Manager PIE Report



**Manager PIE Report**

Administrative Services - Information Technology Manager

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# 2023 - 2024

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**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 completed the Master Plan which will help guide technology for next 5 years. This was a critical piece of evidence in the current accreditation process.  
  
IT recruited for and hired an Assistant IT Director in the Academic Technology area. This position has provided greater support and oversight for the laptop loan program as well as working on innovate ideas to better support our faculty, students, and staff.  
  
The industry shift to working from home continues to be a top issue and IT has been on the forefront in helping to support and create the WFH framework. Our department was among those in the first group to begin allowing staff to work remotely.  
  
A new student technology website has been created for student technology needs and information. Faculty can direct students to this site for any support questions or needs. It is intended to be a one stop shop for students.

**College Goal 1: Equitable, diverse, inclusive, just, anti-racist campus culture...**

IT continues to make great strides in making our website and all content accessible. The number of non-compliant PDF documents on the website has decreased from well over 3,000 to under 1,000. We worked hard to make all accreditation evidence (over 1,000 documents) accessible as well.  
  
The laptop loan program continues to be strong and provides additional equity where our students can receive the technology that they need for success.

**College Goal 2: Physically & emotionally safe & accessible campus environment...**

IT has successfully conducted numerous cyber security assessments for the Chancellor's office, yielding $300,000 in funds. These funds have been utilized to procure advanced and contemporary firewalls, significantly enhancing our perimeter security.  
  
Currently, IT is actively engaged in developing an Incident Response Plan and enhancing the Disaster Recovery Plan, ensuring our readiness to handle unforeseen incidents effectively.  
  
We are consistently collaborating with the CCC (Cybersecurity Coordination Center) to enhance our overall security posture, working diligently towards achieving a more robust and resilient security framework.

**College Goal 3: Opportunities for retention, persistence & success...**

The laptop loan program remains highly successful, offering students equitable access to the technology necessary for their academic achievements.  
  
To enhance printing convenience in a hybrid learning environment, a user-friendly student print management system called WEPA has been implemented campus-wide. This system simplifies printing processes across various locations, providing increased flexibility.  
  
To improve Wi-Fi accessibility, a guest network has been established, alongside an expansion of Wi-Fi coverage throughout the campus. This eliminates the need for pre-configured usernames and passwords, making it easier for students, faculty, staff, contractors, and guests to connect to the Wi-Fi network.

**College Goal 4: Technology & financial resources for student access, growth, & academic success...**

IT Complete major upgrades to Banner, Degree Works, Porta and ODS. These upgrades will help faculty in there efforts to increase student success.  
  
The Instruction Division was able to purchase 1.2 million in instructional technology upgrades from grant funds for classrooms and labs using the research and quotes provided by the Academic Technology Division of the IT Department. This investment has allowed faculty to develop new advanced curriculum for students and allowed students to take advantage of software technology advances that were developed during the pandemic that support a hybrid learning environment.  
  
We were also able to hire IT short term hourly staff members (students) to help fill in short term technology gaps that assist classified staff in the future technology goals for the department.  
  
A multi-year IT Forecast has been created which includes all hardware on the campus (computers, laptops, monitors, routers, switches, firewalls, Access Points, etc). This can now be used to get an idea of the budget requirements to keep our infrastructure up-to-date looking out 5 to 10 years. Please see the attached Infrastructure Forecast spreadsheet.

**College Goal 5: Environmental, social & economic sustainability...**

IT is currently in the assessment and planning phase for a migration of our Banner infrastructure to cloud. This phase also includes plans to migrate the majority of our infrastructure and workloads to cloud. This will greatly reduce the need for energy to maintain our data center.  
  
IT has made great strides in completing a computer and hardware inventory. This should be completed during the 23/24 year and will allow us a much greater ability to forecast and plan fiscally for our future needs.

**College Goal 6: Communication among stakeholders to support achievement of college goals**

IT has completed the the initial work on project management approval and prioritization process which will greatly improve communication and expectations for project delivery.   
  
Our Change Management process continues to be successful and improve communication of planned changes and lower unexpected downtime.

**Related Documents**

[IT Forecast-V3.xlsx](https://reports.nuventive.com/report/f800e3cf-d976-429d-a419-40b6873be94c/link/31e1c3ea-b9e3-4727-a837-e98e7bc1caa5/7G43cxYYqLxX/IT Forecast-V3.xlsx)

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Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

IT Resources - Evaluate and enhance the effectiveness of IT resources including human, physical and financial resources.

**Goal Status**

Active

**Goal Year**

2018-19, 2019-20, 2020-21, 2021-22, 2022-23

**Mapping**

Administrative Services - VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X

Strategic Priorities: (X - Highlight Selected)

* Priority 3 - Goal 1: X
* Priority 4 - Goal 2: X

Updates on Goals

**Date of Analysis**

07/13/2023

**Results/Analysis of Progress**

IT hired 6 classified and 1 management position this year, along with 35 student and hourly positions.  
  
IT has worked hard on completing the campus wide inventory. We have complete a large portion of the computer inventory and are working to add all of our additional network hardware as well.   
  
The partnership between IT and the CIS department continues to produce great student hires who are able to gain valuable work experience. We are looking forward to expanding this to create a Cyber Security internship program.  
  
We continued to see challenges with the recruitment of our Help Desk Coordinator position. We were able to work with HR to update the position and pay and will soon begin recruiting.  
  
IT requested a salary projection to upgrade the Director, IT Projects from M17 to M20 with the goal to implement in 2023-24 to ensure equity across all four IT Director positions and proactively resolve the compensation disparity for positions that operate with similar roles and at the same hierarchical level.

