

Technology Objectives 2009-2010

Objective 1 Student Workstation Replacement & Cascading

Plan, evaluate, and recommend student workstation replacement to keep student computer equipment up-to-date. Computer cascade plan is identified and funded to replace remaining computers below GX270 on campus.

Contact: Steve Peterson
Budget: \$109,000, IBG 08-09.
\$90,000, matriculation
Status: Complete.
Replaced equipment and updated software in Early Science, Modern Language, Assessment center, administrative workstations, and faculty/staff lab.

Objective 2 Campus Wide Software Needs

Track and renew maintenance agreements and annual licenses for software shared campus-wide during 09-10, including Microsoft campus agreement, antiviral, and more.

Contact: Steve Peterson
Budget: \$ 95,500, 08-09 IBG
\$ 78,200 District funds (IBG backfill)
Status: Completed.

Objective 3 Faculty Curriculum Development Workstation 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Replace full-time faculty outdated workstations and shared-use computers in various adjunct faculty work areas that require upgrades and install new curriculum development workstations to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.

Contact: Steve Peterson
Budget: \$17,000, 08-09 IBG
Status: Completed.

Objective 4 Replacements for Smart Classroom & Smart Cart Equipment

Replace aging projectors, computers, and associated devices for classroom Audio/Visual equipment based on A/V technology replacement plan for 07-08. Also, included are new Media cart for English Department and new smart classroom for Modern Language.

Contact: Al DeSalles
Budget: \$33,500, 08-09 IBG
Status: Completed.

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, 08-09 IBG
Status: Completed.

Objective 6 Department Instructional Technology Needs

Departmental specific software/equipment, include miscellaneous software/equipment, and other technology accessories, e.g. Laptop computer lab for Life Science, printer and software for Art and Business Department.

Contact: Steve Peterson
Budget: \$4,600, 08-09 IBG
Status: Completed.

Objective 7 Occupational Program Technology Projects funded via CTE

Technology projects funded as part of the occupational program CTE grant, include departmental required software and workstations. Major technology initiatives this year include instructional Adobe tool suite upgrade, upgrade of CSIS computerized classroom equipment, and upgrade of Career Center equipment. For detailed information, contact the CTE program coordinator.

Contact: Sandra Sanchez
Budget: \$??? CTE funds
Status: In Progress

Objective 8 Campus-wide infrastructure equipment renewal – Voice Communication Equipment Replacement

Replace College outdated phone system with complete networked voice over IP communication solution. Project includes core phone circuits conversion and migration, configuration on network switches, and replacement of 1000+ office/classroom telephones.

Contact: Bob Dammer
Budget: Construction infrastructure fund
Status: Completed.
Successfully Phased out out-dated PBX and telephone response systems.

Objective 9 Campus-wide server virtualization implementation

Implement a cost-effective solution to increase the productivity of IT support staff by utilizing centralized and virtualization server technology. The plan will include a multi-year process to migrate the current individual special function server farm to consolidated infrastructure and take advantage of virtual server/storage technology.

Contact: Dan Rojas
Budget: Construction infrastructure fund
Status: Initial project scope completed. On-going implementation in progress.

Objective 10 Expand the functionality of WebISIS and Internet based self-services, continued from 08-09

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.

Contact: Jocelyn Chong
Budget: MIS development
Status: Staff/faculty and student Portal project completed and on production.
Adopted industry best practices and developed a modernized student identity management system.

Started the effort to consolidate technology services with SSO (Single-Sign-on) integration from Student Portal.
On-going development and expansion of functionality are also in progress.

Objective 11 Plan and evaluate technology feasibility to upgrade current SMC website to Sharepoint technology.

Contact: Bob Dammer
Budget: TBD
Content migration to SharePoint will be largely covered by existing contract with Sector Point.
Status: In Progress.

Objective 12 Work with the Facility team to implement Information Technology Data Center modernization, continued from 08-09

The capacity of Drescher Hall 306 data center has reached its physical limits. New plan will build new facility with modernized, energy efficient site infrastructure and server infrastructure to maximize the space utilization.

Contact: Jocelyn Chong
Budget: Construction infrastructure funds.
Status: In progress.
Server virtualization project successfully minimized current demand for power and cooling usage in the interim when new facility is planned.
New facility is located on the South side of main campus, adjacent to the Library.
The new facility will create more integrated technology services, updated data center, and network/server infrastructure. The building plan is currently being developed.

Objective 14 Streamline IT support procedures and develop technology resource website and orientation information to facilitate the dissemination of IT policy, procedure, and updated information to users.

