San Bernardino Community College District

District Technology Strategic Plan
May 2011 Progress Report

Goal 1: Help the user community become knowledgeable in, and effectively use, application systems provided.

Committee: Administrative Services

SUPPORTING STRATEGIES	MEASURES OF PROGRESS	PROGRESS TO DATE
1.1 Work with Human Resources and college Professional Development committees to coordinate training and documentation efforts.	Develop calendar for training sessions; Track participation/training of employees; Update personnel file for need training and completed training.	Initial meeting was called to discuss professional development structures, activities, and processes amongst all District sites. A follow-up meeting is pending based on the role-out of Schedule25 which will allow for a District-wide unified calendar.
1.2 Develop and deliver ongoing training and documentation on use of District systems and applications, including web-based applications.	Conduct needs analysis; Report progress on training development; Pilot training – analyze and update; Plan for widespread delivery.	As each training session is being conducted, documentation and training materials are being created and prepared for deployment in multiple delivery formats. A new system, TriCaster, will be put in place by summer which will facilitate video-based tutorials.
1.3 Provide a vehicle for a unified training calendar.	Assess efficacy of current software (Outlook, Blackboard, etc.) for scheduling; Look at other systems	Schedule25 should will provide unified calendar (Scheduled for Summer)
1.4 Obtain feedback on needed training from meetings with user focus groups.	Determine number of focus groups to obtain a quality example, track and report; Develop a survey tool	Created training queue in help desk for people to request training. The development of some ongoing form of Professional Development needs assessment is also on the agenda for the District-wide professional development… group?
1.5 Engage vendors where needed and applicable.	Determine if the task can be accomplished in-house and with current technology.	Schedule25 (July), Sharepoint, Kore and CoreVu (March/April)

Goal 2: Develop tools and resources that facilitate the daily management of college functions, including the monitoring, assessing and use of financial information.

Committee: Administrative Services

SUPPORTING STRATEGIES	MEASURES OF PROGRESS	PROGRESS TO DATE
2.1 Work with college leaders to evaluate tools and data needed for financial analysis and planning.	Create and maintain a timeline with a person responsible; Publish survey results and share with appropriate bodies; Use results and best practices for improvement.	Discussions, as of yet, have not taken place at the college level. At the District-level, there is a review underway of the Financial and HR packages of Datatel. At the heart of the discussion is whether to move off of county systems and become totally independent. This move would address: ongoing SSN concerns, achieve efficiencies through the elimination of the need for multiple entry of the same data in silo-systems, reduce errors. The primary cons are buy-in, costs, and the benefits of county auditing functions.
2.2 Research and deploy systems to address the needs identified in 2.1	Identify leaders and committees responsible for financial analysis and planning; Develop a survey instrument to identify needs and gaps in available tools and information; Identify best practices in the field; Engage in dialogue regarding tools and data; Develop a set of recommendations; Implement recommendations.	
2.3 Define and implement systems to help users monitor the reliability of crucial data.	Identify problem areas	Rolled out MIS pre-audit/edit report for use by A&R departments to catch potential errors before MIS begins. Conducted surveys of all Datatel –based CCCs to identify best reporting solutions. • CoreVu • Intrinsic Informer – secure web-based reporting tool that allows user to more intuitively gather information from Datatal. Facilitates data retrieval.

Goal 3: Provide a financial base to allow the District to keep pace with technology		
Committee: Administrative Services		
SUPPORTING STRATEGIES	MEASURES OF PROGRESS	PROGRESS TO DATE
3.1 Identify opportunities and partner with grant writing experts to obtain grant funding.	Identify available grants; Monitory number of grants applied for; Report number of grants received.	Have only pursued and was awarded the Alternative Text Production Center grant.
3.2 Develop a budgeting plan that is reviewed annually.	Identify budgetary needs; Forecast costs necessary to meet needs; Report budgetary performance (shortfalls/left over amounts); Perform budget review (survey/audit).	A master spreadsheet that documents and outlines all ongoing maintenance costs for District applications and hardware has been developed and is reviewed annually by that TESS Managers.

Goal 4: Develop and build consistent and effective communication mechanisms among all District sites.

