

Plans for District Computing Services - Administrative Services

This page is suitable for printing. Just use the print option in your browser or you can print this page.

Name :

DCS Administrative Systems Plan

Principal Preparer :

Everett Garnick

Last Modified On: 5/5/2010 6:00:24 PM

Last Modified By: Jason Brady

State: Submitted (Finalized)

State By: Jason Brady

1. Mission

1. Assume the reader knows nothing about your unit. Please describe concisely its mission.

Enable users to achieve goals through technology services and solutions

2. Description

1. Please describe concisely the following characteristics of your unit. Feel free to use both narrative and quantitative information.
 1. Purpose
 2. Functions or services
 3. Clientele(s)
 4. Value of your services to the clientele(s), the Colleges, and the District
 5. Organizational structure and number of personnel by function
 6. Annual budget by object code for the last three years
 7. Hours of operation, location, and other pertinent service characteristics
 8. Significant changes, if any, since the last program review

The Administrative Systems group provides planning, implementation, development, support and management services to a wide range of people within the District in support of District-wide software systems. These systems include such applications as Datatel (the student information system), SAR (for student tracking), ImageNow (for document scanning and electronic storage), ERIS and EIS (for executive reporting), Campus Central and WebAdvisor (for on-line data access) as well as a number of other smaller associated applications. This group provides value to its constituencies by ensuring they maximize productivity achieved from use of District software assets and ensure those assets work together synergistically.

The group is comprised of 9 staff positions headed by the Director of District Computing Services:

- User Liaisons (3): Provide direct user support focusing on help desk ticket resolution and training.

- Systems Analyst (1): Provides direct support for 3rd party software applications and systems planning and implementation services. Acts as project lead on new systems implementations.
- Senior Programmer/Analysts (3): Provides development and maintenance programming services for applications software as well as project leader services for development and maintenance projects.
- Programmer (1): Provides maintenance programming services and help desk support
- Web Programmer (1): Provides planning, development, maintenance, and implementation services for web-based software systems and web-sites.

The Administrative Systems group is housed in the District Annex building at 441 West 8th Street in San Bernardino. Normal working hours are 8am to 5pm with some allowance for flex time between 7am and 6pm as individually requested. User Liaisons work on-site at the campuses they are assigned to one day per week.

3. Outcomes and Other Measures of Effectiveness

1. Identify at least one essential measure of effectiveness for each major operation of the unit. (See *Effectiveness Measurement Guidelines and Examples*.)
 2. Include at least one baseline measure or measure of progress on a well-defined outcome.
 3. Include at least one measure showing effectiveness in responding to the Colleges' needs.
 4. For each measure, identify the assessment method you used.
 5. Please summarize the results of the measures you have applied. If results showing trends over time are available, please report them.
- Increase user training opportunities

Users will have access to more training opportunities resulting in reduction of complaints from campus personnel related to lack of training, better user knowledge of software systems supported by the administrative applications group, more effective work flows, and better understanding of user issues by administrative applications technicians.

Assessment will be made by tracking training classes given, surveying people receiving training, and yearly effectiveness surveys administered through the District.

Summarized Results: From 1/1/2010 to 4/20/2010 13 training sessions including 7 structured class experiences have been delivered to 97 people. 84 people from Valley were served vs. 11 from Crafton and 2 from the Annex. This represents a split of 12% and 88% between campuses for people served but 39% vs. 61% for number of classes provided. While the class split is roughly a proportional representation of the populations of the two campuses, the number of people served is not. The difference between the two is that roughly two thirds of the training delivered at Crafton was one-on-one while more than one half was group class experiences. No counts were available prior to 2010 so no comparisons can be done.

- Provide high quality project implementations

By reducing the incidence of project returns (rejects) from users due to errors in the development and implementation phases of projects, overall project implementations will speed up and users requesting projects will be more satisfied with delivered products.

Assessments will be made by tracking the number of times projects are returned by users

for re-work during project development and implementation. Users involved in project implementations will also be surveyed to obtain information on their level of satisfaction after the project implementation is completed and feedback on their suggestions for improvement.