Enhance IT efficiency by developing effective web content to disseminate information.

Contact: Jocelyn Chong
Budget: Technology User Support development
Status: In progress.
Staff/faculty technology handbook online.
Student online support/help system (Ask-Pico) on production.

Objective 15 Campus-wide technology equipment energy saving implementation plan

Work with Southern California Edison Company to implement campus-wide technology equipment power saving plan and receive maximized ongoing energy saving and onetime Power provider's project initiation incentives.

Contact: Jocelyn Chong
Budget: SCE incentive program (income) - \$26,500
Status: Server virtualization project completed.
Prototype desktop virtualization project is completed.
Expansion plan for desktop virtualization is current being evaluated.

Objective 16 Wireless implementation – continued from 08-09

Analyze and evaluate a road map to deploy wireless technology in logical locations campus-wide. SMC wireless deployment plan will be evaluated in parallel with campus facility plan.

Contact: Bob Dammer
Budget: Construction Infrastructure fund
Status: In progress on main campus quad project.

Objective 17 Evaluate the feasibility to replace student email system by hosted solutions offered by large email providers, such as Google, MSN.

Research and evaluate the possibility of migrating student email function to email provider such as Google or MSN. These companies provide enhanced email and application functions, large mail boxes to enrolled students free of charge.

Contact: Jocelyn Chong
Budget: N/A
Status: Completed. Google for student.smc.edu went live on 4/13/2010. Starting 6/16/2010, username@student.smc.edu becomes the official mean of email communication to all SMC students.

Technology Objectives 2011-2012

Objective 1 Student Workstation Replacement & Cascading

Plan, evaluate, and recommend student workstation replacement to keep student computer equipment up-to-date. Due to funding, the standard base-line PC remains at GX270/280 (on an average of 9-year-old). CSIS will upgrade one lab computers and AET will upgrade two computerized classrooms. Cayton lab and Science Building computers will be also be replaced. All replaced higher end computers will be cascaded to address Library, other computer labs and staff's computer needs.

Contact: Steve Peterson/Joshi John
Budget: \$330,000 – District technology fund
\$130,000 – Associate Student fund
Status: Completed – Replaced 2 classrooms at AET, 1 classroom for CSIS, Cayton Center and Library cascade computers from Cayton
In progress – Science Building workstation replacement (complete in summer)

Objective 2 Campus Wide Software Needs

Track and renew maintenance agreements and annual licenses for software shared campus-wide during 10-11, including Microsoft campus agreement, antiviral software, and other standard software.

Contact: Steve Peterson
Budget: \$185,000 – District technology fund
Status: Completed

Objective 3 Faculty Curriculum Development Workstation 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 GX520 or equivalent computers are available for faculty/staff replacement computer requests. There are approx. 20 new computers required for new full-time faculty this year.

Contact: Steve Peterson
Budget: \$30,000 – District technology fund
Status: Competed

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

The replacement of aging projectors, computers, and associated devices for classroom Audio/Visual equipment based on A/V technology is planned for all classrooms in the Science Building. There are also additional 2 smart classrooms and 10 multi-media carts required for Drescher and LA Buildings. Other device repair and supplies needs for maintenance are also addressed.

Contact: Al DeSalles
Budget: \$17,500 – Lottery instructional fund
\$120,000 – District instructional fund
\$100,000 – District technology fund
Status: Procurement complete, implementation in progress

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 – District technology fund
Status: Completed

Objective 6 Department Instructional Technology Needs

Departmental specific software/equipment, include miscellaneous software/equipment, and other technology accessories, e.g. Software for CSIS and Earth Science, replacement servers for AET.

Contact: Steve Peterson
Budget: \$20,000 – District technology fund
Status: Completed

Objective 7 Occupational Program Technology Projects funded via CTE

Technology projects funded as part of the occupational program CTE grant, include departmental required software, workstations, and other classroom effectiveness experimental projects. For detailed information, contact the CTE program coordinator.

Contact: Patricia Ramos (Instructional), Steve Peterson (Technology)
Budget: Various Departmental software, laptop computers for AET, Business, CSIS, DSBS.
Status: Completed

Objective 8 Campus-wide infrastructure equipment renewal

Plan, evaluate, and implement the campus network core switch and WiFi upgrade plan. The updated infrastructure will enable 10GB data bandwidth on core switches located in the MDF, Drescher server room, and other major buildings. The Wifi upgrade will provide better coverage on connectivity and density throughout multi-campus. The upgraded design also comes with necessary redundancy (high availability configuration) to maximize network uptime in meeting 7/24/365 services requirements. Also included in the project is a web request load balancer. This technology will enable College web services to handle large volume of concurrent requests without comprising the performance of page loading.

