

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Replace full-time faculty outdated workstations and shared-use computers in various adjunct faculty work areas that require upgrades and install new curriculum development workstations to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