**Reporting Year**

2022-23

**% Completed**

50

Updates on Goals

**Date of Analysis**

07/15/2021

**Results/Analysis of Progress**

Unfrosted Positions:  
 IT Support Technician - filled  
 IT Support Technician - filled  
 Senior Systems Analyst/Programmer - filled   
 Applications Training Specialist - filled  
 Coordinator, Help Desk - Currently being recruited  
 Help Desk Support Technician - Currently being recruited  
 47.5% Computer Facilities Assistant - Currently being recruited  
  
New Positions  
 Data Engineer - Currently being recruited  
 Business Analyst - Currently being recruited  
  
  
Existing positions:  
 Computer Facilities Assistant - Currently being recruited  
 11 month 50% Coordinator Computer Facilities - Currently being recruited

**Reporting Year**

2020-21

**% Completed**

75

Updates on Goals

**Date of Analysis**

08/13/2020

**Results/Analysis of Progress**

IT managers invested significant time in recruiting and interviewing for vacant IT positions. As of June 2020, IT has eight vacant technical positions. Since then, five of these positions are on the College’s ‘frost’ list. IT managers have discussed the problem of recruiting and retaining technical staff at Cabinet and with Human Resources. In November 2019, Cabinet approved funding for IT's proposed range adjustments. In June 2020, IT submitted the comprehensive classification review request and funding plan that affects more than 40 IT staff members and would assist with recruiting positions in the future.  
  
IT managers reviewed new resource allocation budgets and agreed to suspend some projects and return funds to the College. General fund budgets were also reviewed and IT reduced ongoing funds by about $25,000 to support College budget cutting initiatives. IT managers continue to discuss and document funding needs during their team meetings to ensure staff have the necessary resources to achieve project timelines and goals.

**Reporting Year**

2019-20

**% Completed**

50

Updates on Goals

**Date of Analysis**

09/13/2019

**Results/Analysis of Progress**

IT managers invested significant time in recruiting and interviewing for vacant IT positions. As of June 2019, IT had several vacant technical positions that were not filled due to not finding qualified applicants or requesting changes to the job description that had to go through established processes. IT managers have discussed the problem of recruiting and retaining technical staff at Cabinet and with Human Resources. This has been an on-going issue for several years and will most likely continue to be an ongoing issue for 2019-20.  
  
IT managers planned and submitted many budget requests via the New Resource Allocation process to ensure IT initiatives could continue. Items that were funded include training, wifi hardware, and a new position to support the EAB project. IT managers continue to discuss and document funding needs during their team meetings to ensure staff have the necessary resources to achieve project timelines and goals.

**Reporting Year**

2018-19

**% Completed**

50

Updates on Goals

**Date of Analysis**

09/20/2018

**Results/Analysis of Progress**

IT managers invested significant time in recruiting and interviewing for vacant IT positions. As of June 2018, IT had several vacant programming positions that were not filled due to not finding qualified applicants. IT managers have discussed the problem of recruiting and retaining technical staff at Cabinet and with Human Resources. This will be an ongoing issue for 2018-19.  
  
IT managers planned and submitted many budget requests via the New Resource Allocation process to ensure IT initiatives could continue. Items that were funded include training, wifi hardware, Banner 9 hardware, hardware for academic support, and consulting for various projects like mobile application development and Banner 9 forms conversion. IT managers continue to solicit funding needs during their team meetings to ensure staff have the necessary resources to achieve project timelines and goals.

**Reporting Year**

2017-18

**% Completed**

25

Updates on Goals

**Date of Analysis**

08/15/2017

**Results/Analysis of Progress**

IT asks for feedback from all Help Desk users to evaluate the effectiveness of IT resources. Feedback has been lacking for a number of years, so IT will seek out responses from our users.

**Reporting Year**

2016-17

**% Completed**

25

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

IT Planning and Implementation - Direct IT planning at the institutional level and provide leadership, partnership and support to divisions and departments within the College to ensure the appropriate implementation and application of technology.

**Goal Status**

Active

**Goal Year**

2018-19, 2019-20, 2020-21, 2021-22, 2022-23

**Mapping**

Administrative Services - VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X

Strategic Priorities: (X - Highlight Selected)

* Priority 2 - Goal 1: X
* Priority 3 - Goal 1: X
* Priority 3 - Goal 2: X
* Priority 4 - Goal 1: X
* Priority 6 - Goal 1: X
* Priority 6 - Goal 2: X

Updates on Goals

**Date of Analysis**

07/13/2023

**Results/Analysis of Progress**

Successfully completed a total of 102 Banner upgrades and implemented 39 local modifications.  
  
Completed a significant upgrade of DegreeWorks from version 4.15 to 5.0.7.  
  
Prepared and submitted HEERF (Higher Education Emergency Relief Fund) Annual Reporting information for the years 2020, 2021, and 2022.  
  
Completed the migration of Banner Self Service from Oracle WebLogic to Tomcat, resulting in potential cost savings.  
  
Successfully implemented SuperGlue, enabling real-time downloads of CCCApply applications directly from the Tech Center instead of relying on scheduled extracts.  
  
Completed annual and term MIS reporting.  
  
Implemented Wayfinding on the campus map, providing visual paths to destinations for improved navigation.  
  
Reduced the total storage used by Gmail and associated programs to comply with Google's newly mandated storage allocation limits.  
  
Conducted accessibility scans and made corrections to over 1300 accreditation evidence documents to ensure compliance with accessibility standards.  
  
Collaborated with the SCE on multiple initiatives, including the development of applications/processes such as the SCE dashboard, Noncredit Application enhancements, SCE Contract Database Apex applications, and updating MIS for new reporting requirements like Basic Needs and Noncredit Distance Education with Positive Attendance.  
  
