

September 12, 2022

Technology Advisory Committee Mtg. Minutes

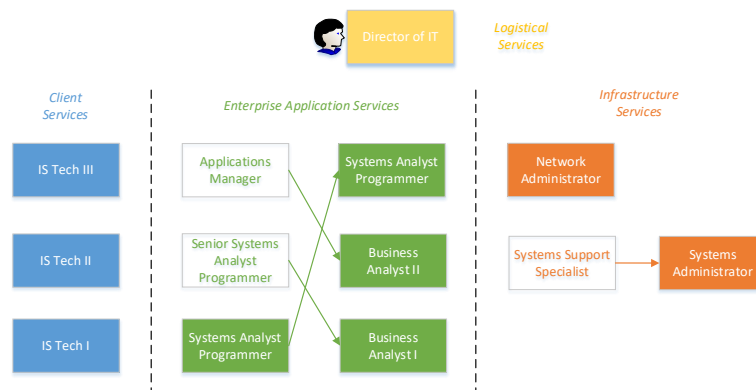
Members\Attendees:

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

Staffing Challenges & Restructuring Proposal

Matt Donaldson gave a presentation on his department's staffing challenges and a proposal to restructure his department to address these challenges. He began with an overview of the department's current structure and vacancy. He then reviewed both the general and IT-specific recruiting challenges. The general challenges that exist for nearly all positions at the College include non-competitive salaries, our rural location, and the county's housing shortage. IT-specific challenges are the lack of remote work option, the high technical skill level required for existing positions, the high minimum qualifications that prevent the ability to hire individuals that can be developed, and the loss of student pipeline from the College. He also shared his belief that the currently defined positions emphasize managerial and technical skills while neglecting understanding of business processes.

He then explained his proposal for restructuring the IT department as illustrated in the following diagram:



No changes would be made in Client Services. Within Infrastructure Services, the Systems Support Specialist position would be upgraded to a Systems Administrator position that more accurately reflects the current duties and commiserate salary. It would also assist and be backup to the Network Administrator and vice versa.

The more significant changes would be made in Enterprise Application Services. The Application Manager, which is focused on project and operations management, would be deleted. These functions can be performed by the IT Director. The Senior Systems Analyst Programmer position, which was originally defined to support a locally hosted ERP system rather than the cloud-hosted system, would also be deleted. The Systems Analyst Programmer position would be retained and be

focused on technical tasks such as SQL database programming. In the place of two deleted positions, two new business analyst positions would be created. These would be focused on bridging the gap between business and technical processes. These positions would properly align roles to better meet the College's needs. They would also be easier to recruit and to develop. Matt will send copies of the proposed job descriptions to the TAC for their review and input.

The question arose about what is needed to allow remote work. Matt explained that this is being addressed at the President\VPs level. The hope is to have this in-place within 6 months but he believes that a more realistic timeline is a year.

Matt answered several questions that clarified the roles of each position as well as the relationship between them. He also explained that the net result of the salary changes is a slight decrease and the 'savings' would be used for consulting. He concluded by explaining that the job descriptions are currently being reviewed by HR. They would also need to be approved by IPB. He was unsure of what else would be necessary before implementing these changes.

Current IT Portfolio Review

Matt Donaldson gave an update on several items currently in the IT Portfolio.

Logistical Services

- *Cafeteria Mobile Ordering Software.* With the recent resignation of Doug Haugen, this project is on-hold.
- *Human Resource Software Upgrade.* This project is being led by Andrew Matheson and is on target for an end-of-the-year completion.
- *Texting Solution.* The evaluation committee has selected Podium as a replacement for Zipwhip. Departments currently using Zipwhip need to reach out to Podium to transition.
- *Unified Electronic Signatures.* The evaluation committee has selected Adobe Sign and those departments currently using DocuSign have until the end of the FY to convert existing forms to the standard solution.

Client Services

- *Nursing Simulation Lab Upgrade.* Unsupported software and hardware has been upgraded to supported versions.

Enterprise Application Services

- *CalGrant Ethos.* This is currently being implemented.
- *CVC Exchange - Phase II.* This needs to be planned. A scheduled meeting was cancelled and needs to be rescheduled.
- *DegreeWorks 5.06 Upgrade.* We need to regroup on this effort. Matt will be scheduling a stakeholder meeting to do this.
- *Zogotech Implementation.* Connectivity has been established between Zogotech and the College's Banner system. Nathan is currently working with Zogotech to create the portal.

Infrastructure Services

- *Azure Migration.* This has largely been completed with only a handful of servers remaining. With the recent power outage associated with the Mill Fire, we already benefited from this move to the cloud. If not for this migration, there would have been much more extensive system outages.

- *Internet Connection Upgrade.* The connection has been upgraded to 1Gb. We still need to implement the redundant connection but this has been delayed due to the vacancy in the Network Administrator position.
- *Secure Remote Access.* Two-factor authentication has been implemented. We still need to secure VPN access but this, too, has been delayed due to the vacancy in the Network Administrator position.
- *User Provisioning\De-provisioning.* This effort still needs to be completed, but other priorities have pre-empted the completion of this effort.

Upcoming Proposals

Matt Donaldson gave an overview of proposals that will be discussed in the October TAC meeting.

- *Permanent Student Laptop Checkout Program.* The temporary student laptop checkout program implemented during COVID has come to an end. IT is working with Student Services to define and implement a permanent program that will begin in the Spring term.
- *Superglue for Apply.* This will replace the current file download process for applications for CCC Apply. Currently, there is data being collected by CCC Apply that is not being imported into Banner. Switching to import from Superglue would overcome this deficiency. The process of importing data via Superglue has been completed. With all Enterprise Application positions vacant, we need to identify a resource to update the process of importing applications into Banner to use the SuperGlue data.
- *ConexED.* This is a new student services platform (similar to SARS) that Student Services hopes to implement by the start of the Fall 2023 term. It includes a mass texting solution that would replace Podium.
- *Classroom\Lab Service.* Tech Services is currently inventorying all of the technology in classrooms and labs to develop a refresh cycle. We're currently trying to accelerate this process to take advantage of potential funding in the Physical Plant and Instructional Support Grant.
- *Banner Security Access Standardization.* We will be engaging Diego Resendi, our Ellucian Professional Services consultant, to redefine Banner permissions based on position rather than person. Meghan asked if this had already been and Matt explained that previous efforts were not implemented properly nor were they maintained afterwards. In this effort, we will implement this properly and institute processes to maintain the restructure moving forward. Matt will be scheduling a kickoff meeting with data owners.