Contact: Bob Dammer/Dan Rojas
Budget: \$600,000– Construction infrastructure fund
Status: Procurement completed, implementation in progress

Objective 9 Campus-wide virtualization desktops implementation

VDI technology is evolving. The limitation and restriction of current stage of the technology could be potentially costly if deployment plan is not implemented properly. IT will continue utilizing previous pilot project experiences to evaluate the expansion possibility and propose multi-year implementation plans.

Contact: Jocelyn Chong
Budget: N/A
Status: Evaluation

Objective 10 Expand the functionality of WebSIS 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.

Contact: Lee Johnston
Budget: MIS development
Status: CTE online survey – completed
Online Flex-time tracking system – completed
Further consolidate technology services with SSO (Single-Sign-on) integration from Student Portal. – in progress
Enterprise mobile application – initial version completed, enhancement in progress
On-line attendance rosters – hold
e-Transcripts – in progress

Objective 11 Plan and evaluate technology feasibility to upgrade current SMC website to Sharepoint technology.

The current SMC website is utilizing a proprietary content management system that is being phased out by the vendor. The Network Services Department is providing technical support to implement Sharepoint as an alternative.

Contact: Bob Dammer
Budget: \$20,000
Status: Completed

Objective 12 Work with the Facility team to implement Information Technology Data Center modernization, continued from 10-11

The capacity of Drescher Hall 306 data center has reached its physical limits. New plan will build new facility with modernized, energy efficient site infrastructure and server infrastructure to maximize the space utilization.

Contact: Jocelyn Chong
Budget: Construction infrastructure funds.
Status: In progress
Server virtualization project successfully minimized current demand for power and cooling usage in the interim when new facility is planned.
New facility is located on the South side of main campus, adjacent to the Library.
The new facility will create more integrated technology services, updated data center, and network/server infrastructure. The building plan is currently being developed.

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 users.

Enhance IT efficiency by developing effective knowledge base to disseminate information. Student self-serve knowledge base – Askpico is addressed via in-house development. There is a pressing need to identify a replacement of Remedy (de-supported current SMC employee technology helpdesk system). After lengthy evaluation by all IT managers, WebHelpDesk is determined to be the most cost effective solution for the College.

Contact: Jocelyn Chong
Budget: \$15,000
Status: Procurement and installation is completed, implementation – in progress.

Objective 14 MIS Server Upgrade/Replacement and Disaster Recovery Project

Plan, evaluate, and implement the upgrade of WebISIS and self-service portals server/storage infrastructure to ensure best cost/performance, as well as replacing outdated servers that are costly to maintain. New servers were purchased in 10-11. Services migration from the old servers to the new ones is completed.
Banner Financial Aid project hardware requirement and performance enhanced disks for Corsair Connect systems are also procured as part of the upgrade plan. The disaster recovery mechanism is scheduled to be implemented next.

Contact: Lee Johnston
Budget: \$65,000 – District technology fund
Status: procurement completed, implementation in progress

Objective 15 Evaluate the feasibility of implement faculty IM and integration of Google hosted student email/apps system to enhance Cloud technology enabled learning environment.

Research and evaluate the possibility of migrating integrate faculty with students' Google Apps environment to fully take advantage of the tools. These solutions provide enhanced email and application functions, and large mail boxes to faculty/staff free of charge as well. Google Apps does not meet 508 accessibility compliant standards. The expansion project is still being evaluated.

Contact: Jocelyn Chong
Budget: N/A
Status: Evaluation

Objective 16 Assess SMC mobile computing direction and develop implementation plans

Evaluate the support model of enterprise mobile device usage and develop a feasible implementation plan to support the needs. In parallel, plan and implement mobile enabled SMC Portal applications to facilitate users' information access via their hand-held devices. SMC WiFi plan needs to be re-evaluated as well to ensure the solution meets the near future density demands.

Contact: Jocelyn Chong/Bob Dammer/Lee Johnston
Budget: See Objective 8 for WiFi mobile computing support
Status: WiFi upgrade solution determined and procured, implementation in progress.

Objective 17 Microsoft Exchange E-Mail Server 2010 upgrade

Plan, evaluate, and implement Exchange Server 2010 upgrade. The project requires in-depth analysis of design, integration, and implementation steps. The update version will provide many advanced administrative and user functions.