Successfully delivered a total of 399 IT projects for the campus community, with the breakdown as follows:  
 Administrative Services: 121 projects  
 Human Resources: 23 projects  
 Instruction: 71 projects  
 Office of the President and Board of Trustees: 11 projects  
 SCE: 37 projects  
 Student Services: 136 projects  
  
Implemented the EAB Navigate student support system, encompassing early alerts and scheduling functionality. Additionally, launched various student campaigns, including enrollment and program campaigns.

**Reporting Year**

2022-23

**% Completed**

50

Updates on Goals

**Date of Analysis**

07/13/2022

**Results/Analysis of Progress**

IT, Instruction, and Admissions & Records implemented a process that notifies faculty of the date grades are due immediately after their classes end instead of doing this at the end of the term.  
  
In partnership with the School of Continuing Education (SCE), IT implemented the following:  
 \*Account claim process for the 15,000 students that belong to Summer High School programs. The majority of these high school students did not provide their personal email addresses where account claim information is sent. Instead, they were able to claim   
 their accounts through Mt. SAC’s Single Sign-On (SSO) page by answering five questions correctly that are based of the information they provided to SCE.  
 \*Priority registration process for noncredit students. A total of 18,889 noncredit students received time ticketing assignments during Spring 2021, and 29,447 for Summer 2021.  
 \*Online application process for noncredit students using APEX. A total of 8,164 students already applied using the application.  
 \*An automated process that handles applications and enrollments by students attending an Adult School and pursuing a High School Diploma or Equivalency.  
  
Completed the following COVID-19 related Projects:  
 \*Created online and in-person students data files for Cleared4 System:  
 \*Extracts for all employees with active job assignments.  
 \*Created a report of non-compliant students, their special program participation (if any), and courses taken on campus by divisions and departments.  
 \*Created a CLEAR4 flag in the class roster.  
  
Enabled chosen first names in Canvas, Zoom, SARS, Navigate, email, and in the Campus Directory.  
  
Launched the following new or redesigned websites: Health Center, Covid-19, Leadership Education and Development, PIE, eSARS for online appointments, the College’s Org Chart, the Academic Calendar, and the Retiree Tab in the portal.  
  
Installation of security patches and mitigation requirements for Ellucian Ethos Identity. This was completed due to the EEid Vulnerability CVE-2022-29464.   
  
Implementation of Fraudulent Application/Registration detection and prevention.   
  
Implementation of CADMUS. This tool will allow end-users to create their own reports utilizing the Banner data.  
  
Installation of Oracle 19c upgrade for Banner, Automic, DegreeWorks, ICCIS and Luminis.  
  
Implementation of EAB Navigate – Early Alert.  
  
Mt. SAC went live as a Teaching College in the CVC Exchange on December 14, 2021. The joint project included Instruction, Student Services, Fiscal Services, IT, and the CA Community College Chancellor’s Office.  
  
Completed the parking permit claim for HEERF reports.  
  
Completed the cohort upload process for the RVT program,   
  
Completed the upgrade of Oracle 19C for Banner and Appworx.  
  
Completed the upgrade of Degree Works to version 5.0.7. This new version of Degree Works provides a new interface with a responsive dashboard of students’ educational goals, degree progress, and educational plans.  
  
Completed several modifications to the Assessment Questionnaires (AQ) to be in compliance with AB 705’s new requirements.  
  
In partnership with Dual Enrollment, IT went live with the new Dual Enrollment application process in May 2022. This process includes new supplemental data questions on the CCCApply application.   
  
Completed a total of 77 banner upgrades during the year.  
  
Implemented several processes to reduce spam admission applications from CCCApply and to identify potential fraudulent students.

**Reporting Year**

2021-22

**% Completed**

50

Updates on Goals

**Date of Analysis**

07/15/2021

**Results/Analysis of Progress**

COVID 19 Credit Registration and Grading projects impacting attendance accounting:  
 Waiving the deadline (30% mark of the term) for student election of a Pass/No Pass option to assist   
 with the transition to online courses.  
  
 Implemented an Excuse Withdrawal option for students who do not wish to continue a course due to   
 changes in instruction from in -person to online, including the ability to allow for Refunds.   
   
 Grade conversion of W to EW, for courses that had ended prior to the implementation of the EW   
 process.   
  
Implementation of Adobe Sign, to allow the campus to sign and send documents for digital or e-signature  
  
As a result of contact tracing requirement, created various forms for the COVID-19 Task Force, which includes Employee (https://www.mtsac.edu/employeescreen/ ), Student (https://www.mtsac.edu/covidscreen/), and Visitor (https://www.mtsac.edu/visitorscreen/ screening information.  
  
Implemented a Scheduled Maintenance website to provide the campus community information about critical system downtime, including blackout dates. The maintenance schedule is updated every quarter to allow College operational units ample opportunity to notify us should our plans conflict with critical College functions. In addition, the calendar also provides critical information such as the affected systems/applications that will be unavailable during these maintenance periods.   
  
Implementation of Assembly Bill 1504, requiring California Community Colleges to collect a $2 Student Representation Fee. $1 of the fee is used to support Student Senate of the California Community Colleges and the remaining $1 of the fee is used to support the efforts of Mt. SACs Associated Students.  
  
Collaborated with FCLT in the implementation of the following:  
 Student HUB that features important links to resources students need as they transition online  
   
 Labster - provides students with a virtual version of the lab practical to use beforehand, teaching them   
 the techniques, skills, processes, protocols and underlying theory. Students can learn from trial and   
 error in the virtual lab before reaching the physical lab. Improving students’ conceptual understanding.  
  
