

Technology Objectives 2013-14

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. Student workstations are due for replacement include: 3 computerized classrooms at AET, 1 computerized classroom for Music, and 150 thin clients for virtual workstations (Library & podium computers). Due to general funding reduction, grants opportunity is desired.

Contact: Steve Peterson
Budget: \$ 250,000 - Instructional Block grants and District general funds
Status: Completed – 2 AET and 1 Music computerized classrooms replacement,

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: \$120,000 – 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Replace full-time faculty outdated workstations and shared-use computers in various adjunct faculty work areas that require upgrades and install new curriculum development workstations to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 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: \$58,000
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.

Contact: Al DeSalles
Budget: \$27,000
Status: Completed – English, Earth Science, and Art Department multimedia carts

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: \$33,000
Status: Completed - AET, CSIS, Modern Language, Library, and Music departmental Software for curriculum requirements.

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. Project will be continued to identify new installation and upgrade local WiFi access points as needed. Technical team will also monitor the internet bandwidth capacity to identify the upgrade bandwidth from internet carriers.

Contact: Bob Dammer/Dan Rojas
Budget: \$45,000 Annually – District general fund
Status: Completed – Enablement of new buildings city-wide with Multi-site 10GB connectivity on the City iNet fiber loop.

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. IT will continue utilizing project experiences to evaluate the expansion possibility and propose multi-year implementation plans.

Contact: Jocelyn Chong
Budget: Server infrastructure/software procured in 12-13. Storage upgrade project 13-14.
Status: Completed – Installation/configuration/setup for the virtual desktop/application GIS software completely virtualized. CSIS, Podium, and Library 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.

Contact: Lee Johnston
Budget: MIS development
Status: e-Disbursement - Evaluation
e-Transcript – pdf version live in June, 2013. Xml, EDI exchange in progress
Online Flex-time tracking system – Completed
Identity management system for Faculty/Staff – in progress
High availability/disaster recovery implementation for ISIS – Phase 1 Database replication completed, Phase 2 off-site D/R enablement is in the planning stage.
Student Education Planner – completed in beta
Customer Relation Management (CRM) – TargetX implementation in progress

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. BYOD (Bring Your Own Device) and associate security policy needs to be developed so the document will assist in educating users on security awareness, technology best practices, and effective usage.

Contact: Jocelyn Chong
Budget: Local private grants
Status: Planning in progress - Pilot project to support student iPads in FYE program. Technical requirement (device, network, and device management software) defined.

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

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
Budget: Construction infrastructure fund
Status: Phase 1 completed, Office move date scheduled on 7/14/14

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. Helpdesk

software is currently being re-evaluated to ensure a sound 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: TBD
Status: Planning, evaluation of software

Objective 14 MIS Information system software version 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: N/A
Status: Planning and testing

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

Facilitate staff/faculty technology resource provisioning process with an automated Identity Management system. Research and evaluate the possibility of offering and/or eventually replacing costly staff/faculty email system with Google provided no cost Google Apps solution.

Contact: Lee Johnston
Budget: N/A
Status: Pending (project deferred due to other priority)

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: TBD
Status: Evaluation

Objective 17 Support technical implementation of campus emergency response plans

There are multiple campus safety measures involve technology implementations, include on-campus audio/visual alert messages to phones/alarm end point devices; remote email/texting/phone blast messages to alert off-campus community members. Proper technology solutions, procedural definitions, and process flows are being reviewed/updated/implemented.

Contact: Bob Dammer/Jocelyn Chong
Budget: Campus safety bond fund
Status: Completed (emergency notification system)

Objective 18 Improved system management and email security tools

Implements improved system management tool to enhance system patching, system monitoring, and capacity planning functions. Planned project also included the implementation of new email scanning/filtering gateway appliance Barracuda to replace the current Sonicwall solution. The new gateway is expected to be a more effective tool in blocking phishing/spamming emails.

Contact: Dan Rojas
Budget: District general fund
Status: Completed - The Barracuda email firewall has been successfully implemented and has greatly reduced the amount of unwanted email and improved the security of our systems and our ability to be proactive and respond to attacks.

Objective 19 Upgrade data center central storage system

Replace/upgrade current Storage Area Network (SAN) Solution with a state of art storage solution that will provide expanded capacity, required performance of modern applications, scalability, and high availability. The result will improve overall performance of SMC technology services, support the expansion of virtual client project, as well as increased shared departmental storage and user email box size. The storage capacity will also be increased further after migrating email to cloud-based system.

Contact: Jocelyn Chong
Budget: IT building bond fund
Status: Completed – Worked with Purchasing Department and successfully selected HP 3PAR solution with StoreOnce backup/recovery solution. The implementation and all data migration completed in June.