To date, only three rejects have been documented: two for programming bugs and one for a change of scope (as of 04/20/2010). All are for different projects and all projects are still open and in process.

4. External Opportunities and Challenges

1. Describe any external opportunities that might lead to unit improvement over the next three to five years.
2. Describe any external challenges (e.g., legal requirements, budgetary constraints) that might limit operations or improvement over the next three to five years.

Opportunities:

1. **Datatel SQL platform:** Datatel's software is designed to run on Unidata, SQL Server, and Oracle databases. SQL and Oracle are relatively new offerings. It is currently installed on Unidata at SBCCD which is a mature, stable, architecture. Oracle is an extremely pricey solution. SQL Server provides more native reporting services which translates to easier to use services and is becoming a stable enough platform to consider. Moving to SQL would bring the database in-line with more current state of the art technologies.
2. **Shared reports with CCC communities:** Community colleges are generally willing to share technologies. One reporting solution under review provides a solution allowing colleges to share reports they have developed from a central location. This could have the effect of reducing development time, or the need to develop custom reports.
3. **Hosting 3CDUG:** Datatel provides credits to institutions willing to host user group conferences. Hosting a conference also raises awareness of an institution and gives staff a chance to attend and meet peers without charge.
4. **Regional training on our site (delivered by DCS or Datatel):** Datatel will provide regional training at SBCCD facilities and provide free attendance for local staff. It would be possible also for our staff to deliver training to other local institutions with benefits of potential revenue and peer discussions.
5. **Test system dedicated only for testing (scrambled data):** Purchase of a server to host the development environment for Datatel would remove that environment from the production machine reducing the load on production ensuring maximized availability for staff and student access.
6. **Have DCS staff present at DUG or 3CDUG:** Presenting at conferences builds confidence, involves people in new ways in their jobs, and provides new reasons for interfacing with peers.
7. **New software installation/implementations:** New software is available that would enhance user productivity and reduce, or eliminate, custom applications. These include Portal, HR, payroll, and campus organizations software from Datatel as well as scheduling software such as Schedule 25 and reporting software such as Entrinsik Informer. All of these packages interface natively to Datatel which is a key to value.

8. Reaching or communicating with our constituencies through new technology: Akin to #7 above, this opportunity extends to watching for emerging technologies or extending existing technologies in new ways, in order to gain efficiencies and/or capabilities currently not available.

Challenges:

1. Datatel SQL platform: While moving to a SQL platform could provide advantages to the current Datatel platform (Unidata) it would present a significant challenge in required staff re-training (user and technical) as well as significant hard and soft costs associated with the move.
2. Shared reports with CCC communities (needs to be customized for our colleges): Any reports created by another college would be only a starting point and would require rework as each college has its own special data definitions and usages.
3. Integration with external systems: We currently have a large number of external systems which require regular data exports and imports (from and to Datatel). This introduces significant management, development and maintenance problems.
4. Centralized/standardization of similar processes at like departments on both campuses: Because the colleges do not always do things in the same ways, implementations of like functions in software systems are not always straight forward or easy. Managing those differences on an ongoing basis can be extremely challenging.
5. Software updates and changes by vendors, i.e., Windows XP: All software must be periodically patched due to software corrections for bugs as well as changing requirements and functionality. Many issues can arise from installation of these patches and must be addressed through well structured processes and methodologies.
6. User acceptance of vanilla software: Most commercial software has perceived issues in functionality or presentation from users and these issues may be different for each user or user group. Implementation of applications district-wide therefore, requires a critical review of all customization requests allowing only those with sufficient justification. The more customizations there are, the more support resources are required. Thus, challenges include political issues in managing requests and resource issues in managing customizations implemented.
7. New software installation/implementation (Portal): Portal is based on Microsoft Sharepoint portal technology and there is currently little expertise within technology services to manage implementation and on-going maintenance of this platform.
8. Budget constraints: The current budgetary climate within California is bleak and anticipated to continue this way for some time to come. The challenge is to maintain a viable infrastructure and keep up with software and training needs in this climate.
9. Identifying/creating/maintaining power users at the campuses: This can be a challenge from start to finish including identifying people with right skills sets or potential, management buy-in, training, and issues with employee retention.
10. Federal and State Regulations (i.e., mandated Financial Aid calculator on college websites): Many times regulations are published with little clarification and with random changes up to, and after, published due dates. Other issues include