  
Noncredit Time Ticketing process (Priority Registration) modification to allow for the integration of Noncredit Registration Appointments to the existing (credit) Priority Registration Process.  
  
Installation of Operational Data Store (ODS) 9.1 in production. This upgrade replaced the discontinued Oracle Warehouse Builder (OWB) with Oracle Data Integrator (ODI) that will allow IT to populate ODS with external data, like SARS, MIS Data Mart, and others.  
  
Completed an Online Application process for non-credit students and an account claim process which allowed 16,000 students to claim accounts.  
  
Implementation of Chrome River implementation, used to submit conference & travel pre-approvals, conference & travel expenses, direct payments, and to reallocate p-card transactions.  
  
Implementation of the EAB Navigate early alert module used to assist Instruction and Student Services with   
  
Implementation of Advantage Design, a new orientation application to replace Cynosure.  
  
Implemented a SPAM application filtration process which allows for tracking of illegitimate applications received through CCCApply.  
  
Completed the DegreeWorks upgrade from 4x o 5.0.1.

**Reporting Year**

2020-21

**% Completed**

50

Updates on Goals

**Date of Analysis**

08/13/2020

**Results/Analysis of Progress**

IT leadership chairs the College-wide Information Technology Advisory Committee (ITAC) to communicate and solicit input on IT projects and practices. In addition, IT managers attend the Student Services Team meeting and the Instruction Team meeting to gain knowledge of our constituents needs and share information.  
  
Based on campus feedback and partnerships across the College, IT assisted with implementing major enhancements to Banner to accommodate changes related to the pandemic. Significant IT resources were involved in assisting departments with moving operations to off campus including telephone infrastructure, network access, and a massive overhaul of Canvas

**Reporting Year**

2019-20

**% Completed**

50

Updates on Goals

**Date of Analysis**

09/13/2019

**Results/Analysis of Progress**

IT leadership chairs the College-wide Information Technology Advisory Committee (ITAC) to communicate and solicit input on IT projects and practices. Also, IT managers attend the Student Services Team meeting and the Instruction Team meeting to gain knowledge of our constituents needs and share information.  
  
Based on campus feedback and partnerships across the College, IT assisted with implementing Questica for Fiscal Services, several program specific student applications, an update to the College’s MountieApp, and several new OnBase document routing and storage features for areas like Purchasing. Significant IT resources were involved in assisting with developing and implementing the Colleges’ Multiple Measures strategy.

**Reporting Year**

2018-19

**% Completed**

25

Updates on Goals

**Date of Analysis**

09/20/2018

**Results/Analysis of Progress**

IT leadership chairs the College-wide Information Technology Advisory Committee (ITAC) to communicate and solicit input on IT projects and practices.  
  
Based on campus feedback, IT implemented an email change from Lotus Notes to O365 in January 2018. The campus is taking advantage of the new O365 tools like OneDrive for cloud storage and Sharepoint for team collaboration.

**Reporting Year**

2017-18

**% Completed**

25

Updates on Goals

**Date of Analysis**

08/15/2017

**Results/Analysis of Progress**

IT has partnered with Student Services to develop and implement a number of APEX designed systems to provide support to our students.   
In addition, IT has taken a leadership role in educational technology by having support staff imbedded in the Divisions to proactively implement solutions to meet each area's needs.

**Reporting Year**

2016-17

**% Completed**

50

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

Emerging Technology - Research and evaluate emerging technologies and implement and integrate new technology as appropriate.

**Goal Status**

Active

**Goal Year**

2018-19, 2019-20, 2020-21, 2021-22, 2022-23

**Mapping**

Administrative Services - VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X

Strategic Priorities: (X - Highlight Selected)

* Priority 3 - Goal 1: X
* Priority 4 - Goal 1: X

Updates on Goals

**Date of Analysis**

07/13/2023

**Results/Analysis of Progress**

IT continues to migrate workloads to the AWS cloud. We are currently planning to migrate the Banner infrastructure to the AWS cloud as well.  
  
IT purchased new Firewalls which will provide better, more modern, and stable perimeter security.

**Reporting Year**

2022-23

**% Completed**

50

Updates on Goals

**Date of Analysis**

07/13/2022

**Results/Analysis of Progress**

Following the testing of AWS as a cloud solution we have migrated all backups to the AWS cloud and ended the contract with Iron Mountain. We have also migrated DNS to the cloud as well as OnBase. IT will continue researching the viability of other services to the cloud.  
  
After Testing TEAMS as a chat solution in 20/21 we have made this change permanent and implemented a policy on not retaining chat logs.

**Reporting Year**

2021-22

**% Completed**

0

Updates on Goals

**Date of Analysis**

07/15/2021

**Results/Analysis of Progress**

Performed a proof of concept for migrating offsite backups from local tape to Azure cloud. Work is being done to move this from proof of concept to production and eliminate physical tape storage and offsite transport via Iron Mountain. The cloud backup strategy will eliminate costs of tape, tape system hardware including maintenance, and transport/storage costs for offsite backups while eliminating time required to recall tapes for restore procedures.  
  
Performed a proof of concept for the migrating our locally hosted Domain Name System (DNS) to Amazon’s Route53 service. Route53 is a high availability DNS service that will provide greater uptime and ability to augment College systems as we expand the use of cloud services.  
  
Leveraged Amazon S3 service (Simple Storage Service) to host Octobionic. Octobionic is a vendor that provides virtual, augmented, and mixed reality services. The software and environment provides virtual views of the human anatomy for the Tech and Health department’s Nursing program. The Amazon S3 service provides storage and access for the provided content at a monthly cost of roughly $2.00/month.  
  