Contact: Dan Rojas
Budget: \$10,000 – District technology plan
Status: In progress – complete by the end of spring semester.

Technology Objectives 2012-2013

Objective 1 Student Workstation Replacement & Cascading

Plan, evaluate, and recommend student workstation replacement to keep student computer equipment up-to-date. There is a need to replace/update all workstations below Dell GX520 (or equivalent) with either upgraded computers or Virtual desktop solutions. Due to general funding reduction, grants opportunity is desired.

Contact: Steve Peterson
Budget: N/A
Status: Cascades computers were generated from 2011 AET, CSIS computer replacement plans. Dell GX520 and above were redeployed to replace older computers.

Objective 2 Campus Wide Software Needs

Track and renew maintenance agreements and annual licenses for software shared campus-wide during 12-13, including Microsoft campus agreement, antiviral, and more.

Contact: Steve Peterson
Budget: \$185,000 – General fund
Status: Completed

Objective 3 Faculty Curriculum Development Workstation 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 GX520 or equivalent computers are available for faculty/staff replacement computer requests. There are approx.15 new computers required for new full-time faculty this year.

Contact: Steve Peterson
Budget: \$15,000
Status: Completed

Objective 4 Instructional Technology for the Smart Classroom & 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 addresses in the previous year. Main expenditures for 12-13 are consumables, e.g. projector bulbs.

Contact: Al DeSalles
Budget: Lottery instructional fund
Status: Completed

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, District technology fund
Status: Completed

Objective 6 Department Instructional Technology Needs

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

Contact: Steve Peterson
Budget:
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 Communication, Cosmetology, CSIS, DSPS, ECE, and AET/Film Studies. For detailed information, contact the CTE program coordinator.

Contact: Patricia Ramos (Instructional), Steve Peterson (Technology)
Budget: \$285,000 – CTE grant
Status: Completed

Objective 8 Campus-wide network infrastructure upgrade - continued from 11-12

Complete the implementation phase of College network core switch 10G upgrade in multi-locations, as well as the implementation of WiFi expansion plan to support mobile computing needs. The upgraded design also comes with necessary redundancy (high availability configuration) to maximize network uptime. Also included in the project is a Wifi expansion to support the increase demand of mobile computing requirement.

Contact: Bob Dammer/Dan Rojas
Budget: N/A, procured in previous year
Status: Completed

Objective 9 Campus-wide virtualization desktops implementation

VDI technology is evolving. The limitation and restriction of current stage of the technology could be potentially costly if deployment plan is not implemented properly. While funding source for the project is pending, IT will continue utilizing previous pilot project experiences to evaluate the expansion possibility and propose multi-year implementation plans.

Contact: Jocelyn
Budget: \$100,000
Status: In progress. Proof of concept phase completed in the spring semester. A pilot project to enable GIS/CSIS online classes with virtual application labs will be implemented in summer. Further expansion of deployment in the Library, podium computers, and campus kiosk stations will be implemented next year.

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.

Contact: Jocelyn Chong
Budget: MIS development
Status: Implementation of State mandate policy change, repeat regulation, census verification, student fail grade participation verification – completed
Veteran student benefit process automation and Fed. auditing compliance mechanism - completed
iApp – International Student application/admission Portal – completed
e-Transcript – Final testing phase
Online Flex-time tracking system – in progress/on hold
Identity management system for Faculty/Staff – in progress
High availability/disaster recovery implementation for ISIS – phase I completed.

Objective 11 Update College technology policies and procedures to ensure the inclusiveness of latest technology issues

As mobile devices get widely adoption, faculty, staff, and students are bring in their own devices for business productivity and personal use. The College established network/computer use policy requires frequent review and update. This document will assist in educating users on security awareness, technology best practices, and effective usage.

Contact: Jocelyn Chong
Budget: N/A
Status: Define College mission statement of promoting mobile computing and research on other colleges BYOD (bring your own device) implementation models and policies. – in progress

Objective 12 Work with the Facility team to implement Information Technology Data Center modernization, continued from 11-12

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. Also included in the plans are Information Technology, Media Services operational areas, Teaching/Learning Center and staff offices.

Contact: Jocelyn Chong
Budget: Construction infrastructure funds.
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 users.

Enhance IT efficiency by developing effective knowledge base to disseminate information. Student self-serve knowledge base – Askpico is addressed via in-house development. Webhelpdesk software is purchased to implement an online support system that streamlines IT support procedures and process. Also included is a technology knowledge base to answer staff/faculty technical questions in an efficient self-service environment.

