Program Review Annual Update

1. **Department:** Information Technology (formally Information Services)

2. **Reporting year:** 2013-2014

3. **Names of the individuals participating in the review:** David Corley, Director of IT; Logan Merchant, IT specialist II; Jacob Frietas, IT specialist II; and Mathew Montgomery, IT specialist II

4. **Progress Report: Review previous IPR or NIPR and/or annual update. Describe progress made on any recommendations and any changes made within the program.**

    1. Create a Disaster Recovery/Business Continuity Plan for the college to ensure the availability of critical systems. *Completed*
        • Data was being backed up to a cloud database as of 2010
        • Recently, the application environment was entered into the back up process in summer 2013

    2. Increase IS Department institutionally funded staffing to 4.0 FTE to improve support to end-users including:
        ➢ FTE IT Specialist (Classified) Desktop Specialist position to include half-time support for instructional technology (including classroom media and instructional software as well as student computing) and specifications and procurement
        ➢ Reconfigure 1.0 IT Specialist (Classified) Network Administrator (Substitute) position when hired to include held desk and asset management and support
        ➢ Reclassify one IT Specialist positions. One from IT Specialist II to IT Specialist III to account for additional network and portal. *In-process*
        • The staffing now reflects three IT specialist IIs and an IT director.
        • The IT director is in process of exploring moving one position to a IT specialist III

    3. Augment IS department staffing to support Datatel system and institutional research function to include hiring 0.5 FTE for additional programming support. If feasible, utilize grant funding for this position. *Completed*
        • The IT director was hired in summer 2013
        • Continue to augment programming with consultants

    4. Provide end-user technology training, especially in Datatel. Identify priorities through consultation; design delivery plan; allocate resources to support. *Completed/On-going*

    5. Address Web support through a combination of governance, technology, Portal implementation and hiring. *Not started*

    6. Assure an accountability system by instituting a formal electronic resources access/audit process and protocol to protect data integrity. *Completed*
        • Datatel has automated auditing tools specifically for running reports.
        • Additionally, A&R completed student information audit on monthly basis.
        • The report server has categorical, grade submission, financial aid and positive attendance audit reports that are used across campus.

    7. Create economies of service through the expansion of asset management (e.g., remote desktop and file management, global images, remote access, etc.). *Not started*

- There is a standard imaging process that has been implemented
- The campus utilizes shared drives for file sharing
- Remote access is available to limited individuals

8. Implement Portal. *In-process*
   - Implementation is planned for summer 2014.

9. Provide annual allocations for ongoing refresh of IS infrastructure, the Data Center, desktop/laptop computers and peripherals. *In-process*
   - The proposal was presented to the ITMP in fall 2013

10. Standardize staff hardware and software to permit more efficient purchasing and support. Seek additional purchasing agreements (e.g., Adobe software). *Completed*

11. Fund desktop purchasing centrally, and provide an annual allocation sufficient to support ongoing refresh per industry and CCC standards (3-year or 4-year with warranty extension). *In-process*
    - Refresh was completed in 2011
    - The proposal for annual funding was presented to the ITMP in fall 2013

12. Reevaluate the appropriateness of the current SLOs for the assessment of student – and staff – learning as a result of the IS projects and functions. *Completed*
    - New AUOs were developed in fall 2013

13. Clarify IS budget by defining scope and thoroughly identifying and tracking recurring costs. *Completed*
    - IT director developed in summer 2013

14. Upgrade SharePoint 2007 to 2010 and deploy for production use, allowing for the framework that collaboration and document management can be built on, as well as a more user friendly reporting system than the current report services provided on the report server. *In-process*
    - Implementing in summer 2014

15. Expand Spiceworks Helpdesk to include all calls and tickets for IS which will provide better tracking of issues from start to finish and provide audit reports of time averages. *Completed*
    - Implemented April 2014

16. Implement Exchange Server 2010 to utilize features of the Voice Over IP telephone system and maximize use of Datatel's Communication Management module. *Not started*

17. Continue virtualizing servers to increase efficiency and reliability while decreasing power and cooling needs of the DataCenter. *Completed*

18. Create formal planning for professional development for IS, tied to strategic goals. Create and track individual professional development plans for each staff member out of both departmental and personal goals. *In-process*

19. Track student and staff participation and learning data and assure the use of these data in ongoing IS program/project improvement. *In-process*
    - An annual survey was conducted on IT in spring 2014 to assess AUOs

20. Continue to mature the Report Server adding data reports as indicated for the expansion of the research function across departments. Appropriately increase access to the Report Server and the data reports. Train end users on the appropriate use and display of these data. *Completed/On-going*

21. Routinely fund ongoing professional development in IS, not only to support specific projects, but to maintain awareness of trends and new technologies for process re-engineering and innovation

by recognizing professional development for IS in the institutional budget and within total costs of IS projects. *Completed*
- Prioritized in by ITMP in fall 2013

22. Actively seek high-value opportunities such as webinars, online course delivery, books and local or regional training with minimal travel costs (including formal or informal partnerships with local entities). Employ train-the-trainer methods as often as appropriate. Use travel to build professional networks which can then be exploited. *Completed/On-going*