Started investigation and discovery to migrate desk phones to smartphone solutions with T-mobile. The goal is to increase mobility and flexibility by replacing the traditional office phone on desktops. Topics under review include mobile phone costs, coverage areas, services, work efficiencies, and other added benefits from introduction of mobile technologies as effective work tools.   
  
A POC was completed using Microsoft Teams districtwide to support video, chat, audio and digital workspace collaboration.

**Reporting Year**

2020-21

**% Completed**

25

Updates on Goals

**Date of Analysis**

08/13/2020

**Results/Analysis of Progress**

IT continued the setup and implementation of JAMF software to manage Apple devices. The new functionality will streamline the support for Apple devices.   
  
IT, in partnership with Student Services and Instruction, began implementing EAB’s Navigate platform. This will significantly change the way students are on-boarded to the College and how the College communicates with students. Substantial work will continue in 2020-21, focused on piloting with several student groups and testing the one-click registration feature.   
  
  
IT spent significant time in 2019-20 investigating various cloud options. The Network Team is moving forward with transitioning IT backups to AWS. The EAS Team and the Network Team are collaborating on the initial phase of moving some applications to the cloud.

**Reporting Year**

2019-20

**% Completed**

50

Updates on Goals

**Date of Analysis**

09/13/2019

**Results/Analysis of Progress**

Emerging Technology - Research and evaluate emerging technologies and implement and integrate new technology as appropriate. (Active) IT continued the setup and implementation of JAMF software to manage Apple devices. The new functionality will streamline the support for Apple devices.   
  
The Student Success Support System group choose EAB Navigate primarily for two features - registration based on a student’s degree plan and one-click registration into Banner. The implementation team has begun their work which will continue into 2019-20.

**Reporting Year**

2018-19

**% Completed**

50

Updates on Goals

**Date of Analysis**

09/20/2018

**Results/Analysis of Progress**

IT researched and selected JAMF software to manage Apple devices. Implementation will occur in 2018-19.  
  
IT is leading a cross-functional team to review and select a student success/support system. This work will continue into 2018-19.

**Reporting Year**

2017-18

**% Completed**

25

Updates on Goals

**Date of Analysis**

08/15/2017

**Results/Analysis of Progress**

IT extensively researched various storage solutions before choosing the Dell EMC Flash Storage Array. This new storage device will supplement existing storage that is reaching end of life.

**Reporting Year**

2016-17

**% Completed**

25

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

Infrastructure - Manage the physical infrastructure in support of not only IT but the entire academic and institutional mission, assuring reliability and availability to meet current and future requirements

**Goal Status**

Active

**Goal Year**

2018-19, 2019-20, 2020-21, 2021-22, 2022-23

**Mapping**

Administrative Services - VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X

Strategic Priorities: (X - Highlight Selected)

* Priority 2 - Goal 2: X
* Priority 3 - Goal 1: X
* Priority 4 - Goal 1: X

Updates on Goals

**Date of Analysis**

07/17/2023

**Results/Analysis of Progress**

New Guest WiFi set up completed. New guest WiFi allows simpler registration and connection that will be a welcome change for Mt. SAC event guests, eliminating the need to request temporary accounts just for wifi connections.  
  
New network and phone infrastructure was implemented for the Student Center and Gym and Aquatics center that were recently built. IP TV installed for Gym and Aquatics.  
  
Our Wifi Policy Management Platform, Aruba Clearpass, was successfully upgraded to the latest version to improve performance and to accommodate the exponentially increasing demand for campus wifi services.  
  
New network was created and implemented for the campus Transit Center wireless building controls and cameras.  
  
New LPR cameras network was implemented for campus parking structures.  
  
Our centralized virtual server management system, VMWare VSphere, was successfully upgraded to the latest version that improved its performance efficiency, security, and cloud workloads integration.  
  
As part of campus initiative of moving to cloud, user home folders have been successfully migrated to OneDrive, providing more resources for our users, and improving campus data security.  
  
Added AWS cloud backups for mission-critical campus servers. On several occasions, it provided us with an ability to rebuild a malfunctioning server in less than an hour and put it back in operation.  
  
Migrated our public DNS services to AWS cloud

**Reporting Year**

2022-23

**% Completed**

50

Updates on Goals

**Date of Analysis**

07/13/2022

**Results/Analysis of Progress**

Migrated OnBase to AWS.  
  
Deployed fax server and replaced 43 fax machines.  
  
Migrated phone system from PRI to SIP which created a more stable and highly available system utilizing two diverse paths.  
  
Upgraded Internet circuit from 1Gpbs to 10Gbps  
  
In coordination with a consultant, IT completed a review of the campus wireless infrastructure including a plan to upgrade existing installations and add additional coverage. In 2022-23, IT will be working with Facilities on executing the plan.

**Reporting Year**

2021-22

**% Completed**

50

Updates on Goals

**Date of Analysis**

07/15/2021

**Results/Analysis of Progress**

Replaced aging HP Procurve 5400 Series switches with updated HPE/Aruba Generation 2 5400 series HP switches. The generation 1 version of this hardware provided a limited lifetime warranty for hardware parts and service. Service was hindered due to scarcity of replacement parts by HPE. The upgrade to the generation 2 version of hardware provides greater parts availability from the vendor to ensure College network reliability and uptime.  
  
Migrated College phone lines from Primary Rate Interface (PRI) to Session initiated protocol (SIP). This migration with Spectrum enterprise services allows for high availability of our phone system by utilizing separate physical paths. The failover includes physical path diversity between Riverside and Pasadena facilities with Spectrum in which either site can fail over phone traffic. This migration provides the College with high availability for voice communications.