Contact: Jocelyn Chong

Budget: N/A, purchased and installed at the end of last fiscal year
Status: Implementation in progress.

Objective 14 MIS Student Business Process Automation Projects for cost effectiveness

Plan, evaluate, and implement the enhancement or cost saving solutions to improve productivities and cost effectiveness. Planned services include online payment transaction processor migration, student paperless payment disbursement mechanism, and enhanced enterprise mobile apps.

Contact: Jocelyn Chong
Budget: N/A
Status: Evaluation

Objective 15 Evaluate the feasibility of implement staff/faculty IM and expansion of Google hosted email/apps services to staff/faculty

Research and evaluate the possibility of offering and/or eventually replacing costly staff/faculty email system with Google provided no cost gMail solution.

Contact: Jocelyn Chong
Budget: N/A
Status: Design phase in progress

Objective 16 eText and digital learning material technology evaluation

Evaluate support models of eTextbook adoption plans, courseware integrations, mobile/handheld device, and accessibility to develop a feasible implementation plan to support the needs.

Contact: Jocelyn Chong
Budget: N/A
Status: Chancellor's office eTextbook initiative was modified to develop common distance ed platform and MOOC initiative.

Objective 17 Google Apps service expansion to faculty/staff

Google Apps provides eMail, Docs/Drives, Calendar, and other productivity suite for free services to faculty and staff. There are potential privacy, data confidentiality, and accessibility issues to be considered. However, the tool suite can offer tremendous mobility, efficiency, and potential possibility to replace MS Exchange for cost saving in the future.

Contact: Jocelyn Chong
Budget: N/A
Status: Evaluation in progress. Currently approx. 200 pilot gapps.smc.edu users, include faculty pilot group for classroom usage testing. IT staff, business staff, workgroups, and committees.

Technology Objectives 2014-15

Objective 1 Student Workstation Replacement & Cascading

Plan, evaluate, and recommend student workstation replacement to keep student computer equipment up-to-date. All student computerized classrooms and labs are updated to base-line level (Dell GX620 or equivalent) with either upgraded computers or Virtual desktop solutions. The scope of student workstations due for replacement this year include: 2 computerized classrooms at AET, 1 computerized classroom for Art and 300 open lab computers/thin clients for the Library and student kiosks/sign-in stations throughout campuses.

Contact: Steve Peterson/Joshi John
Budget: Instructional Block Grant (IBG), \$500,000
Status: Completed.

Objective 2 Campus Wide Software Needs

District has 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.

Contact: Steve Peterson/Joshi John
Budget: \$125,000 – District general fund
Status: Completed

Objective 3 Faculty Curriculum Development Workstation 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 GX620 or equivalent computers are available for faculty/staff replacement computer requests. There are approx.15 new computers required for new full-time faculty and at least 30 replacement required for this year.

Contact: Steve Peterson/Mark Engfer
Budget: IBG – 180,000
Status: In progress. There are plan to replace/install total of 150 new/replacement computer for faculty curriculum development needs by the end of the current academic year.

Objective 4 Instructional Technology for the Smart Classroom & 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. Science, HSS, and CSIS projector replacement plan is high priority. It has also been identified that the College has 48 classrooms required technology enablement and there are ongoing needs for update/replacement. By the end of the academic year, 98% of classrooms will be equipped with technology.

Contact: Al DeSalles
Budget: IBG - \$180,000
Status: In progress

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: IBG – \$11,000
Status: In progress. Implementation is in progress to equip Music Department with accessibility hardware/software to support vision impaired students.

Objective 6 Department Instructional Technology Needs

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

Contact: Steve Peterson
Budget: IBG - \$60,000
Status: Completed

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 12-13

Complete the implementation phase of College network core switch 10G upgrade in multi-locations, as well as the implementation of WiFi expansion plan to support mobile computing needs. College has identified 40 classrooms to enable WiFi with density coverage for instructional purpose. Technical team is continuing to build 10GB core capacity for multi-campus, as well as main campus buildings.

Contact: Bob Dammer/Dan Rojas
Budget: Construction/Infrastructure bond fund
Status: Implementation in progress. College core switches and main campus building switches were completed. Wifi access points were installed in planned classrooms. Business Building re-cabling project was also completed.

