

# Plans for District Computing Services - Technical Services

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

Name :

Technical Services

Principal Preparer :

Jeremy Sims

**Last Modified On:** 5/5/2010 3:08:29 PM

**Last Modified By:** Jeremy Sims

**State:** Submitted (Finalized)

**State By:** Jeremy Sims

## 1. Mission

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

Enhance the educational experience by providing and supporting technology.

## 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

DCS Technical Services (DCSTS):

The DCS Technical Services team plans, organizes, manages and controls the activities involved in the design, development and installation of data and information processing systems, including Wide Area Networking, and telecommunications. DCSTS also manages the deployment, maintenance, support and upgrade of servers, desktop PCs (district offices only), network hardware, software, operating systems and printers. DCSTS is responsible for developing and implementing server/network systems and data security systems that will provide stability, detection, prevention, containment and deterrence mechanisms to protect and maintain the integrity of data files throughout the district. DCSTS implements solutions to ensure optimum cost-effective utilization of computing and network technology to satisfy the District's needs and objectives. DCSTS staff of 3 Senior Technology Support Specialists, 1 Database Administrator and 2 Telecommunication Specialists support all district and campus faculty and staff through data technology design, development, installation, support and maintenance. This support

team is based out of the District Annex while also working on site at each of the 3 other locations. This support is ongoing with many of its functions happening 24 hours a day seven days a 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.

Refer to supporting document:

- Measures Tech Services.doc - Effectiveness measures of the objectives of Tech Services
- Ping\_Availability.xls -- This document shows the up time for all associated servers in the district.
- SBCCD QA Survey form HDO 5 5-1.xls - Helpdesk survey on service quality of the employees of Tech Services
- TRT\_Report.xlsx - Helpdesk survey on response time of the employees of Tech Services

### **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.

#### **1. Challenges**

##### **a. Funding for:**

##### **i. Training**

##### **ii. Staff growth**

##### **iii. Long term support costs on current technologies**

##### **b. Unknown emerging technologies**

##### **c. End of life support to technologies**

##### **d. Vendors communication and cooperation in getting us the services we require**

#### **2. Opportunities**

##### **a. Infrastructure upgrades and replacement through Bond funds**

##### **b. As new technologies standardize they become more affordable**

##### **c. The growing network of California Community Colleges and associated conferences**

##### **d. Online training**

### **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?
1. Weaknesses
    - a. Helpdesk
      - i. User community does not know who the helpdesk reps are
        1. User community does not have any type of personal relationship with the helpdesk. The "Florida" issue
      - ii. Inconsistent service
      - iii. Long response time
      - iv. Long hold time
      - v. Helpdesk reps are unable to help
      - vi. User's inability to submit helpdesk requests via e-mail
    - b. A lack of communication with users on what services we provide
      - i. No communication on the differentiation between Distributed Education, Technology Services and Administrative Services
      - ii. No communication on the differentiation between DCS Technology Services and Campus Technology Services
    - c. Lack of user opportunity for Input on changes
  2. Strengths
    - a. Knowledgeable technicians
    - b. Technicians are helpful and courteous
    - c. Technicians resolve issues
    - d. Removal of SunGard employees with all district employees
    - e. Helpdesk Upgrade in July
    - f. DETS Committees
    - g. Catalog of services
    - h. Communication plan

## **6. Three-to-Five Year Vision**

1. Describe your unit as you would like it to be three to five years from now.
  1. Fully updated Server\Network\Security infrastructure to support a 99.9% uptime of district services:
    - a. Complete infrastructure upgrade\replacement
      - i. All Server\Network\Security hardware and software upgraded or replaced to current technology
      - ii. Main Distribution Frame(MDF)\Independant Distribution Frame(IDF) cleanup and organization
  2. Funded training program for technicians to stay up to date with current technology
  3. A cohesive working environment with campus technology groups
  4. Published and enforced Security policy
  5. Revised acceptable use policy
  6. Funded and implemented hardware and software replacement plan
    - a. Documentation of all Hardware\Software
  7. Staffing growth model

## 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?
1. Our impact on the colleges and district
    - a. Install, maintain and support current technologies that support critical business processes for all college and district departments
      - i. Data\Voice Network and associated applications
      - ii. E-mail
      - iii. Internet
      - iv. Threat protection
    - b. Recommend and review new technologies to improve current business processes for all college and district departments
  2. Colleges and district impact on us
    - a. New business unit technology recommendations from all departments
    - b. District committees review and recommendations of current and new technologies and IT practices

## 8. Other Pertinent Information

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

None

## 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 - Educational Experience**

1. Goal - Provide technologies that are cohesive across all services areas of the district

Priority Rank:

1

**Objectives:**

- **1.1 - Objective - Objective 1**

Objective – Standardize on wireless configuration across district and colleges

Priority Rank:

1

Start Date:  
09/01/2010  
End Date:  
12/01/2010  
Responsible Person:  
Jeremy Sims

- **2 - Goal - Computing Environment**

2. Goal - Provide a secure and stable computing environment for the district and colleges

Priority Rank:

2

**Objectives:**

- **2.1 - Objective - Objective 1**

Objective – Develop and implement hardware and software standards for network infrastructure

Priority Rank:

1

Start Date:

11/01/2010

End Date:

12/31/2010

Responsible Person:

Jeremy Sims

- **2.2 - Objective - Objective 2**

Objective – Review, update and or create the District Security Policy. This will be handled through the district Technical Services DETS Committee.