- interpretation of rules and identifying, and engaging the right people at District sites.
11. Globalization and internationalization of software e.g., multi-lingual software: Software solutions become more and more complicated as their functionality expands for use in various markets.
 12. Reaching or communicating w/our constituencies through new technology: While more technology comes on line every year, and new methods of communication are introduced through technology, it takes time and resources to review, learn, purchase, implement and train on these technologies

5. Analysis and Evaluation

1. Analyze the implications of the assessment results and external factors for your unit.
2. In light of your analysis, what are your unit's main strengths?
3. In light of your analysis, what are your unit's main weaknesses?

The strengths and weaknesses identified below are based almost entirely on an analysis of the March 2010 District-wide survey results but also take into consideration other comments we have heard over the last 6 months from users who utilize our services.

These comments tend to support the results of our survey analysis.

Our Strengths: courteous, helpful and accurate

1. Feedback from users shows that the Administrative Systems group is courteous, helpful and accurate. We need to leverage and build these strengths to help overcome our weaknesses.
2. Build the infrastructure, including project reporting and communication tools, to optimize this skill set.
3. Leverage these skills in developing training plans and programs.

Our Weaknesses: Training, constituent input opportunity, timeliness, and communication

1. Lack of communication back to user community, acknowledgement of input or receipt of documents and input.
2. Response time is too long on projects and issues
3. Need to improve in communication and responsiveness
4. Past inconsistencies due to staffing changes and changing management have been a barrier to development and implementation of institutionalized processes. This has impacted our abilities in many areas of work.
5. Users cannot distinguish between groups within, and without, DCS (Technical and Administrative Apps and campus technology groups)
6. DCS does not provide enough training opportunities to users.
7. DCS personnel are not provided enough learning opportunities from vendors on systems they support to be able to effectively train users.

*** NOTE: Future surveys should be more specific in identifying what technology groups are being referenced in the questions

6. Three-to-Five Year Vision

1. Describe your unit as you would like it to be three to five years from now.
1. Self-sustainable user groups

1. More automated processing making it easier for departmental staff to perform their functions and relieving DCS of involvement in work that is traditionally done within other departments.
2. Robust and integrated training programs
3. Independent users knowledgeable in database file structures and able to produce reports they need independent of DCS
4. Users have easy access to current, standardized and centralized documentation
5. A designated User Liaison/roaming power user for each campus
2. Currency of technology and knowledge
 1. Maximized productivity for DCS staff and users through use of provided software and tools
 2. Single sign on to systems for students, staff and faculty
 3. Availability of state of the art technology
 4. Funded replacements/upgrades/tools management program
 5. Potential Datatel SQL platform with staff trained to properly maintain
 6. DCS fully equipped training facility with recording functionality to provide video tutorials
3. Smart support initiative
 1. Smoother, more integrated workflows
 2. Knowledgeable and collaborative Help Desk with quick response
 3. Quality testing program for patches and customizations with greater user participation
 4. Strong partnerships with supported sites and departments
 5. Online requests for projects and training
4. Improved work environment
 1. Ability to telecommute - virtual workspaces
 2. Faster turnaround for board approval process
 3. Staffing linked to growth
 4. Office privacy and sound suppression

7. Impact on the Colleges and the District

1. Describe the most significant relationships with other District operations and College operations.
 1. What major impact does your unit have on them?
 2. What major impact do they have on your unit?
2. How do your mission, vision, and goals contribute to the Board Imperatives and the District and/or College mission, vision, strategic directions, and/or goals?

Main relationship with District offices (impact on others):

1. Service and support of existing enterprise applications including security management, database and patch administration, software issue resolutions, data corrections, training, reporting, technical process executions, and others. This is a critical service that must be performed well to ensure supported people can remain productive and to ensure the District is able to meet state and federal mandates for data collections and reporting.

