

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Replace full-time faculty outdated workstations and shared-use computers in various adjunct faculty work areas that require upgrades and install new curriculum development workstations to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 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: 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.