Committee: Administrative Services

SUPPORTING STRATEGIES	MEASURES OF PROGRESS	PROGRESS TO DATE
4.1 Develop, implement, and maintain multiple channels of communication between DCS and user communities, particularly at the colleges.	Develop list of groups to be communicated to; Identify communication tools; Determine frequency and under what circumstances communications go out.	This is being accomplished through the TESS Executive, Technical Infrastructure, Web-Standards, User Services, and Applications Committees. There is also DCS representation on the campus technology committees.
4.2 Ensure DCS management has regular face-to-face contact with constituency groups on both campuses.	Develop a meeting schedule per position.	Same as above. A minimum of four quarterly meetings are scheduled per year.
4.3 Ensure that management at DCS works closely with at the Campus Directors of Technology Services (CTS) in strategic and operational planning processes.	Develop a meeting schedule.	Bi-Weekly TESS managers meeting
4.4 Implement and evolve a communication plan that ensures all District sites are notified at pre-determined times of technology events that have occurred, or will occur.	Develop a list of events that trigger communications; Identify parties that communications should go to; Develop a list of what to communicate.	Done

Goal 5: Create a simple and cohesive computing environment.

Committee: Administrative Services

SUPPORTING STRATEGIES	MEASURES OF PROGRESS	PROGRESS TO DATE
5.1 Work with campus users to eliminate home-grown systems that are no longer manageable.	-Develop a list outlining number and what homegrown systems remain; -Measure manageability: 　>Total Cost of Ownership (TCO) 　>Downtime/uptime (hours) 　>Errors/problems/tickets 　>Usability (survey)	A list of legacy homegrown systems has been developed. The vast majority will/can be eliminated by WebAdvisor, New Campus Portal, Schedule25, Datatel HR and Fiscal Services applications (if and when pursued), and the shift to gmail.
5.2 For applications that cannot be replaced with commercial software, re-implement, where possible, within the framework of existing commercial systems, with as little customization as possible and in consultation with campus users.	-Develop a list of custom systems that cannot be replaced with commercial software; -Identify cost of customization (dollars or hours); -Quantify number of consultations with users; -Conduct survey to assess usefulness of consultations with users.	Have a tentative list, but is truly dependent on the accomplishment of 5.1
5.3 Consolidate, where possible, server systems in a virtual framework that reduces maintenance, space, electrical and cooling requirements.	-Identify number of virtualized systems; -Identify number of remaining non-virtualized systems; -Quantify percentage of virtualization; -Quantify cost of change: 　>Maintenance 　>Electrical 　>Space usage 　>Cost of cooling	Virtual environment set up and servers in process of being moved. A list of servers to be moved has been created.
5.4 Create a single sign-on architecture	-Identify number of and which systems have separate users names and passwords; -Identify number of and which systems have shared user names and passwords; -Identify number of and which systems have "sign in once, signed in everywhere."	Moving that way with simplified login for email/WebAdvisor/wireless. SSO will be implemented after consolidating some systems.

Goal 6: Centralize information and documentation district-wide in order to provide consistent, easy accessibility to self-help resources. (Build a District electronic library.)

Committee: User Services

SUPPORTING STRATEGIES	MEASURES OF PROGRESS	PROGRESS TO DATE
6.1 Identify information and documentation to be collected and included, in consultation with users at all District sites.	Develop list of information and documentation to be collected; Circulate list for review and input.	A central Sharepoint Portal has been created, but the design of creating a meaningful wiki has proven to be more challenging that initially expected. Venders are being explored for the creation of the wiki's initial design and structure. Population of the site will be done in-house.
6.2 Provide quick reference guides where appropriate and possible	Collect date on FAQ's; Design template for guides; Develop a distribution list.	Will be created based on documentation from 1.2
6.3 Utilize current technologies to assist in ensuring that users have easy access to self-help resources.	Collect data on FAQ's; Find ways to incorporate tool into existing technologies; Notify users.	Pending 6.1

Goal 7: Develop standards and procedures that ensure effective distribution and use of technology resources		
Committee: User Services		
SUPPORTING STRATEGIES	MEASURES OF PROGRESS	PROGRESS TO DATE
7.1 Develop and implement a technology procurement and refresh plan that ensures all technology purchases are vetted for Section 508 compliance, standards, appropriateness of purchase and licensing, and Total Cost of Ownership (TCO)	Audit for 508 and standards; Audit for appropriateness of purchase and licensing; Audit for Total Cost of Ownership (TCO); Quantify number of successful audits.	Currently accomplished through the TESS Managers and Campus Technology Committees.
7.2 Develop and deploy procedures to keep users fully informed on methods of technology access, use, and information analysis.	Survey users; Document and quantify usage of technology; Identify problem reported areas (help desk tickets); Survey usefulness in information analysis.	Completed first annual District-wide Technology Survey. Data also collected via Help-Desk. Completely revised Computer Usage Policy has been approved by District Assembly and is pending May board approval.

