

September 24, 2020

Technology Advisory Committee Mtg. Minutes

Conducted via Zoom.

Members\Attendees:

✓ Matt Donaldson	○ Kent Gross	✓ Josh Collins
○ Stephen Schoonmaker	○ Nathan Rexford	✓ Alison Varty
✓ Darlene Melby	○ Doug Haugen	○ Jesse Cecil
✓ Char Perlas	✓ Axel Hernandez	✓ Maria Fernandez
○ Melissa Green	✓ Kelly Groppi	✓ Barbara Douglass
✓ Valerie Roberts	✓ Nancy Coughlin	✓ Jason Aronson
✓ Meghan Witherell	✓ Anne-Marie Kuhlemann	

Discussion:

- I. **Review TAC Proposal Procedures.** Matt Donaldson gave a presentation on and answered questions about the initial procedures for submitting a technology proposal to TAC for review. See attached PowerPoint presentation. It was agreed that these procedures will be followed from this point forward with the understanding that they may be adjusted as the need arises.
- II. **Future of DegreeWorks.**
 - a. Matt Donaldson opened up the discussion by noting that one of the largest challenges the college has had with DegreeWorks is that it struggles to find funding for an outside consultant to perform scribing. He indicated that, after discussion with the Enterprise Application team, he felt that this is a task that could be performed by his staff
 - b. Both Josh Collins and Meghan Witherell agreed that it handled the auditing requirements well.
 - c. There was general discussion about what constitutes on “Ed Plan” and how that pertains to DegreeWorks.
 - d. It was agreed that, since IT is taking responsibility for scribing, the should continue using DegreeWorks for another year or two and then, if it is felt that it is lacking, we will revisit the topic
- III. **Closed-Captioning for Zoom.**
 - a. Matt Donaldson opened the discussion by:
 - i. Discussing the need to implement CC for Zoom to fulfill accessibility requirements, particularly when the pandemic has moved so many meetings and classes to Zoom
 - ii. Providing an overview of the two approaches to CC in Zoom (live transcription and artificial intelligence) and the pros and cons of each
 - b. Discussion took place over the scope of CC for Zoom.
 - i. Maria Fernandez stated her belief that accessibility requirements compel the college to provide CC for Zoom for all meetings and classes regardless of whether there were identified attendees who
 1. This was supported by Natalie Bradley

- ii. Matt expressed concern that this was may be beyond the financial resources of the school
- c. It was agreed that IT will:
 - i. Reach out to colleges who have make recommendations for vendors to see how they are handling the scope question
 - ii. Perform a preliminary evaluation of possible vendors & costs
- d. The objective is to have a solution in place by the start of the Spring term



Technical Advisory Committee

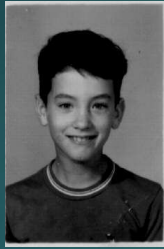
SEPTEMBER 21, 2020

Agenda

Time	Individual(s)	Item
3:00-4:00	Matt Donaldson	Review TAC Proposal Procedures
4:00-4:15	Melissa Green	Discuss DegreeWorks future
4:15-4:30	Matt Donaldson	CC for Zoom

Provide overview of today's meeting.

The Maturing Process



Discuss the maturing process.

- At first, our new procedures will seem cute but, quickly, they will seem a little awkward.
- Over time, however, they will fully mature.

TAC Procedures

- ▶ **COS Technology Portfolio:** all current and planned efforts to implement new and upgrade existing technology used by the school. This includes efforts that take place independent of the school's Technology Services department.

COS Technology Portfolio

- Current
 - Initiatives
 - Projects
- Planned
 - Initiatives
 - Projects

Establish the core concept of the COS Technology Portfolio.