2. New system and sub-system implementations are critical to ensure new and changing institutional programs have the right technology resources at the right time.
3. Project management is critical to ensure users get systems resources they require to support their operations
4. Customer services are delivered throughout the District and impact all constituencies either directly or indirectly. Failure to deliver services will cripple district offices' ability to function coherently.

Dependencies on DCS:

1. Understanding departmental business processes and their interactions with systems supported by DCS is critical for users. Departmental users are the owners of their processes but many times are unsure, or unclear, about the relationship of those processes to systems requirements. This places them in more of a dependent role on DCS than they might otherwise be.
2. User offices and DCS develop functional relationships that allow DCS staff to provide technical assistance to office staff. At the same time, DCS looks to office staff and management to provide information regarding current, and new, processes to help in system management
3. Coordination and integration of system modules on District wide level can be challenging, and offices frequently look to DCS as an arbiter in the process of deciding on process functionality when implementing new, or changing old, systems and processes.

Our contribution to Board Imperatives (student retention/success, community collaboration)

- The Board imperatives and strategic goals are:
 - Institutional Effectiveness
 - Learning Centered Institution for Student Access, Retention and Success
 - Resource Management for Efficiency, Effectiveness and Excellence
 - Enhanced and Informed Governance and Leadership
 - Inclusive Climate
 - Community Collaboration and Value
1. We provide and support systems allowing data management and data sharing between students and campus support departments (A&R, Counseling, Financial Aid, Finance, etc). SARS is a system allowing for student tracking, scheduling and automated notification. ImageNow allows any office using it to manage the flow of important documents and connects those documents to personal electronic records of students and staff for easy access. Datatel Colleague allows campus offices to manage data related to instructional offerings for courses and faculty, student applications and academic achievement, staff work assignments and student contacts, educational planning, classroom scheduling, and more. Campus Central and WebAdvisor provide self-service access to data resources allowing students, faculty and staff to inquire and update data to which they have access by permission.
 2. Close collaboration with campus departments in identification, design, implementation, and support of systems used to manage academic and administrative data. User Liaisons are assigned to each college campus to be on-

- site and working along-side campus personnel at least one day per week. The DETS Administrative Applications committee (DETS AAC) is designed to work collaboratively with us in the prioritization and governance of software system projects. DETS AAC is composed of members from all constituencies within the district. In addition, the project management structure developed and used by us requires close collaboration with users in the management and administration of projects from inception to completion.
3. We deliver reporting systems that allow campus faculty, staff and administration to effectively administer academic and administrative programs. MIS reporting has been in place, and supported, for many years to support State 320 reporting and other internal needs. ERIS is a new system providing statistical reporting capabilities. Many vendor delivered reports exist within the main ERP systems as well as many additional custom developed reports. Ad-hoc reports can be run by staff with special training which is delivered by us. Many of these reports are also created and run by us in support of institutional needs.
 4. We deliver and manage web-based solutions that provide self-service information and data related to District and campus operations and services for use by the District, the community and the world. These services include selection and implementation of web-based software systems such as the content management system upon which all district websites have been implemented, Sitecore, as well as applications such as Campus Central, WebAdvisor, WebTrack, LeaveTrack, etc. These solutions make distributed data capture, information sharing, and self-service access a reality.
 5. Appropriate involvement in committees and departmental work groups. We make ourselves available to serve in the capacity of business analysts, consultants in technology best practices, project managers and subject matter experts, as needed, in support of district and campus operations. This can involve technology systems management, data management, and process analysis and management.

8. Other Pertinent Information

1. Include here any other information you regard as necessary for a full understanding of your unit.

How will other departments understand how we operate:

1. Maintain/provide a summary report of ticket resolution, project status, etc.
2. Catalog of services provided
3. Communication plan provided
4. List of services not provided
5. Policies, procedures and standards we are restricted to follow

9. Goals, Objectives, and Action Plans

1. Goals (with priority rank) over the next three years
2. Objectives (with priority rank) under each Goal
3. Principal Activities under each Objective, if available
4. Timeline for completion of each Activity or Objective
5. Person responsible for ensuring completion of each Activity or Objective

- **1 - Goal - Self Sufficient User Community**

Users who are self sufficient and knowledgeable about all ERP apps DCS supports and provides.