Goal 8:   Develop a project management methodology to eliminate project backlogs and enable communication and appropriate resource levels

Committee: User Services

SUPPORTING STRATEGIES	MEASURES OF PROGRESS	PROGRESS TO DATE
8.1 Utilize project management to assist in developing funding and staffing plans.	Determine Return-On-Investment (ROI) level and gage to see if targets are met; Develop a well-defined methodology for project management to include resources, timelines, and personnel.	DCS managers have completed Microsoft Project training as part of a more comprehensive project management training program.
8.2 Institutionalize the project process to ensure all users know and can follow the process.	Conduct training of new process and follow the training with assessment to gage understanding of the process; Develop training for the process.	Pending completion of 8.1
8.3 Develop processes within the project management framework to inform users at the colleges and all other District sites on a regular basis of status of projects.	Develop surveys to gage users satisfaction of communication flow of project status; Use surveys to connect problems; Develop a uniform process to inform users based on preferred methods of communication.	New project management tool will allow for the "push out" of project timelines to web-sites. "Tech-Talk," a bi-weekly streaming video-based call-in program will be released later this spring or early summer. New application being rolled out by Printing Services to allow for online look-up on print request status as well as automated emails.
8.4 Develop relationships with vendors to obtain technical resources to augment project teams as necessary.	Develop standards for engaging vendors.	Have developed a contractual relationship with Strata-Information Group (SIG) to augment programmers on an hourly basis as necessary.

Goal 9: Provide SBCCD a network infrastructure that is cohesive, redundant and based on district wide standards.		
Committee: Technical Services		
SUPPORTING STRATEGIES	MEASURES OF PROGRESS	PROGRESS TO DATE
9.1 Establish district cabling infrastructure standards.	Develop list of when cabling would be required; Develop standards.	Completed by P2S
9.2 Utilize existing high-speed WAN links to reroute network traffic during unforeseen outages.	Conduct site study of needs; Identify capacity limitations; Develop a plan to address needs.	Pending completion of infrastructure upgrade
9.3 Develop district hardware and software standards for core infrastructure	Identify hosted application requirements; Spec out hardware and software capable of supporting applications.	Completed

Goal 10:   Provide SBCCD with a secure computing environment.

Committee: Technical Services

SUPPORTING STRATEGIES	MEASURES OF PROGRESS	PROGRESS TO DATE

10.1 Design and implement Security Incident Response Procedure.	Was it done?
	-Uses of it:
	    >Response time
	    >Effectiveness of Communication (survey)
		Have completed CCC system-wide survey of practices and findings are now under review.

10.2 Establish mechanisms that will aid in the identification and prevention of abuse of networks and computer systems.	Outline number of identified mechanism; Outline number of implemented mechanism; Outline number of abuses before/after.	In the process of deploying KBox and Fortinet (Anti-virus, Intrusion Prevention, Anti-spam, VPN, etc)
10.3 Review, update and/or create technology Security Policy.	Was it done? Review schedule, was it followed? Measure of communication of policy (survey) Quantify number of security breaches before/after.	In progress

Goal 11:   Manage web based services.

Committee: Web Standards

SUPPORTING STRATEGIES	MEASURES OF PROGRESS	PROGRESS TO DATE
11.1 Recommend policies and develop procedures for acceptable use of social websites, in consultation with faculty, management, staff, and students at the colleges and other District sites.		Being addressed by the Web-Standards committee. Are taking advantage of what is being learned/implemented as part of SBVC web-redesign.
11.2 Define standards for Student Email and student email delivery mechanisms.		Under review in conjunction with transition to Google mail
11.3 Recommend policies and develop procedures for selection, implementation and management of online systems and services.	Satisfaction surveys to students and/or users.	Ongoing
11.4 Define standards for development of web services for mobile devices.		Pending
11.5 Evaluate and approve web tools.	Survey users in advance of contract renewal date for SWOT analysis.	Ongoing
11.6 Define standards and appropriate use of external links from district-owned websites	Check with Web Standards Committee	In progress
11.7 Define standards and procedures for editing website content and managing currency of that content	Evaluate SBVC roll-out and training process from new web program; Re-purpose for SBCCD-wide usage.	Have deployed Site-Check which reviews all web-sites for accessibility issues, problems with links, etc.
11.8 Recommend policies and develop procedures and standards for best practices and compliance of accessibility/Section 508.		Have deployed Site-Check which reviews all web-sites for accessibility issues, problems with links, etc.