TAC Procedures

2 Phases:

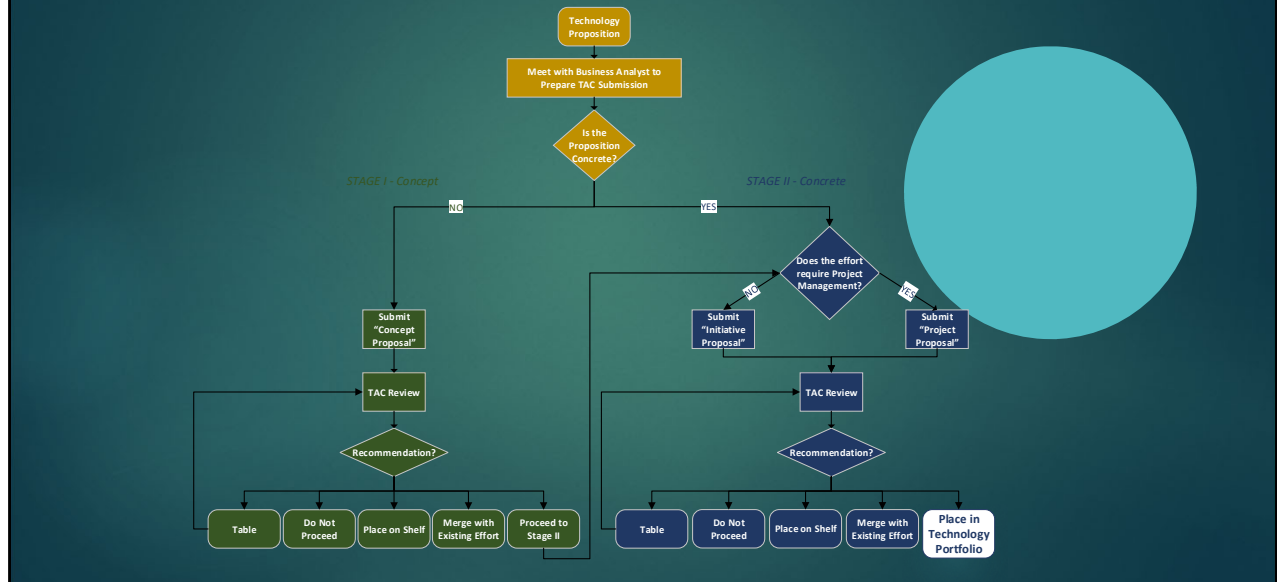
- I. **Proposal Procedures:** how a technology proposal is submitted to and evaluated by the Technology Advisory Committee (TAC) so that it can provide a recommendation as to whether that proposal should be included in the Technology Portfolio.
- II. **Portfolio Management Procedures:** how priorities are established, resources assigned, and efforts scheduled within the portfolio.



Two phases in defining TAC procedures

1. We are currently working on the first phase, defining how proposals are added to the portfolio
2. Next we will define how we will manage items in the portfolio

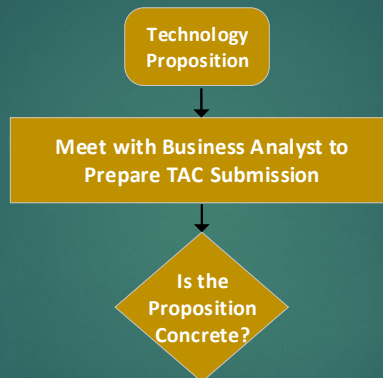
TAC Procedures - Overview



Give overview of:

- Initiation
- Stage I: Concept
- Stage II: Concrete

TAC Procedures - Initiation



Technology Proposition

The process begins when the IT Director is notified by phone call or email that an individual wishes to submit a proposal for consideration. This individual will be called the proposer. The IT Director will then assign a Business Analyst (BA) to work with the proposer to formally submit the proposal. The BA assigned will be selected based on the nature of the technology in the proposal.

Meet with Business Analyst to Prepare TAC Submission

The BA will then gather information from the proposer to determine whether the proposal is a concept or a concrete proposal.

Is the Proposition Concrete?

To some degree, this is a subjective judgment but there are general guidelines on how this determination will be made.

Concept or Concrete?

CONCEPT	CONCRETE
The college is considering implementing the technology	The college has already decided it will implement the technology
Emerging technology	Mature technology
Technology new to COS staff	COS staff has worked with this technology
Potential solutions need to be enumerated and evaluated	A solution has already been selected
Costs still need to be identified	Costs estimates have been obtained
Initial and\or recurring funding needs to be identified	Initial and\or recurring funding has been identified

- Review table.
- These are guidelines, not hard rules.
- Proposals may have elements of each.

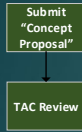
TAC Procedures ~ I: Concept

Submit
"Concept
Proposal"

- **Title:** a label for the proposal.
- **Proposer:** the name and title of the individual submitting the concept paper.
- **Submission Date:** the date on which the proposal is given to the TAC chair for consideration by the TAC.
- **Requested TAC Date:** the date of the TAC meeting in which the proposer would like TAC to provide a recommendation on the proposal.
- **Description:** one paragraph that explains the circumstance that led to the proposal and another paragraph or list of bullets that explains the proposed technology.
- **Benefits:** a single paragraph or a list of bullets describing potential benefits of the proposed technology such as:
 - Time and cost savings.
 - New and/or improved services.
 - Fulfilling statutory and/or regulatory requirements.
- **Costs\Funding:** a rough order of magnitude (ROM) estimate of the resources – both monetary and person hours – needed both to implement and to maintain the proposed technology.

