

SMC Technology Objectives 2015-2016

Objective 1 Student Workstation Replacement and Cascading

Plan, evaluate, and implement student workstation replacement to keep student computer equipment up-to-date. All student computerized classrooms and labs are updated to base-line level Dell GX745 (or equivalent) with either upgraded computers or virtual desktop solutions. Student workstations due for replacement this year includes: Business Building (CSIS computerized classrooms and open labs), Bundy LRC, Emeritus and English classrooms.

Contact: Steve Peterson
Budget: \$670K (Plan A), \$376K (Plan B)
Status: Pending

Objective 2 Campus Wide Software Needs

District committed funds for identified core requirement of campus-wide software such as Microsoft campus agreement, anti-virus/malware software, and other system management tools. The recent Adobe campus-licensing model is a great opportunity to enable all District computers to freely utilize Adobe CS suite product. See detail campus-wide software inventory list.

Contact: Steve Peterson
Budget: \$115,000
Status: In Progress

Objective 3 Faculty Curriculum Development Workstation and staff computers Replacement/new

Replace full-time faculty outdated workstations and shared-use computers in various adjunct faculty work areas that require upgrades and install new curriculum development workstations to support curriculum plans. Dell GX745 or equivalent computers are available for faculty/staff replacement computer requests. There are approx.30 new computers required for new full-time faculty and at least 30 replacement required for this year.

Contact: Steve Peterson
Budget: \$250,000
Status: Pending

Objective 4 Instructional Technology for the Smart Classroom and Smart Cart Equipment

The normal replacement of aging projectors, computers, and associated devices for classroom Audio/Visual equipment based on A/V technology replacement plan were identified in the previous year.

Contact: Al DeSalles
Budget: \$250K
Status: Pending

Objective 5 Campus Wide Assistive Technology

There is miscellaneous software/equipment to be purchased throughout the year to ensure the compliance of technology accessibility requirements for disabilities.

Contact: Ellen Cutler
Budget: \$6,000
Status: Pending

Objective 6 Department Instructional Technology Needs

Departmental specific software/equipment, include miscellaneous software/equipment, and other technology accessories.

Contact: Steve Peterson
Budget: \$65,000
Status: Pending

Objective 7 Occupational Program Technology Projects funded via CTE

Technology projects funded as part of the occupational program CTE grant to departmental required software/hardware and innovative classroom effectiveness technology tools. The initiatives this year include Classroom equipment, computers, and storage system for Auto, Cosmetology, CSIS, DSPS, ECE, and AET. For detailed information, contact the CTE program coordinator.

Contact: Patricia Ramos (Instructional), Steve Peterson (Technology)
Budget: CTE grant
Status: In progress

Objective 8 Campus-wide network infrastructure upgrade - continued from 2014-2015

To complete the implementation of College network 10G upgrade in multi-locations, as well as the implementation of WiFi expansion plan to support mobile computing needs. An Internet redundant ISP feed is planned to be implemented via the AET new site. The new feed is expected to increase Internet bandwidth and reliability. Network team is also planning to upgrade College Firewall and domain infrastructure to improve network services' security and efficiency.

Contact: Bob Dammer/Dan Rojas
Budget: Construction/Infrastructure Fund
Status: In progress

Objective 9 Campus-wide virtualization desktops implementation

The technology technical team evaluated the virtual application/desktop technology and selected Citrix as the pilot implementation solution. The pilot/first phase project includes GIS virtual lab, Library virtual workstations, student kiosks and sign-in stations and classroom podium/multimedia carts virtual workstations. GIS lab, student kiosks and sign-in stations are scheduled to complete in 2014-2015. CSIS, Library, and classroom podium/ multimedia carts are in the plan to be enabled as soon as possible.

Contact: Joshi John
Budget: District funds and staff development resource
Status: Implementation in progress

Objective 10 Expand the functionality of WebISIS and Internet based self-services functionalities

Analyze, design, and develop further functions for student and faculty portal to expand the functionality and technological capabilities, include single sign-on, integrated WebISIS and self-serve system, and performance enhancement during peak time. Major projects identified include: customer relationship management (CRM) Target-X, Queue management system (QLess), and Perceptive scanned transcript-processing system to support Student Success Support Program. A comprehensive student accounting system is also being considered.

Contact: MIS Staff
Budget: SSSP/BFAP/District funds and staff resource
Status: In progress

Objective 11 Support Student First Year Experience to implement student/faculty mobile device management system and technical support

As mobile devices are widely adopted, faculty, staff, and students are either bringing in their own devices or use College mobile devices for business productivity and personal use. The College established network/computer use policy requires frequent review and update. Mobile devices (both College owned and personal owned) and associate security policy needs to be developed to guide users on security awareness, technology best practices, and effective usage.

Contact: Dan Rojas
Budget: TBD
Status: Planning

Objective 12 Implementation of new College main Data Center

The capacity of Drescher Hall 306 data center has reached its physical limits. Plans are developed to build a new data center facility with modernized, energy efficient site infrastructure and server infrastructure to maximize the space utilization. The contraction of the data center was completed at the end of 2014-2015. The IT team plans to purchase updated network and server infrastructure and move all technology services seamlessly from the legacy server room in Drescher to the new datacenter facility.

Contact: Bob Dammer/Lee Johnston
Budget: Construction Infrastructure Fund
Status: In progress

Objective 13 Streamline IT support procedures and develop technology resource website and orientation information to facilitate the dissemination of IT policy, procedure, and updated information to enhance user support experience.

Enhance IT efficiency by developing effective knowledge base to disseminate information. Student self-serve knowledge base – Askpico is addressed via in-house development. Service-Now cloud-based software is subscribed as the solution to streamlines IT support procedures and provide users with an online support mechanism. Also included in the software is a technology knowledge base to answer staff/faculty technical questions in an efficient self-service environment.

Contact: Bob Dammer
Budget: \$25,000
Status: In progress

Objective 14 MIS Information System Application Migration

Plan, evaluate, and implement the next generation of the College Student Information Systems. Current Oracle Developer Suites will be de-supported. The project requires comprehensive project plans, include the evaluation/select of new develop tools, staff training, system design and prototyping, as well as a complete migration process.

Contact: MIS Staff
Budget: Pending
Status: Planning

Objective 15 Implementation of staff/faculty Identity Management (IM) to streamline employee new hire/position changing/separation technology authorization process

Facilitate staff/faculty technology resource provisioning process with an automated Identity Management system. The result facilitates employees to efficiently gain authorized access to network/software/phone/door entries and other technology resources.

Contact: MIS Staff
Budget: Pending/MIS/Network Services Staff Resources
Status: Pending

Objective 16 Support the technical implementation needs for the Chancellor's Office System Online Education Initiative

Contact: TBD
Budget: State OEI offerings and District fund
Status: Pending

Objective 17 Support technical implementation of campus safety technology plan – continued from 2014-2015

Multiple campus safety measures that involve technology implementations, which require the selection of appropriate technology solutions, new procedural definitions, and process flows are being reviewed/updated/implemented. An emergency notification system was implemented in 2013-2014. Updated surveillance camera and electronic door access systems were evaluated and planned in 2014-2015. The primary implementation effort is taking place in 2015-2016.

Contact: Bob Dammer
Budget: Security bond fund
Status: In progress.

Objective 18 College technology resource D/R and B/C (Disaster Recovery and Business Continuity) plan

Evaluate, plan, and implement the disaster/recovery and business continuity process of SMC mission critical technology services, such as website, faculty/student ISIS portal access, and other identified needed technology resources during a disastrous event.

Contact: Bob Dammer
Budget: Pending
Status: Solution evaluation and proposal