Priority Rank:

1

Objectives:

- **1.1 - Objective - Provide user training**

User training is critical to the goal of self-sufficiency. It requires expenditure of both time and money on the part of technology staff and user departments. It requires much thought in the development of training programs to ensure the right content is targeted to the right people at the right time. It requires continual feedback to ensure that on-going training remains current in light of changing work processes

Priority Rank:

1

Start Date:

04/01/2010

End Date:

04/01/2012

Responsible Person:

Carol Hannon

Activities:

- **1.1.1 - Activity - Develop and deliver training programs**

User Liaisons and Systems Analyst are working on developing a program to deliver training to software systems end users. Training will cover major aspects of Datatel, ImageNow, SARS and related systems the group supports. Various training classes will be delivered throughout the year on a schedule as set forth by the group. A list of critical training needs will be maintained by the group and classes will then be developed, scheduled, and provided periodically for each need. Classes may be taught using in-person or web-based lecture/lab experiences or provided as a web-based rich media experience (video/flash/etc).

Start Date:

01/01/2010

End Date:

04/01/2012

Responsible Person:

Carol Hannon

- **1.1.2 - Activity - Develop training skills**

In order to effectively train others a trainer must develop a basic skill set in teaching modalities and delivery techniques. This is an on-going process requiring a trainer to grow and become better with time and each training engagement.

Start Date:

04/01/2010

End Date:

04/01/2012

Responsible Person:

All Trainers

- **1.1.3 - Activity - Build a training classroom**

DCS must build workable classroom environments for small-to-medium class groups that can be available at each supported work site (Valley, Crafton, District and Annex). Most current labs and classrooms at college campuses are not suitable presently because they are on a sub-network that denies access to ERP systems. In addition, ERP client programs are not loaded on these PCs due to security concerns. District and Annex office space generally does not lend itself well to classroom teaching and, if it does, does not contain required technology such as PCs or laptops. DCS should maintain a set of laptops and related technology configured for use as a roving classroom.

Start Date:

07/01/2010

End Date:

09/01/2010

Responsible Person:

Everett Garnick

- **1.1.4 - Activity - Deliver video capability**

Software - Camtasia or Captivate (sufficient licenses, updated version): In order to deliver video capability, the technology must be available and usable. We currently have one copy of Camtasia and Captiva. For training purposes as camcorder with accessories is also needed. In addition, the training developers must be trained to use the technology.

Start Date:

07/01/2010

End Date:

09/01/2010

Responsible Person:

Everett Garnick

- **1.1.5 - Activity - Training development**

Time must be set aside to ensure that training is developed well. Trainers must be given time to dedicate to, and focus on, this activity

Start Date:

03/01/2010

End Date:

04/01/2012

Responsible Person:

Carol Hannon

- **1.1.6 - Activity - Develop other user training resources**

Other training opportunities for users need to be explored including, but not limited to: training from vendors, training from external peer groups (other colleges using the software), training from power users (within departments), user group conferences, internal campus peer groups, and on-line forums and list-serves.

Start Date:

04/01/2010

End Date:

04/01/2012

Responsible Person:

All

- **1.2 - Objective - Provide current documentation**

User and technical documentation together provide a solid foundation for support and an on-going reference to assist in the learning process after classroom instruction. However, to be usable, documentation must remain current and must be readable. Standardization of documentation formats is recommended to ensure ease of use.

Priority Rank:

3

Start Date:

04/01/2010

End Date:

04/01/2012

Responsible Person:

DyAnn Walter

Activities:

- **1.2.1 - Activity - Standardize format**

Before developing and updating documentation a standardized format should be developed.

Start Date:

04/01/2010

End Date:

06/01/2010

Responsible Person:

DETS Administrative Applications Committee

- **1.2.2 - Activity - Clean up old documentation**

Existing documentation is mostly out of date and not well suited to use in current environments. All existing documentation should be quarantined. Each document can then be reviewed, updated, and placed back into service as time permits. This can only be done with help from the user community.

