with additional feedback on the charge statement should send it to Jerome. Christine added she will ask about the Workgroup's start date which will be added to the minutes. A Doodle poll will be sent out to determine the best date/time for this workgroup to meet. Jodie Steeley will take this back to the constituents regarding who should be on the committee.
TASK: Arrange for Doodle Poll for best date/time for meeting. Put back on next month's agenda.

4. DISCUSSION ITEMS

4.02 CCCID and SSO Proxy – Scott Olds and Jodie Steeley

The State Chancellor's Office has presented an initiative that is a requirement for every California Community College student to have a CCID number. An email outreach was done asking students to voluntarily sign themselves up for a CCID number. There are still close to 13,000 students without a CCID number. The state Tech Center emailed Jodie Steeley and Scott Olds asking if they were ready to turn on the SSO Proxy in Canvas on November 1st. It was decided by the members that November 1st is not a good time to conduct the SSO proxy for the CCCID. Christine asked the group to determine the best time to turn it on and report back at the next meeting.

TASK: DTAC to agree on the best timeframe for the SSO Proxy and bring it back to next meeting.

4.03 Districtwide Technology Facilities Master Plan Update – George Cummings, Bob Petithomme

Christine clarified this is the technology piece within the Facilities Master Plan, not to be confused with the actual DW Technology Plan that Deborah Ludford is working on. Bob Petithomme gave a brief history on the DW Technology FMP startup which included meeting with TK1SC, a consultant to Darden. Bob explained that this is not a district technology facilities master plan per se, rather it is more of a technology designed guideline to direct the physical facilities necessary to support the entire technology requirements for the district. TK1SC has put together a number of specifications addressing all the telecommunications systems that have been provided to the IS group for review and comments. Currently waiting on those comments. The second draft is in progress and due by the 12th of October. The review is scheduled on the 19th of October with the campuses and District technology staff.

4.04 Districtwide Technology Evaluation, Survey Results and Districtwide Technology Plan – Deborah Ludford

Scope of Project: Deborah Ludford of Cambridge West Partnership, LLC states she is here to assist with the process of developing a technology master plan for the District which will be driven by District and Campus constituencies. The research process she is using includes an interview process, reviewing the District Mission Statement, the District Strategic Plan and previous Technology Plans done here at the District. Deborah has also reviewed the Chancellor's goals, Districtwide Strategic Plan, looked at all of the campus technology plans, reviewed the IS project list and continues to review documents that have been sent to her. Once she has completed the interviews she will then consolidate all of the information gathered to create a skeleton Technology Plan for 2018-2022. The DTAC and campus technology committees will assist her in fine tuning the elements of the plan. Once that has been completed the plan will go out for districtwide comments so everyone will have the opportunity to review and give input to the plan. Finally it will go through the governance process for approval. Status of the Process used to collect information: Deborah has conducted 54+ interviews of key constituents with follow-up emails sent to each for additional input, 21 surveys were sent to DTAC members which resulted in 10 survey responses and 10 interviews; campus IT staff interviews were held this week. Analysis of Responses – Matrix: Deborah developed a matrix of items needed in the District Technology Plan that people have identified. She used questions and open-ended statements to identify key areas and they are the same questions she asked of everyone from Chancellor's Cabinet to the technicians. She has identified 35 key items needed in the District Technology Plan. Deborah thinks the plan will come together very nicely when this is done as a team. Overall observation: Clarity of roles with regards to technology within the district is an issue; there is a perception that everything is slow, there are roadblocks along the way; communication was mentioned in one form or another in every interview; many people were positive about wanting to avoid duplication of effort, consolidate purchases and work together to make things better from the technology perspective.