**Reporting Year**

2020-21

**% Completed**

50

Updates on Goals

**Date of Analysis**

08/13/2020

**Results/Analysis of Progress**

In 2019-20, IT refined an asset tracking system including the age of equipment. This new tool is assisting with managing equipment across the campus and as it is distributed to staff for work-at-home. Work will continue on the asset tracking system in 2020-21.  
  
IT purchased two new folder/sealers to replace outdated and obsolete equipment.   
  
IT is piloted the move of some back-ups Azure cloud storage and will continue in 2020-21 with both Azure and AWS cloud options.

**Reporting Year**

2019-20

**% Completed**

50

Updates on Goals

**Date of Analysis**

09/13/2019

**Results/Analysis of Progress**

IT purchased two new IBM P9 servers, a new volume controller, a new firewall, and more than 50 replacement wireless access points.  
Several of IT’s new resource allocation requests were related to upgrading infrastructure to support the entire College. IT was funded $250K to replace aging network gear. This work will continue into 2019-20.

**Reporting Year**

2018-19

**% Completed**

50

Updates on Goals

**Date of Analysis**

09/20/2018

**Results/Analysis of Progress**

In partnership with the Chancellor’s Office a new 10GB Internet circuit was installed which led to a $50,000 grant to assist with the cost of the upgrade.   
  
Several of IT’s New Resource funding requests were related to upgrading infrastructure including a new storage device and servers for Banner 9, and wireless network upgrades.

**Reporting Year**

2017-18

**% Completed**

25

Updates on Goals

**Date of Analysis**

08/15/2017

**Results/Analysis of Progress**

IT requested New Resource Allocation funding and purchased several new servers. IT also purchased storage hardware to supplement a device that is at end of life. The Security Team continues to monitor the threats to IT infrastructure and proactively respond to potential incidents.

**Reporting Year**

2016-17

**% Completed**

25

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

Academic Support - Utilize educational technology to provide faculty more flexibility in the method of delivery of instruction and instructional material.

**Goal Status**

Active

**Goal Year**

2018-19, 2019-20, 2020-21, 2021-22, 2022-23

**Mapping**

Administrative Services - VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X

Strategic Priorities: (X - Highlight Selected)

* Priority 3 - Goal 1: X
* Priority 4 - Goal 1: X

Updates on Goals

**Date of Analysis**

07/17/2023

**Results/Analysis of Progress**

The Academic IT Support and IT Support Teams (AIT&IT) providing technical support for the student laptop loaner program (SLLP) and college staff. This involved distributing and supporting technology via 1-1 appointments on campus for students, staff, and faculty.  
  
Working on better communication for classroom and lab preparation by setting up software summit meeting with division chairs and relevant faculty stakeholders.   
  
Academic Technology Department Staffing: We were also able to hire IT short term hourly staff members (students) to help fill in short term technology gaps that assist classified staff in the future technology goals for the department.  
  
Due to being able to collect data by having hourly staff assist classified staff cover technology gaps with the student laptop loaner program (SLLP), IT was able to hire 2-FT CFA's for the SLLP.  
  
We are now looking to pursue to add additional classified staff by looking at data for the technology gaps with the new Student Center and Mountie TechHub opening.  
  
The Instruction Division was able to purchase 1.2 million in instructional technology upgrades from grant funds for classrooms and labs using the research and quotes provided by the Academic Technology Division of the IT Department. This investment has allowed faculty to develop new advanced curriculum for students and allowed students to take advantage of software technology advances that were developed during the pandemic that support a hybrid learning environment.  
  
Submitted a request for funding for staff training. Using survey data from the staff and information from our IT project list, we are researching training opportunities both on-campus and off-campus that will give our classified staff a more enriched exposure to technology that is used in higher education.  
  
IT is currently in the process of implementing InTune and plan to complete by Fall 2024. This will allow IT staff to provide more robust support options for students, faculty and staff in alignment with college goals and initiatives.

**Reporting Year**

2022-23

**% Completed**

50

Updates on Goals

**Date of Analysis**

07/13/2022

**Results/Analysis of Progress**

Prepared and updated 8,000 computers for students and staff returning to campus for Fall 2021 (After the height of the pandemic).  
  
Prepared and updated 5,000 laptops for the Student Laptop Loan Program.  
  
Researched, configured, and purchased laptops, tablets, usb barcode scanners for Cleared 4 COVID vaccine verification system. IT staff also provided training on how to use hardware with Cleared 4 system.  
  
Researched, configured, and distributed laptops, wifi hotspots, and VOIP phone setups for COVID contact tracing team.  
  
Designed and implemented new helpdesk system (FreshService). This was a collaboration between IT, FCLT, and AV Services.  
  
Upgraded over 1,000 computers on-campus for staff use in addition to providing daily technical support.   
  
Upgraded over 1,000 computers for instruction staff use in addition to providing daily technical support.   
  
Implemented student Adobe named user licensing to support students taking remote classes during the height of COVID

**Reporting Year**

2021-22

**% Completed**

50

Updates on Goals

**Date of Analysis**

07/15/2021

**Results/Analysis of Progress**

The Business Division increased the scope of computers and application virtualization as a result of COVID and increased demand on remote study.  
  
Microsoft Defender for Office 365 was implemented during 20/21 fiscal year for email security.  
  
The Student Laptop Loaner Program (SLLP) was expanded during COVID to 5,300 laptops, 3,600 wifi hotspots and 250 iPads.

**Reporting Year**

2020-21

**% Completed**

25

Updates on Goals

**Date of Analysis**

08/13/2020

**Results/Analysis of Progress**

As of March 2020, IT assisted Student Services with purchasing, deploying, and tracking more than 2,000 technology devices for students.   
  
IT made significant changes to Canvas to support 95% of courses moving to online. Additionally, IT revised Canvas to allow for student support services like tutoring and created hubs for various service programs.  
  