Start Date:

06/02/2010

End Date:

04/01/2012

Responsible Person:

All

- **1.2.3 - Activity - Web services**

Use wikis to provide procedural documentation. Wikis provide more opportunity for collaboration in maintaining process steps than does other types of documentation. In addition, use web services such as Sharepoint to provide a single portal experience for access to diverse document resources.

Start Date:

04/01/2010

End Date:

04/01/2012

Responsible Person:

Everett Garnick

- **1.2.4 - Activity - Evaluate new technologies to deliver documentation**

New technologies are introduced periodically to enhance the learning experience and many involve documentation. These technologies consume resources just for the evaluation process and then more resources for implementation and use if they are selected. However, this is a critical component of currency in technology and support services that can help ensure the colleges are successful in their missions. Identification of these technologies should be open to all and evaluation and selection done by cross-functional and cross-campus teams or committees.

Start Date:

04/01/2010

End Date:

04/01/2012

Responsible Person:

All

- **1.2.5 - Activity - Incentivize use of documentation**

Provide incentives to users to use documentation provided and to report updates needed.

Start Date:

04/01/2010

End Date:

04/01/2012

Responsible Person:

User Liaisons

- **1.2.6 - Activity - Explore the feasibility of obtain additional resources**

Current staff has limited time and energy to devote to document maintenance and management. Possible options include approving overtime for current staff, contract sourcing document maintenance, or hiring additional staff. This is a resource management activity.

Start Date:
07/01/2010
End Date:
04/01/2012
Responsible Person:
Everett Garnick

- **1.3 - Objective - Publicize provided opportunities**

Systems users need to be advised of new and updated systems so they know what is available for use. Training and documentation is useful only after users know things are available and that they might be affected.

Priority Rank:

2

Start Date:
05/01/2010
End Date:
04/01/2012
Responsible Person:
Dianna Jones

Activities:

- **1.3.1 - Activity - Newsletter**

Develop and publish a periodic newsletter containing published content as well as links to web-based content that describes what DCS is doing. This information should be submitted by all DCS staff for compilation and publishing via email and the web.

Start Date:
06/01/2010
End Date:
04/01/2012
Responsible Person:
Dianna Jones

- **1.3.2 - Activity - Maintain website**

The DCS website should contain current content and links that help users do their jobs effectively and keeps them abreast of work that DCS does to assist them to that end. Maintaining currency and quality of information is critical in the support of employees at all sites.

Start Date:
05/01/2010
End Date:
04/01/2012
Responsible Person:
Dianna Jones

- **1.4 - Objective - Permissions maintenance**

Datatel system users must be provided proper access to the system to be able to effectively do their jobs. It is not always easy for users to know what is needed or what is available so users have, in the past, been given

to much access. In some cases users do not have enough access to perform functions they need to perform and are, therefore, crippled.

Priority Rank:

4

Start Date:

07/01/2010

End Date:

12/31/2010

Responsible Person:

DyAnn Walter

Activities:

- **1.4.1 - Activity - Re-Vamp permissions**

DCS must re-vamp the permissions granting process, as well as the current permissions classes, to ensure this does not continue to be a problem.

Start Date:

07/01/2010

End Date:

12/31/2010

Responsible Person:

DyAnn Walter

- **2 - Goal - Quality, timely and accurate project implementation**

Because most processes in business today interact in significant ways with technology, delays in implementing new systems, or systems updates, can have major negative impacts on employees' ability to perform work, or the District's ability to meet mandated requirements. Since technology projects make these updates available and project management is the control mechanism to ensure projects are done well and efficiently, lack of a structured management process generally will equate to poorly done and implemented projects. Thus, this goal requires an underlying project management structure with staff trained in its use and in the toolsets needed to meet project goals and milestones

Priority Rank:

2

Objectives:

- **2.1 - Objective - Implement structured project management**

A standardized project management approach to project implementations ensures that all projects are approached, controlled, and implemented the same way. This allows you to manage expectations, communicate effectively, and complete work with a high degree of accuracy.

Implementing a standard methodology would ensure the campuses are involved when necessary and are prepared up-front for that involvement.