With assistance from the assigned BA, the proposer will create a “Concept Proposal” document using a template provided by the BA. This document will then be submitted to the TAC chair.

TAC Procedures ~ I: Concept



Some Questions to Consider

- Is the proposed technology consistent with the college's mission, values, and goals?
- Do the potential benefits of the proposed technology justify the estimated costs?
- Does the proposed technology comply with college's technologies?
- Is the proposed technology compatible with existing technology solutions?

After receiving the Concept Paper, the TAC chair will place the proposal on the TAC meeting agenda and distribute the Concept Paper to TAC members so that it can be reviewed prior to the meeting. TAC members should prepare for the meeting by reading the Concept Paper, notating any questions or comments they may have to contribute to the discussion in the TAC meeting. The following questions should be considered when reviewing a Concept Paper:

- Is the proposed technology consistent with the college's mission, values, and goals?
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TAC Procedures ~ I: Concept

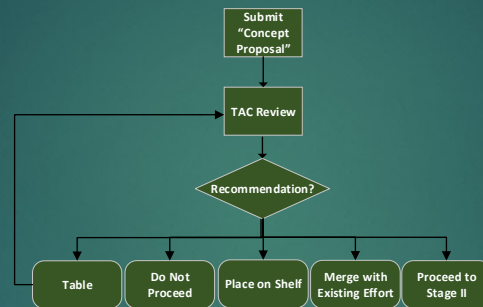


Table - the TAC wishes to reschedule the Concept Proposal for a future TAC to allow time for additional information gathering.

Do Not Proceed - the proposed technology should not be implemented.

Place on Shelf - the TAC is not opposed to the proposed technology but recommends that it not be addressed at this time.

Merge with Existing Effort - the implementation of the proposed technology should be merged with an existing Concept Proposal, Initiative Proposal, or Project Proposal.

Proceed to Stage II: Concrete - the proposed technology should be submitted as either an Initiative Proposal or a Project Proposal so that it can be considered for placement in the Technology Proposal.

TAC Procedures ~ II: Concrete



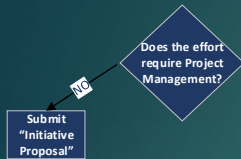
INITIATIVE	PROJECT
Brief implementation timeline (2-4 weeks)	Extended implementation timeline
Small number of personnel required	Several personnel required
Few resource hours needed (40-80)	Large amount of resource hours needed
Refresh of existing technology	Deployment of new technology
Simple requirements gathering and design	Detailed requirements and design necessary

Technology proposals that are well-defined will be evaluated by TAC to determine whether to recommend them to be added to the technology portfolio. This includes new proposals as well as Concept Papers that TAC has recommended be moved to this stage.

If a BA was not already assigned in Stage I: Concept, the IT Director will assign a Business Analyst (BA) to work with the proposer to formally submit the proposal. The BA assigned will be selected based on the nature of the technology in the proposal.

The BA will gather information from the proposer to determine whether project management will be needed to implement the proposed technology. To some degree, this is a subjective judgment but the following table gives some general guidelines on how this determination will be made:

TAC Procedures ~ II: Concrete



- **Proposer:** the name and title of the individual submitting the concept paper.
- **Submission Date:** the date on which the proposal is given to the TAC chair for consideration by the TAC.
- **Requested TAC Date:** the date of the TAC meeting in which the proposer would like TAC to provide a recommendation on the proposal.
- **Background:** one paragraph providing the background that gave rise to this initiative proposal.
- **Scope:** this section includes...
 - A single sentence that summarizes the purpose of the proposed initiative
 - The business objectives that would be accomplished through the initiative such as:
 - Time and cost savings.
 - New and/or improved services.
 - Fulfilling statutory and/or regulatory requirements.
 - A list of deliverables that would be produced through the proposed initiative such as:
 - Physical technology
 - Software installed or made available in the cloud
 - Documentation
 - New or updated procedures
- **Costs\Funding:** this section includes...
 - An estimate of the resource hours that would be needed both to implement and to maintain the proposed technology.
 - An estimate of the monetary costs that would be needed both to implement and to maintain the proposed technology.
 - The funding source(s) for both the implementation and maintenance of the initiative

