

May 9, 2022

# Technology Advisory Committee Mtg. Minutes

## Members\Attendees:

- |                    |                         |                       |
|--------------------|-------------------------|-----------------------|
| ○ Aronson, Jason   | ○ Gross, Kent           | ✓ Perlas, Char        |
| ○ Cecil, Jesse     | ✓ Haugen, Doug          | ✓ Porterfield, Janice |
| ✓ Collins, Josh    | ✓ Kaae, Desiree         | ○ Rexford, Nathan     |
| ✓ Coughlin, Nancy  | ○ Klever, Mark          | ○ Walton, Patrick     |
| ✓ Donaldson, Matt  | ✓ Kuhlemann, Anne-Marie | ✓ Witherell, Meghan   |
| ○ Fernandez, Maria | ○ Melby, Darlene        |                       |
| ○ Groppi, Kelly    | ✓ Nordin, Chris         |                       |

## NameCoach Initiative Proposal

Janice Porterfield gave a presentation on the NameCoach cloud-based software, explaining its purpose and the resources that would be needed to implement it. She answered questions about its use for commencement and within Canvas. There was consensus to proceed with this initiative.

## Workstation Standardization

Matt Donaldson gave a presentation on the Workstation Standardization project. He explained what a workstation standard is and how it will be defined at multiple levels: college-wide, department, units within a department, and a specific position. He also described the system that will be put in place to implement and enforce the standard. Finally, he gave an overview of the workstation refresh cycle that has been defined and will be implemented started in the coming FY:

Cycle\Fiscal Year	Division	Count	TOTAL
<b>Cycle A</b> (FY22-23 -> FY27-28)	Administrative Services	40	56 (40)
	Athletics	16	
<b>Cycle B</b> (FY23-24 -> FY28-29)	Academic Affairs – Part 1	48	48
<b>Cycle C</b> (FY24-25 -> FY29-30)	Student Services	48	48
<b>Cycle D</b> (FY25-26 -> FY30-31)	Academic Affairs – Part 2	48	48
<b>Cycle E</b> (FY26-27 -> FY31-32)	Executive	16	32
	Athletics	16	

He answered some questions about peripherals and funding.

## Banner Road Map

Matt Donaldson informed the committee that the College's current agreement with Ellucian for the Banner ERP system and for hosting that system will expire June 2023. He also mentioned that, to keep the system current, the College needs to upgrade Self-Service Banner (SSB) from version 8 to 9 and to replace Luminus with Experience. This situation requires that the College choose from one of two options:

1. Renew the current agreement for another 5-year term and implement the needed changes
2. Migrate from Banner Software-as-a-Service (SaaS)

To help explain the difference between the previous and current Banner implementations and SaaS, he explained the 4 types of environments in which Banner could be executed. on-premise, Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS), and Software-as-a-Service (SaaS).

He then described both the advantage and disadvantage of moving to SaaS and presented a summary of the estimated costs of each option

Options	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Option 1: <b>Continue with Ellucian Cloud</b>	575,678	598,048	611,600	635,376	660,136	<b>3,080,839</b>
Option 2: <b>Migrate to Banner SaaS</b>	767,173	435,097	448,150	461,594	575,442	<b>2,257,455</b>
<b>Difference</b>	+191,495	-162,951	-163,451	-173,782	-184,695	<b>-493,384</b>

He clarified that these preliminary numbers that assume the College enters into a 5-year agreement. Most significantly, it does not include the cost of implementation services, which are currently unknown but could be anywhere from \$500K - \$1M.

Finally, he mentioned what is known as well as what may be true of the CCCC's efforts in regards to a common ERP system. It remains the case that the CCCC is working towards this goal. It is unknown what form this system would take but Ellucian Banner SaaS is a strong possibility. He has heard from multiple sources that it is considering funding a SaaS migration for the 6 smallest Banner and 6 smallest Colleague schools, which would include COS. To help Ellucian better understand our circumstances and needs, he and Dr. Perlas will be meeting with Ellucian's Sr. VP of Digital Transformation tomorrow.

There were several questions and some discussion about the impact of having less control with SaaS. There were also concerns about the slow response we currently experience from Ellucian and how that might play out in a SaaS environment.