Priority Rank:

2

Start Date:

01/03/2011

End Date:

02/28/2011

Responsible Person:

Jeremy Sims

- **2.3 - Objective - Objective 3**

Objective – Establish mechanisms that will aid in the identification and prevention of abuse in SBCCD networks and computer systems

Priority Rank:

3

Start Date:

01/01/2011

End Date:

01/31/2011

Responsible Person:

Jeremy Sims

- **2.4 - Objective - Objective 4**

Objective – Upgrade current IP telephony system to provide for the latest in call accounting and emergency services

Priority Rank:

5

Start Date:

03/16/2010

End Date:

06/16/2010

Responsible Person:

Jeremy Sims

- **3 - Goal - Support System**

3. Goal- Establish an effective support system to empower district and college users to effectively report and resolve technology issues.

Priority Rank:

3

**Objectives:**

- **3.1 - Objective - Objective 1**

Objective – Redesign the DCS helpdesk. This will help improve measures B and C (ticket response time and satisfaction with ticket response time)

Priority Rank:

1

Start Date:

03/01/2010

End Date:

06/30/2010

Responsible Person:

Everett Garnick

- **3.2 - Objective - Objective 2**

Objective – Establish Committee(s) to facilitate user involvement with technology and support initiatives

Priority Rank:

2

Start Date:

01/04/2010

End Date:

02/01/2010

Responsible Person:

Glen Kuck

- **3.3 - Objective - Objective 3**

Objective – Create FAQs and Quick tips to better train the user to deal with minor and frequently occurring issues.

Priority Rank:

3

Start Date:

04/01/2010

End Date:

06/30/2010

Responsible Person:  
Everett Garnick

## 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
- **2 - Goal - Computing Environment**
  - **2.1 - Objective - Objective 1**
    - **2.1.1 - Resource Request - Resource Request**

**Description**  
Resources - DETS Managers, User Committees, P2S (vendor name)

**Rationale**  
Resource Type:  
Ongoing  
Expenditure Category:  
Personnel
  - **2.2 - Objective - Objective 2**
    - **2.2.1 - Resource Request - Resource Request**

**Description**  
Resources – DETS Managers, CISOA Online Community

**Rationale**  
Resource Type:  
Ongoing  
Expenditure Category:  
Personnel
  - **2.3 - Objective - Objective 3**
    - **2.3.1 - Resource Request - Resource Request**

**Description**  
Resources – Dell, Fortinet, Campus Tech Directors, STSS

**Rationale**  
Resource Type:  
Ongoing  
Expenditure Category:  
Personnel
  - **2.4 - Objective - Objective 4**
    - **2.4.1 - Resource Request - Resource Request**

**Description**

Resources – Nexus, STSS and 2 Telecommunication Specialists

**Rationale**

Resource Type:

Ongoing

Expenditure Category:

Personnel

- **3 - Goal - Support System**

- **3.1 - Objective - Objective 1**

- **3.1.1 - Resource Request - Resource Request**

**Description**

Presidium, User Committees, DETS Managers

**Rationale**

Resource Type:

Ongoing

Expenditure Category:

Personnel

- **3.3 - Objective - Objective 3**

- **3.3.1 - Resource Request - Resource Request**

**Description**

Presidium, All DCS Employees, User Committees

**Rationale**

Resource Type:

Ongoing

Expenditure Category:

Personnel

## **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.

### **Last Cycle’s Goals, Objectives, and Actions**

1. Migration from SunGard contract
  - a. Replacement of 9 SunGard site employees with 13 district employees
    - i. More employees allowing for improved support of the campuses and district
    - b. Technology Directors from CHC, SBVC and District working together as one cohesive unit.
    - c. DCS is now concentrated on supporting campus and district server, network and security infrastructure while helping campus with desktop services when needed.
2. District IT Strategic Plan 07-10
  - a. Goal 1
    - i. Strategy 1.1
      1. Confidence is shown in District Operations and Satisfaction Survey scores in

Helpfulness (84% satisfied) and Accuracy (81% satisfied)

ii. Strategy 1.2

1. Establishment of DETS Committees to create IT policies and procedures. Committees cover all aspects of technology and give the opportunity for campus and district involvement in the creation and communication of policies and procedures.

iii. Strategy 1.3

1. District Operations and Satisfaction Survey complete

iv. Strategy 1.4

1. Creation of DETS Communication Plan complete

b. Goal 2

i. Strategy 2.2

1. Creation of DETS Committees Complete

ii. Strategy 2.4

1. Complete IT infrastructure over hall planned for the next 2 years. This will provide standards, integration and redundancy of all critical IT systems district wide.

2. Phone system upgrade underway and do for completion late May 2010

a. Additional communication tools to include emergency services, paging and call reporting.

c. Goal 6

i. Strategy 6.1

1. DETS Committees established and have been used to provide all district stakeholders with information on new technologies

d. Goal 7

i. Strategy 7.1

1. Technology infrastructure funding through bond

## 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.

This report was completed by 2 all day Program Review meetings led by Matthew Lee and attended by all DCS Tech Services employees. These meetings consisted of the following:

- 1) Provide an overview of the Program Review process;
- 2) Develop unit mission statements; and,
- 3) Develop measures of effectiveness for each unit.
- 4) Identify external Opportunities and Challenges
- 5) Analysis and evaluation of strengths and weaknesses
- 6) Creation of 3-5 year vision
- 7) Impact on colleges and district
- 8) Progress report on last cycles goals, objectives and actions

### Participants

1. Jeremy Sims - Team Leader
2. James Harris - Group Participant
3. Jon Kyle - Group Participant
4. Mike Tepner - Group Participant
5. Dennis Carmichael - Group Participant
6. Laz Mascarenhas - Group participant

## **14. Supporting Documents**

- Ping\_Availibility.xls
- SBCCD QA Survey from HDO 5 5-1.xls
- Measures Tech Services.doc
- TRT\_Report.xlsx