Priority Rank:

2

Start Date:

04/01/2010

End Date:

04/01/2012

Responsible Person:

Everett Garnick

Activities:

- **2.1.1 - Activity - Project documentation**

Define, build and continuously improve a standardized set of documents to be used for project management including, but not limited to: scope, specifications, risk management, change management, startup and shutdown checklists, resource requirements, milestone definitions, etc.

Start Date:

04/01/2010

End Date:

09/01/2010

Responsible Person:

Everett Garnick

- **2.1.2 - Activity - Methodology definition**

Define and document methodology to be used.

Start Date:

04/01/2010

End Date:

09/01/2010

Responsible Person:

Everett Garnick

- **2.1.3 - Activity - Implementation**

Implement the new methodology as a project itself using the project life cycle approach (define, plan, implement, maintain). This requires refinement and/or redefinition of parts and pieces over the life of the project management process.

Start Date:

09/01/2010

End Date:

04/01/2012

Responsible Person:

Everett Garnick

- **2.2 - Objective - Assistive technology**

Obtain, implement, and train on assistive technologies in support of a structured project management methodology. Note: a methodology can be put in place using available tools but assistive technologies will build collaboration and capability.

Priority Rank:

3

Start Date:

09/01/2010

End Date:

04/01/2012

Responsible Person:

Everett Garnick

Activities:

- **2.2.1 - Activity - MS Project server**

Implementing Microsoft project server will make the project lifecycle a more collaborative effort through use of technologies that do not currently exist within the District.

Start Date:

01/01/2011

End Date:

04/01/2012

Responsible Person:

Everett Garnick

- **2.2.2 - Activity - Project management software**

Converting to a professional project management software package could improve the collaboration between DCS staff and users as well as assist in tying disparate processes together more tightly. This activity would search for, evaluate, and implement a system if one can be found.

Start Date:

07/01/2010

End Date:

04/01/2012

Responsible Person:

DETS Administrative Applications Committee

- **2.3 - Objective - Staff development**

Staff, both technical and user, must be trained, to understand, work with, and accept the structures surrounding standardization of project management processes.

Priority Rank:

1

Start Date:

07/01/2010

End Date:

04/01/2012

Responsible Person:

Everett Garnick

Activities:

- **2.3.1 - Activity - Find staff training funding sources**

Work to find and establish staff training funding sources to allow for funding training for both technical staff and users.

Start Date:

07/01/2010

End Date:

04/01/2012

Responsible Person:

Everett Garnick

- **2.3.2 - Activity - Staff investment**

Find ways to get staff (technical and users) invested in the processes. This may be achieved through querying individual users, committees, departments, or other user groups

Start Date:

07/01/2010

End Date:

04/01/2012

Responsible Person:

All

10. Resource Requests

1. Progress on or achievement of a given Goal or Objective does not necessarily require additional resources. For Goals and Objectives that do require resources, enter the following information:

1. Resources required to achieve Goals and Objectives over the next three years, with description and rationale for each
2. Identification of associated Goals or Objectives
3. Type of Resource
 1. Expenditure Category
 2. One-time/Ongoing
4. Estimated annual cost (or savings) for the next three years

- **1 - Goal - Self Sufficient User Community**

- **1.1 - Objective - Provide user training**

- **1.1.1 - Resource Request - Class setup**

Description

Need moveable classroom infrastructure to allow for setting up classes in various venues.

Rationale

In order to satisfy the need for providing training at different sites, for different class sizes, and to ensure people are away from their desks, a movable classroom infrastructure is needed that can be set up in available spaces and take advantage of wireless networking technologies where ever it is. Need is for 15 laptops, a switch, and a printer.

Resource Type:

One-time

Expenditure Category:

Equipment

First Year Cost/Savings:

\$25,000.00/\$0.00

Second Year Cost/Savings:

\$0.00/\$0.00

Third Year Cost/Savings:

\$0.00/\$0.00

- **1.1.2 - Resource Request - Video Camera**

- **Description**

- To provide on-line training classes we must develop content. Use of a video camera would allow for capturing training sessions that could then be delivered to those who could not attend or new people.