### TAC Portfolio Overview

Due to time constraints, there was no time for Matt Donaldson to provide an overview of all of the projects and initiatives that the Technology Services department is or will be working on this calendar year. The following is a table illustrating the planned timeframe for implementing them:

Project	2022											
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
<b>Logistical Services</b>												
Cafeteria Mobile Ordering Software												
Human Resource Software Upgrade												
Texting Solution												
Unified Electronic Signatures												
<b>Client Services</b>												
Classrom\Lab Service												
Nursing Simulation Lab Upgrade												
Printing Service												
SMS Upgrade												
Video Management System												
Workstation Refresh (FY22-23)												
Workstation Standardization												
Zoom Room Installations												
<b>Enterprise Application Services</b>												
Banner SaaS												
CalGrant Ethos ~ Pending												
CVC Exchange - Part II ~ On-Hold												
DegreeWorks 5.06 Upgrade												
UDOIT for Canvas												
Visual Resource Center Integration												
Zogotech Implementation												
<b>Infrastructure Services</b>												
Azure Migration												
Internet Connection Upgrade												
Lodges Wireless Network Upgrade												
Password Vault Implementation												
Remove Aged Server Operating Systems												
Secure Remote Access												
User Provisioning\De-provisioning												

The followed is the status update he was going to present to the committee:

### **Logistical Services**

- *Cafeteria Mobile Ordering Software.* An initial solution scorecard has been created and a committee is being formed to finalize the scorecard, evaluate solutions, and select the one that best meets the College's needs. This project needs to be completed in time to utilize HEERF funds.
- *Human Resource Software Upgrade.* We are currently working with NEOED to finalize the proposal and begin the procurement process. This project must be completed by the end of the calendar year.
- *Texting Solution.* We are currently working to form a committee to evaluate and select a replacement for Zipwhip. We still need committee representatives from several departments. This project must be completed by the end of the calendar year.
- *Unified Electronic Signatures.* We are currently working to schedule vendor presentations for June 2<sup>nd</sup>. The implementation plan will be formulated once a solution is selected.

### **Client Services**

- *Classroom\Lab Service.* Matt and David will be inventorying all of the technology in all of the classrooms over the summer.
- *Nursing Simulation Lab Upgrade.* Preparatory work is currently under way. Implementation is scheduled for 7/12-14.
- *Printing Service.* This is assigned to the IT Director and work on this has been delayed due to loss of staff in Enterprise Applications. A printer inventory has been completed and a HW lifecycle needs to be defined. The department will create a service definition that will be reviewed and approved by the committee.
- *SMS Upgrade.* This project was just completed.
- *Video Management System Upgrade.* This project was just completed.
- *Workstation Refresh (FY-22-23).* This was discussed earlier in the meeting.
- *Workstation Standardization.* This was discussed earlier in the meeting.
- *Zoom Room Installations for CTE.* Depending on progress in other areas, we hope to implement this before the start of the Spring term.

### **Enterprise Application Services**

- *Banner SaaS.* This was discussed earlier in the meeting.
- *CalGrant Ethos.* We are currently trying to determine how this will be funded.
- *CVC Exchange - Phase II.* In the absence of Enterprise Application staff, this is on-hold.
- *DegreeWorks 5.06 Upgrade.* The upgrade has been performed in the Test environment. Student Services has engaged a consultant to implement pre-existing customizations in the Test environment before completing testing. Once the customizations have been completed, testing can proceed.
- *UDOIT for Canvas.* We have asked Max Michelon Consulting to provide an SOW.
- *Visual Resource Center Integration.* This project was just completed.
- *Zogotech Implementation.* Technology Services is working on establishing a data connection with Zogotech and expects to have this completed by the end of June. At that point, Research and Evaluation will take over the effort.

## Infrastructure Services

- *Azure Migration.* Joe is currently receiving training to support this solution. We intend to migrate June through July.
- *Internet Connection Upgrade.* We are awaiting for AT&T to schedule implementation of 2<sup>nd</sup> circuit. Once this is done, we'll schedule the cutover.
- *Lodges Wireless Network Upgrade.* This project was completed in January. We have been monitoring performance and setting proper expectations with residents.
- *Password Vault Implementation.* This project was completed in February.
- *Remove Aged Server Operating Systems.* All Windows 2003 systems have been retired, except for the system that hosts the old SIS which contains records that still need to be migrated to Banner. We are on-track to remove all Windows 2012 servers by the end of the summer.
- *Secure Remote Access.* Email notifications of coming changes have been sent. The IT Director is meeting with faculty groups. The current go-live date is August 8<sup>th</sup>.
- *User Provisioning\De-provisioning.* This is assigned to the IT Director and work on this has been delayed due to loss of staff in Enterprise Applications. The department will develop an initial draft and then work with HR to revise and finalize.

Information about all projects and initiatives in the TAC Portfolio is being entered into Monday.com. Once this is completed, TAC members will be given read-only access to this application. This will give them the ability to see all planned work as well as the current status of all projects and initiatives. Eventually, Monday.com will also be used to perform resource management.