Through academic technicians, IT continues to work with faculty to provide solutions for adapting their courses to an online environment. This work will continue into 2020-21.

**Reporting Year**

2019-20

**% Completed**

50

Updates on Goals

**Date of Analysis**

09/13/2019

**Results/Analysis of Progress**

The Academic Technology Support Team, with the support of and funding from Instruction, purchased more than $190,000 of academic technology that was installed in labs and classrooms.   
  
IT also supported the OEI (Online Education Initiative) Finish Faster project which is currently in test. This work will continue into 2019-20.

**Reporting Year**

2018-19

**% Completed**

50

Updates on Goals

**Date of Analysis**

09/20/2018

**Results/Analysis of Progress**

The Academic Technology Support Team, with the support of and funding from Instruction, purchased more than $150,000 of academic technology that was installed in labs and classrooms. Specifically, 199 computers were installed across 41 classrooms in five divisions. Throughout 2017-18, the Academic Technology Team assisted with installing classroom and lab equipment in the new Business Buildings. New Resource funding allowed IT to purchase four new servers to allow better access to data files used in the classroom and labs for Music, Humanities, the Writing Center, and the Library Learning lab.  
  
IT, in partnership with Student Services, implemented Carnium Café which allows for students to schedule online appointments and connect electronically via video with a counselor.  
  
IT also supported the OEI (Online Education Initiative) project which was ultimately put on hold by the System Office.

**Reporting Year**

2017-18

**% Completed**

50

Updates on Goals

**Date of Analysis**

08/02/2017

**Results/Analysis of Progress**

The Academic Technology Support Team purchased $250,000 of academic technology that was installed in labs and classrooms. The majority of funds supported the Arts and Humanities Divisions with the purchase of Apple computers to replace classroom and lab machines.  
Additionally, the Academic Support Team deployed more than 75 new computers to faculty members as part of the five year computer replacement program.   
The Academic Support manager is a member of the OEI (Online Education Initiative) planning team to coordinate the technical aspects of the use of the Canvas online course management system

**Reporting Year**

2016-17

**% Completed**

25

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

Customer Service - Strive to ensure customer satisfaction with IT services by providing excellent tools and mechanisms for customer feedback.

**Goal Status**

Active

**Goal Year**

2018-19, 2019-20, 2020-21, 2021-22, 2022-23

**Mapping**

Administrative Services - VP Analysis & Summary: (X - Highlight Selected)

* Provide Outstanding Customer Service: X

Strategic Priorities: (X - Highlight Selected)

* Priority 3 - Goal 1: X

Updates on Goals

**Date of Analysis**

07/17/2023

**Results/Analysis of Progress**

The Academic Technology Division selected and implemented a new student print management system called Wepa Printing. This is a cloud based print management system that is accessible to our student population across campus. This has allowed students the flexibility to print in our new hybrid learning modality.  
  
The Student Technology Support Website was created and has generated over 1,387 users since July 2022.  
  
IT sent out a campus wide technology survey that gives us a better understanding as to the satisfaction levels of our customers in addition to pinpointing areas for improvement.  
  
Automated surveys are now seamlessly deployed after ticket closures in our Help Desk system. This implementation allows us to promptly gauge customer satisfaction and promptly identify areas for improvement in real time.

**Reporting Year**

2022-23

**% Completed**

50

Updates on Goals

**Date of Analysis**

07/13/2022

**Results/Analysis of Progress**

Designed and implemented new helpdesk system (FreshService). This was a collaboration between IT, FCLT, and AV Services.  
  
Upgraded over 1,000 computers on-campus for staff use in addition to providing daily technical support.  
  
Upgraded over 1,000 computers for instruction staff use in addition to providing daily technical support.  
  
IT managers attended a workshop on Project Management as the foundation for building a project management process within IT to provide the best service possible to the campus. This work will continue in 2022-23.  
  
To provide better feedback opportunities and ensure the campus is informed, the Change Management Process was developed and implemented in 2021-22.

**Reporting Year**

2021-22

**% Completed**

50

Updates on Goals

**Date of Analysis**

07/15/2021

**Results/Analysis of Progress**

IT began the search for a new service desk platform that will enhance the overall customer service experience while simultaneously increasing operational efficiency within the department. In addition, we plan to utilize the new system to collect survey and feedback data from students and staff that will be used as a training tool for IT staff. Several products were reviewed and demos of potential candidates were done by other community college districts. We expect a decision will be made within the first quarter of 21/22.  
  
IT opened a dedicated tech support line for students to call in for support during COVID.  
  
IT setup 1-1 appointments for students to come on campus during COVID to receive tech support on laptop loaners and wifi hotspots.  
  
IT set up a Smartsheet and procedure for staff and faculty to borrow technology during COVID to work remotely.  
  
IT implemented VPN and Zoom technology to provide technical support to staff and students during COVID.

**Reporting Year**

2020-21

**% Completed**

25

Updates on Goals

**Date of Analysis**

08/13/2020

**Results/Analysis of Progress**

With the move to off-campus, remote work, IT’s customer service efforts have been on full display. Mot technical issues are now solved remotely and it is a unique skill set to be able to troubleshoot and fix issues without physically touching a computer.  
  
Improvements were made to the Help Desk system including knowledge articles and ticket templates for routine fixes. For 2020-21, IT is implementing an online appointment system for students and staff that need to meet with technicians to resolve computer issues.  
  
Several IT staff and managers completed Bias training offered via POD and reported that the training session were very beneficial.