Key items to address in the Technology Plan: Top 15 items/areas of concern – 1) IT Project List, people want to know how it's prioritized; Organizational and staffing needs; 2) Responsibilities between campus and district need to be more clearly defined; 3) Policies/procedures/guidelines need to be established;
4) Construction standards, making sure classrooms and facilities have similar technology for ease of use;
5) Security planning and assessment are needed to mitigate risk; 6) IT Governance needs to be reviewed,

4. DISCUSSION ITEMS (CONTINUED)

4.04 Districtwide Technology Evaluation, Survey Results and Districtwide Technology Plan (Continued)

strengthened, clarified and documented; 7) Review and clarify technology decision-making process, there is a lot of confusion with this process; 8) Disaster recovery/business continuity, this is an accreditation finding so it has to be done; 9) The inability of the IT/IS departments throughout the district to support demand; 10) Data governance, too many people have too much access to data which makes that data very vulnerable to being compromised; 11) Training on systems and security of technical staff and end users; 12) Looking at all systems and eliminating duplication; 13) Better communication across the district and specifically emergency communications; 14) Assessing equipment and replacement planning, looking at what we have and how much it will cost to sustain; and 15) Standardization of systems and equipment across the District for effectiveness and efficiency, at the top of this list is the help desk, too many of them which causes confusion with faculty and staff.

Next steps in plan development: Interviews and research are going to wrap up, Deborah will take that data and engage DTAC and the campus technology committees to participate in a Technology Plan Summit and develop a draft plan. Once that draft plan is completed by that group we will engage the governance process to develop buy in and support across the district starting with Chancellor's Cabinet and any other governance process currently in place. Then we will engage the entire district community getting input and reaction to the plan and suggestions for improvements, additions, deletions and concerns. From then we will move into the plan approval process.

Draft Outline: Deborah stated the plan should be easy to read, have clarity and the purpose of the plan should be stated. She then presented a rough outline of a draft plan which listed topics such as Purpose; Planning Context – District Goals, IT Goals in District Strategic Plan; Accreditation findings; Current budget and 10 year ongoing costs; Trends in technology/Higher education; Summary of student, staff and administrative perspectives, peer institution perspectives; Strategic themes; Chart correlation with district/campus goals; Strategic goals; Specific initiatives; and Annual update review process.

Deborah invited members to contact her if they had any comments or additional people for her to interview stating she wants as much valuable input as she can possibly get.

TASK: Doodle Poll will be sent to DTAC members and campus technology committees to decide the date for the Technology Planning Summit.

5. INFORMATION ITEMS

Before finishing up the 'Discussion Items' Christine explained to the group that we will not necessarily always go into the details of the 'Information Items'. These items will have attachments or pertinent information in the body of the agenda item. If there are questions about these items we will definitely discuss them. Christine then asked the group if there were any 'Information Items' they wanted to talk about in more detail before moving on to Deborah's presentation.

5.01 OEI (CVC/OEI) Five Year Plan – Jodie Steeley

The roadmap and objectives have been included as attachments. OEI is now referred to CVC/OEI. Last week they officially updated the CVC.edu to be connected to the Quottly interface which will be used actively for spring registration. The CVC/OEI website plans to increase ADTs to 50 and 2019-20 courses to 1,500.

5.02 Meeting Date for Technology Security & Permissions for Canvas – Scott Olds

Christine reported the meeting is scheduled for October 25, 1:30-3:00 pm at the Herndon Center.

5.03 Project Super Glue - Scott Olds

No discussion – refer to agenda attachments on BoardDocs.

5.04 Microsoft Infrastructure Project - Scott Olds

Scott reported they are currently working on the Microsoft Infrastructure Project and have completed the upgrade to Exchange 2016. Getting ready for training with instructional designers and IT leadership on

5. INFORMATION ITEMS (CONTINUED)

5.04 Microsoft Infrastructure Project (Continued)

Office 365 applications will be turned on Monday and Tuesday of next week. The goal is to provide instruction to every employee in the district. SharePoint is expected to be online late October through April. Additional information is available as an agenda attachment on BoardDocs.

5.05 IS Project List - Scott Olds

No discussion – refer to agenda attachments on BoardDocs.

5.06 Future IS Maintenance Schedule - Scott Olds

No discussion – refer to agenda attachments on BoardDocs.

5.07 ZogoTech - Scott Olds

No discussion – refer to agenda attachments on BoardDocs.

6. FUTURE AGENDA ITEMS

Draft Technology Plan at Technology Planning Summit in November.

7. CLOSE OF MEETING

7.01 Next Meeting Date – Friday, November 2, 2018

7.02 Meeting adjourned at 10:30 a.m.

Note: The DTAC meetings are recorded

Minutes submitted by Anne Adams on October 23, 2018