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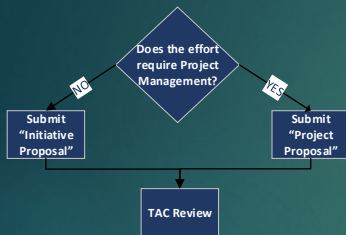
- A discussion of the current circumstances that led to this project proposal as well as the challenges that exist and the proposed solutions and opportunities
- A definition of the work that would be performed and the outcomes that would be produced by the proposed project including lists of:
 - Business objectives.
 - Deliverables.
 - Assumptions and deliverables.
- A description of the approach that would be taken to execute the proposed project and sets forth a preliminary timeline for project execution.
- An enumeration of the resources that be utilized to completed the project project including resource hours, monetary costs, and funding sources.

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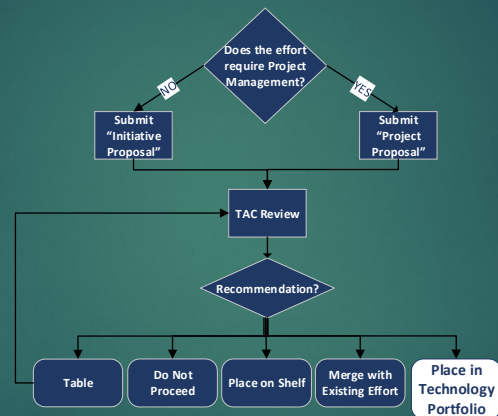


Some Questions to Consider

- Is the proposed technology consistent with the college's mission, values, and goals?
- Do the potential benefits of the proposed technology justify the estimated costs?
- Does the proposed technology comply with college's technologies?
- Is the proposed technology compatible with existing technology solutions?
- Does the college have the available resource hours to implement the proposed technology?
- What is the priority of this proposal in relation to initiatives and projects currently in the Technology Portfolio as well as to other proposals?

In addition to the four questions for concept proposals, there are a couple of additional questions for concrete proposals that pertain to implementation.

TAC Procedures ~ II: Concrete



- The 5 possible recommendations for concrete proposals are the same as those for concept proposals, except for the last one.
- Make comparison to School House Rock's "I'm only a bill" cartoon to illustrate the process.

Current IT Portfolio

	Application Services	Client Services	Infrastructure Services
PROJECTS			
Current	<ul style="list-style-type: none"> Alternative Textbook Delivery CCC MyPath CVC Exchange Electronic Transcripts FLAC 	<ul style="list-style-type: none"> Classroom Upgrades Touchwork Applications 	<ul style="list-style-type: none"> SSO Restructuring
Upcoming			
INITIATIVES			
Current	<ul style="list-style-type: none"> Banner Security Updates SWACAP Fix 	<ul style="list-style-type: none"> Apple Equipment for Music Dept. Asset Management 	<ul style="list-style-type: none"> Network re-architecture Off-site Backup
Upcoming			

If a project or an initiative is not on this list, it will need to go through the new process in order to get added to the COS Technology Portfolio.

Needed Proposals

Proposal	Proposer	Business Analyst
Electronic Signatures	Meghan Witherell	Matt Donaldson
International Applications	Meghan Witherell	Barbara Douglass
eLumen Online Catalog	Char Perlas	Barbara Douglass
Security Cameras for Lodges	Doug Haugen	David Fleet
Workstation Standardization	Jason Aronson	Matt Donaldson

Potential Proposals

- DegreeWorks replacement
- Student Services Software
- SSB Version 9 Upgrade

- There are five proposals that we know need to be created.
- There are also three potential proposals that we need to consider.

DegreeWorks Future

- ▶ Annual renewal is in the IT budget (\$4K)
- ▶ Traditionally, we have needed an outside consultant to perform 'scribing' each year; each year, we have to find funds for this
- ▶ Does the benefit of this solution justify the cost or is there a better solution that, perhaps, could be integrated with other student services software (SARS, Starfish, Cranium Cafe, etc.)?

Review points to consider in discussion of DegreeWorks and then open-up for discussion.

Closed Captioning for Zoom

2 Approaches:

Live Transcription	Artificial Intelligence (AI)
More accurate	Less Accurate
Higher Cost	Lower Cost
Advanced scheduling	No scheduling

What's the Scope?

- External meetings
- Internal meetings
- Classes

- Discuss the pros\cons of live transcription vs. artificial intelligence (AI)
- Discuss which Zoom meetings should have CC available