23. Value professional certifications for staff members not only as frameworks for desired expertise, justifications for training and goals and public image, but also as a provider of continuing education and professional development for staff. *Not Started*

24. Create an Educational Business Continuity Plan for the college to ensure the availability of educational materials and instructional support. *Not started*

25. Prioritize and fund the ongoing refresh of technology in campus classrooms. *In-progress*
- Prioritized in by ITMP in fall 2013

26. Working with Academic Services, create and implement a plan to refurnish classrooms appropriately to maximize the use of technology in classroom "learning spaces". Completed
- Completed by Title III grant in 2012

27. Integrate CCCCO MIS reporting function with Institutional Research and restore a broad functional user oversight team (Datatel Power Users) to ensure ongoing campus expertise and accountability for data quality, accuracy and timeliness. *In-progress*

28. Systematically survey mandates (legislation, industry standards, regulations) with which IS must comply, and begin explicit compliance work. Completed
- Now an Institutional Effectiveness Function

29. Review vendor relationships and further explore technical partnerships with Lassen County Office of Education. *On-going*

30. Seek grant opportunities to fund keeping pace with accelerating growth of technology potential and expectations. *On-going*

31. Maintain association with statewide Datatel user groups (i.e.3CDUG) and ensure ongoing training in the use and maturity of the administrative management system. *Completed/On-going*
- Attended conference in spring 2014

32. Evaluate the cost/benefits of owning vs. leasing vs. outsourcing. *On-going*

5. **Outcome Assessment (SLOs/PSLOs/AUOs):**

a. **Specify any emerging needs based on assessment of outcomes (SLO, PSLO or AUO).**
b. **Specify any planning or budget changes (ie. human, facilities, equipment, technology, financial, professional development) based on assessment of outcomes assessment.**
c. **Include any examples of changes that resulted in improved SLO, PSLO and/or AUO findings**.

During the 2012-2013year no assessment were conducted. In 2013-2014 the IT department will have the data assessed through the annual administrative services survey.

6. **Curriculum:** Not Applicable

7. **Program Emerging Needs Assessment: Describe needs that have developed since the previous review. Consider emerging needs in staffing, equipment, training, facilities, or funding, Include data sources in the previous item that support emerging program needs.**

- Server rack KVM keyboard and monitor for the sever room ($1,500)
- Cisco ASA firewall to allow for increased internet connection ($4000)
- Asset inventory management system with lifecycle ($5,000)
- Increase professional development funding ($10,000)
- UPS systems at the network closets to support the telephone system in case of power outage ($40,000)
- Window air conditioner for the IT department office ($500.00).
- Replace outdated core Network Switch for campus ($65,000)
- Replace outdated edge Network Switches for campus ($100,000)

8. Progress and Reprioritization of Recommendations:

a. Review the prioritized recommendations in the previous program review.
b. Record outcomes of items in the planning agendas for each section.
c. Specify any changes in priority as well as any additions or deletions.
d. Provide updated planning agenda forms for each planning committee.

Table 1. 2013-2014 Information Technology Prioritized Recommendations Requiring Institutional Action for Inclusion in Educational Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost	Expected Outcome

Table 2. 2013-2014 Information Technology Prioritized Recommendations Requiring Institutional Action for Inclusion in Human Resource/Professional Development Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome
1	Increase professional Development budget	2015-2016	10,000	Higher efficiency and knowledge in the department

Table 3. 2013-2014 Information Technology Prioritized Recommendations Requiring Institutional Action for Inclusion in Facilities Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome
3	Window air conditioner for the IT department office	2015-2016	500.00	More comfortable environment and workspace

Table 4. 2013-2014 Information Technology Prioritized Recommendations Requiring Institutional Action for Inclusion in Institutional Technology Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome
1	Cisco ASA firewall	2015-2016	4,000	Higher efficiency
1	Replace core Network Switch	2015-2016	65,000	Higher efficiency, outdated equipment
1	Replace edge Network Switches	2015-2016	100,000	Higher efficiency, outdated equipment
1	UPS systems	2015-2016	40,000	Safety
1	Asset inventory management system with lifecycle	2015-2016	5,000	Better asset planning
1	Server rack KVM	2015-2016	1,500	Higher efficiency

	keyboard and monitor for the sever room			

Table 5. 2013-2014 Information Technology Prioritized Recommendations Requiring Institutional Action for Inclusion in Student Services Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost	Expected Outcome

9. **Additional Information: Describe or note additional information pertinent to the program, particularly information which supports new needs or growth or that documents program successes**.

- CCCApply was implemented Fall 2013.
- Student e-mail was released in Fall 2013.
- Implemented self-service finance module in Fall 2013.
- Implemented HigherOne in Fall 2013.
- Wifi was disbursed campus wide in spring 2014.
- Student Planning/Degree Audit implemented in spring 2014.
- Student planning will be implemented early summer 2014.
- Moodle will be upgraded in summer 2014.
- In fall 2014, the portal will be released.