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 include GIS virtual lab, Library virtual workstations, and classroom podium/multimedia carts virtual workstations. GIS lab is on production. CSIS, Library, and classroom podium/multimedia carts are in the plan to be enabled as soon as possible.

Contact: Jocelyn Chong/Josh John
Budget: Staff resource
Status: Implementation in progress. Thin clients are purchased to replace outdated student sign-in stations and kiosks. CSIS Department requirement of implementing Windows VDI on Mac equipment is also in progress.

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

Analyze, design, and develop further administrative functions for student and faculty portal to expand the functionality and technological capabilities, include single sign-on, integrated WebSIS and self-serve system, and performance enhancement during peak time.

Major projects are identified to complete student self-serve education planner and customer relationship management (CRM) to support Student Success Support Program.

Contact: Lee Johnston
Budget: Staff resource
Status: In progress. Student self-service tool to develop Education Plan (MyEdPlan) completed. Other Student Success technology project implementation is in progress, include QLess queue management tool, Target-X customer relationship management tool, and Tableau reporting tool. Employee Leave Tracking System for the temporary employee is also expected to go live by the end of the fiscal year.

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

As mobile devices get widely adoption, faculty, staff, and students are either bring 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: In progress – Equipment for students were purchased and configured with AirWatch Mobile Device Management Tool.

Objective 12 Work with the Facility team to implement Information Technology Data Center modernization, continued from 13-14

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. Also included in the plans are Information Technology, Media Services operational areas and staff offices, as well as Teaching/Learning Center.

Contact: Jocelyn Chong/Bob Dammer
Budget: Construction infrastructure fund
Status: Phase I completed in July. Phase II in progress and expected to complete by the end of May. Data center move date and approach is currently being evaluated.

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 users.

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 purchased to implement an online support system that streamlines IT support procedures and process. Also included is a technology knowledge base to answer staff/faculty technical questions in an efficient self-service environment.

Contact: Jocelyn Chong/Lee Johnston
Budget: General fund - \$25,000
Status: Implementation and pilot phase in progress.

Objective 14 MIS Information System Software update

Plan, evaluate, and implement updated version of Oracle infrastructure application suites. This is a much delayed project that needs to be put on first priority to ensure the College Information System is at an up-to-date version which complies with security requirements, maintains compatibility with updated web browsers, and take advantages of increased functionalities.

Contact: Lee Johnston
Budget: MIS team
Status: In progress.

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 end result will facilitate employees to efficiently gain authorized access to network/software/phone/doors and other technology resources, as well as streamlining technology service process and efficiency.

Contact: Lee Johnston
Budget: MIS team
Status: Pending

Objective 16 Digital learning material technology evaluation

Evaluate support models of eTextbook adoption plans, courseware integrations, mobile/handheld device, and accessibility to develop a feasible implementation plan to support the needs. Digital learning environment requires sound solution of video/audio instructional screen cast/lecture capture tools, media repository, and on-demand streaming solutions.

Contact: Jocelyn Chong
Budget: N/A Text Book adoption
Status: A eTextbook adoption workgroup was formed to develop update-to-date textbook adoption guidelines on considerations and procedures.

Objective 17 Support technical implementation of campus safety technology plan

Campus safety technology project involves multiple campuses and departments. The plans include the selection of appropriate technology solutions, standard operation procedural definitions, and process flows. Emergency notification system was completed in 13-14. Updated surveillance camera and electronic door access systems are currently being evaluated and planned for 14-15 implementations.

Contact: Bob Dammer
Budget: \$5M – construction bond.
Status: In progress. CISCO technology and Nexus implementation service contract

was selected as the technology solution. Project phase I scope (media servers/software installation and replacement of existing outdated cameras) is currently being implemented.

Objective 18 College technology resource disaster/recovery plan

Evaluate, plan, and implement the disaster/recovery process and procedure of SMC website, faculty/student ISIS portal access, and other identified needed technology resources during a disastrous event.

Contact: Jocelyn Chong
Budget: Proposed/pending
Status: Solution proposed, pending on budget/detailed project plans

TPC Objectives 2015-2016

- 1. Promote a wider campus awareness of the transformational potential of technology**
- 2. Promote greater mobile availability.**
- 3. Promote up to date Department/Faculty/Program web pages.**
- 4. Promote a smooth transition to the new Course Management System.**
- 5. Promote greater access to Single Sign On for faculty, staff and students.**
- 6. Promote digitization, organization, distribution and archiving of learning on campus.**
- 7. Promote improved college-wide technology infrastructure.**
- 8. Promote Accessible Digital Educational Resources.**