- **Rationale**

- Allows development of more content with fewer people
 - Allows delivery of class content to more staff thus expanding the learning opportunities
 - Provides just-on-time delivery of content making users more self-sufficient

- Resource Type:

- One-time

- Expenditure Category:

- Equipment

- First Year Cost/Savings:

- \$2,500.00/\$0.00

- Second Year Cost/Savings:

- \$0.00/\$0.00

- Third Year Cost/Savings:

- \$0.00/\$0.00

- **1.2 - Objective - Provide current documentation**

- **1.2.1 - Resource Request - Documentation Specialist**

- **Description**

- Hire a documentation writer

- **Rationale**

- Whatever technology is utilized, documentation must be developed and maintained. Standards must be developed and enforced.

- Creation of some sort of documentation is easy enough. However, managing that documentation and maintaining its currency is, and has always been, extremely difficult if not impossible without someone focused on that task. There currently is no body.

- Resource Type:

- Ongoing

- Expenditure Category:

- Personnel

- First Year Cost/Savings:

- \$40,000.00/\$0.00

- Second Year Cost/Savings:

- \$40,000.00/\$0.00

- Third Year Cost/Savings:

- \$40,000.00/\$0.00

- **2 - Goal - Quality, timely and accurate project implementation**

- **2.2 - Objective - Assistive technology**

- **2.2.1 - Resource Request - MS Project Server**

Description

Implement Microsoft project server to allow for more collaboration

Rationale

This product allows project team members to work on a project plan interactively thus making individual project implementations more cohesive and collaborative. MS Project Server will need to be included in our MS campus licensing agreement. It can be implemented as soon as our virtual infrastructure environment is implemented.

Resource Type:

One-time

Expenditure Category:

Software

First Year Cost/Savings:

\$0.00/\$0.00

Second Year Cost/Savings:

\$0.00/\$0.00

Third Year Cost/Savings:

\$0.00/\$0.00

- **2.2.2 - Resource Request - Project Database**

Description

Purchase commercial project management software and eliminate custom written access database (Tenrox preferred). This will allow for fully collaborative management of all projects including linkages with MS project server for planning of individual projects.

Rationale

This would eliminate a custom application, provide greater functionality, and allow greater access with more security to the projects database.

Resource Type:

One-time

Expenditure Category:

Software

First Year Cost/Savings:

\$350.00/\$0.00

Second Year Cost/Savings:

\$0.00/\$0.00

Third Year Cost/Savings:

\$0.00/\$0.00

11. Progress Report on Last Cycle's Goals, Objectives, and Actions

1. Estimate progress to date on each of the last cycle's Goals, Objectives, and Activities.
2. Any uncompleted Goals, Objectives, and Activities that are still important should appear in the Goals, Objectives, and Action Plans section above.

No progress to report to date- this is the initial review and plan.

12. Process and Participants

1. Describe briefly the main steps of the process that produced this report.
2. List the name and function of each participant in that process.
3. Include as many members of the unit as possible in the preparation and/or review of this document. It should not be the product of the manager alone or of a small proportion of unit members.
4. Describe the plan for future assessment cycles, particularly if not all measures were applied in current cycle.

Process:

A general meeting was conducted on March 19, 2010 in which all members contributed their input to each section of this report. During this meeting, Arlene McGowan entered ideas and comments as members brainstormed. These notations were then organized and grammatically cleaned up by Everett Garnick. The results were then emailed to all members for their input by April 1, 2010. Member input was noted, added and the on-line program review locked in draft mode on April 4 2010. A final, updated report was distributed to the group prior to locking entry.

Plan members:

- Everett Garnick (Director)
- DyAnn Walter (User Liaison)
- Dianna Jones (User Liaison)
- Carol Hannon (User Liaison)
- Arlene McGowan (System Analyst)
- Mike Tran (Senior Programmer/Analyst)
- Joyce Bond (Senior Programmer/Analyst)
- Carol Edgcomb (Senior Programmer/Analyst)
- Jason Brady (Web Programmer)
- Cory Brady (Database Administrator)
- Charles Green (Programmer)

14. Supporting Documents

There are no supporting documents for this plan.