**Reporting Year**

2019-20

**% Completed**

50

Updates on Goals

**Date of Analysis**

09/13/2019

**Results/Analysis of Progress**

IT began the work to install an updated Help Desk system using Microsoft’s System Center. The new system will be deployed summer 2019. IT also completed the hiring process for the Manager, Technical Support who is revamping the training and feedback mechanisms of the Help Desk.

**Reporting Year**

2018-19

**% Completed**

50

Updates on Goals

**Date of Analysis**

09/20/2018

**Results/Analysis of Progress**

IT is exploring options for customer feedback as part of the new Help Desk system development and deployment project. The existing systems contacts users who have created a ticket within the system soliciting their feedback upon completion.

**Reporting Year**

2017-18

**% Completed**

25

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

Training - Create cross training and job sharing opportunities within IT. Support IT staff with relevant technical training and conference opportunities.

**Goal Status**

Active

**Goal Year**

2018-19, 2019-20, 2020-21, 2021-22, 2022-23

**Mapping**

Administrative Services - VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X

Strategic Priorities: (X - Highlight Selected)

* Priority 1 - Goal 1: X
* Priority 1 - Goal 2: X
* Priority 2 - Goal 1: X
* Priority 3 - Goal 1: X
* Priority 4 - Goal 1: X
* Priority 4 - Goal 2: X
* Priority 5 - Goal 2: X
* Priority 6 - Goal 1: X

Updates on Goals

**Date of Analysis**

07/17/2023

**Results/Analysis of Progress**

Academic Technology and IT Support were able to procure a training application called Pluralsight to assist with skills building and teammate training.  
  
Actively working with cross-training of our department teammates.  
  
Completed DiSC Assessment training for all IT staff in October 2022

**Reporting Year**

2022-23

**% Completed**

50

Updates on Goals

**Date of Analysis**

07/13/2022

**Results/Analysis of Progress**

Staff from all of our apps attended the CISOA conference this year  
  
Staff from Enterprise Apps and Portal attended Ellucian Live 2022  
  
Staff within the Infrastructure division cross trained on the phone system and network hardware  
  
The infrastructure team focused on several AWS trainings as we continue to increase our cloud presence. This training will continue to be critical.  
  
EAS team members were trained in the following systems:  
1. CADMUS   
2. ARGOS  
3. Enrollment Management Academy   
4. SIG Training related to supporting Fiscal Services   
  
IT will be coming will a full training plan following the completion of our new IT Master Plan.

**Reporting Year**

2021-22

**% Completed**

50

Updates on Goals

**Date of Analysis**

07/15/2021

**Results/Analysis of Progress**

The was an effort to increase cross training of the telecom team on network technologies by granting accounts and mentoring to provision and configure switches.  
  
The DBA team attended cloud training in preparation for future cloud migrations.  
  
Stormwinds technical training was purchased during the 2020/21 year during to ensure that IT Department staff could stay current on existing and emerging technologies.

**Reporting Year**

2020-21

**% Completed**

50

Updates on Goals

**Date of Analysis**

08/13/2020

**Results/Analysis of Progress**

IT invested in significant staff training in 2019-20, prior to the pandemic. Approximately 35 staff members attended various conferences and training seminars. As of March 2020, travel was prohibited and several technical conferences were cancelled. Some conferences, like Ellucian Live, were moved to an online format.  
  
Cross training continues to be an important daily activity in the department, even while working remote. IT is utilizing Microsoft Teams to share information resources.

**Reporting Year**

2019-20

**% Completed**

50

Updates on Goals

**Date of Analysis**

09/13/2019

**Results/Analysis of Progress**

All IT staff were encouraged to identify their training needs and develop a training plan with their manager, as appropriate. These plans were funded throughout the year with IT and Professional Development budgets. Ultimately, IT sent more than 30 staff and managers to 18 different technology conference and training events. Additionally, IT staff presented at Faculty FlexDay, Classified Professional Day, and Management staff meetings on topics like Accessibility and Banner 9. For 2019-20, IT managers will continue to request training funds and support staff in their desire to maintain and build their skill sets to match College needs.  
  
IT managers continue to promote cross-training among team members to avoid silos of knowledge, skill-sets, and information. Major technology processes are documented in a shared repository for team members to refer to, when necessary. The cross-training and documentation initiatives will continue into 2019-20.

**Reporting Year**

2018-19

**% Completed**

50

Updates on Goals

**Date of Analysis**

09/20/2018

**Results/Analysis of Progress**

As part of IT advanced planning initiatives, the Enterprise Application Systems team received training on Banner 9 technology platforms from a contracted professional expert.  
  
All IT staff were encouraged to identify their training needs and develop a training plan with their manager, as appropriate. These plans were funded throughout the year with IT and Professional Development budgets. Ultimately, IT sent 29 staff and managers to 24 different technology conference and training events. Additionally, IT staff presented at Faculty FlexDay and Classified Professional Day, and Management staff meetings on topics like Information Security and Banner 9. For 2018-19, IT managers will continue to request training funds and support staff in their desire to maintain and build their skill sets to match College needs.  
  
IT managers continue to promote cross-training among team members to avoid silos of skillsets and information. Major technology processes are documented in a shared repository for team members to refer to, when necessary. The cross-training and documentation initiatives will continue into 2018-19.

**Reporting Year**

2017-18

**% Completed**

75

Updates on Goals

**Date of Analysis**

08/15/2017

**Results/Analysis of Progress**

As part of IT advanced planning initiatives, Antonio Bangloy scheduled JAVA training for IT programmers with an existing Mt. SAC instructor. This was a significant cost savings versus utilizing a commercial training company.
  
  
All IT staff were asked for their training needs and developed a training plan with their manager, as appropriate. These plans were funded throughout the year and ultimately IT sent almost 50 staff members to their requested training classes.

**Reporting Year**

2016-17

**% Completed**

25