Administrative Applications Committee Meeting

Minutes

September 24, 2010
1:00 p.m. – 3:00 p.m.
District Office – PDC 104

Membership

Kathy Wilson	☒
Patrice Hollis	❑
Everett Garnick	☒
James Smith	❑
Richard Hughes	❑
Mandi Batalo	☒
Penny Ongoco	❑
Cheryl Marshall	☒
Marie Mestas	❑
Joe Cabrales	❑
Keith Wurtz	❑
Director HR	❑
SS Mgr SBVC	❑
Student CHC	❑
Student SBVC	❑

Other Attendees

None_____

TOPIC	DISCUSSION NOTES
1. Committee charter review (review of organizational bullet points)	The items in italics are the ones identified last year as the ones to focus on. Following are the statuses given for each. 1. <u>Develop a recommended software strategy</u>: We have partially implemented SMS but are working to purchase and implement a KBOX that will allow for pushing software updates from a central location, assist with patch management, manage PC images, and perform automated software and hardware inventories. This will help us maintain a current software release strategy and ensure we manage software licensing legally. 2. ****_Develop a data security strategy_**: We have a need to revamp the security classes in Datatel and re-evaluate the process for applying security for users. This will take a lot of work on the part of DCS and each user department. 3. <u>Assure applications meet DETS approved standards</u>: Datatel is our ERP solution and, as such, is the central data repository. All other systems should integrate as much as possible, with Datatel. We are moving toward less custom software and more integration. Schedule 25, WebAdvisor and the Datatel Portal are all commercial products being implemented, or scheduled for implementation, which are integrated with Datatel. The HR EPICS system, Blackboard connect, Blackbaud, and Donor Perfect are already implemented commercial solutions that have had, or are having, interfaces programmed. Informer integrates with Datatel and is in the process of being implemented as an ad-hoc reporting tool. Campus Central is planned for elimination, Other custom applications such as LeavTrak, WebTrac, Early Alert, and others will be reviewed in the future. 4. ****_Ensure a Total Cost of Ownership (TCO) model for all new acquisitions and updates_**: DETS managers have worked together to develop a costing model for PCs and laptops. Nothing has been accomplished beyond that. We need to develop a model for server additions and changes. 5. ****_Prioritize software projects to ensure that organization operational and strategic goals are met_**: Last year the DETS Administrative Applications committee focused on developing a set of prioritizing criteria for projects. This was implemented in the project database with the Director DCS assigning values to criteria for calculations. We still need the DCS technical people to develop estimates for projects and a central PMO/position. *The next step is to develop a user group to meet periodically to review open projects. It was suggested that this group be created as a separate group from this committee.*

To Do Items

1. Build a list of work issues that you feel need standards, policies or procedures developed.
2. Talk with fellow workers, get input and feed back to committee & Director DCS

		6. **_Define standards and policies to software systems acquisition, implementation, and management_**: This is an on-going process. Some standards and policies have been created or are in the works. Members of the committee were asked to maintain a list of issues they identify that would benefit from defined policies, procedures, or standards. This list to be submitted periodically to the Director DCS.
		7. **_Assist with development and resolution of needs and schedules for user training, testing, and support resource allocations in support of ongoing projects_**: DCS User Liaisons have been working diligently to provide increased levels of training. Each training event is logged and a survey is conducted for the trainees. Members should report issues and needs for training and support that they identify in the performance of their duties.
		8. Advocate for agreed software system changes, deletions, additions, and upgrades: WebAdvisor, Informer, Schedule 25, Datatel Portal, Grade book, student email move, and Blackboard Connect are all instances of projects identified or in the works. Members of the committee are encouraged to support these, and other, projects in various ways. These include, but are not limited to, sharing information with fellow workers, obtaining feedback from fellow workers, being enthusiastic about implementations, asking others to get involved, getting involved themselves.
		9. Monitor levels of satisfaction and assist in developing programs to address reductions in satisfaction: Areas for monitoring satisfaction might include the help desk, training, and others. A survey can be conducted to ascertain how the SBCCD constituencies feel about their help desk experiences. Training is already being surveyed. Committee members should provide feedback from themselves as well as others they work with, or ask others to provide direct feedback, to Director DCS. It is important to obtain as wide a range of input as needed.
		10. Provide input and direction in the development and measurement of qualitative and quantitative elements to be used in a district program review model: First round of program review was completed in the Spring of 2010. A new round will begin shortly. Submit suggestions to Director DCS.
		11. **_Review and recommend policies and procedures_**: See #6 above
		12. Propose/re-adjust project priorities (iterative process): See #5 above
		13. Review and recommend SLAs: DETS published a Catalog of Services this last year containing SLAs.
2.	Member roles and responsibilities	Co-Chair: DR James Smith elected (accepted) Members should: • Contribute • Research issues • Make recommendations • Keep in mind the Strategic Plan, especially the strengths

		and weaknesses identified therein, in order to make effectiverecommendations .
3.	Schedule for the year.	The DETS Management Team agreed that committees will me four times per year. 9/24/2010: Focus for the year based on District/College Strategic Plans 12/3/2010: Update/Request for direction on emerging issues 2/18/2011: Report on progress/challenges, Request for Direction 4/29/2010: Summarize progress and recraft focus for fall Committees are to focus on "global" guiding issues, not nitty gritty.
4.	Focus areas discussion (review excerpts from strategic plan and formulate priorities for work)	All goals from the strategic plan related to the Administrative Systems were reviewed, goals 1-5, along with their supporting objectives. Everett provided feedback on what has been done to this point related to each. See below pages for a list of these goals/objectives. Goal 1: User Liaisons are working with Professional Development at the colleges as well as developing and delivering more training in more ways than in the past. We are implementing requests for training via the help desk portal that go directly to the trainers- no call to the help desk needed. We purchased Schedule 25 with all the training available. Goal 2: ERIS was deployed last spring. Programs are being written now to assist users in pre-validating data, prior to MIS submissions, to ensure minimal errors are encountered during submittals and reduce workloads on staff during those times. Goal 3: Contracts and invoices are being collected into a database and project management is being implemented to ensure DCS can budget based on expected needs. Goal 4: DCS management is meeting with people and visiting the campuses. We are now working on new methods of communicating information about working being done including project status reporting and ticket statuses. Goal 5: All systems are being evaluated aroung the central Datatel database to ensure they integrate and are easily managed. This will take a good deal of time to complete. Committee members should keep these goals in mind as they work and commit to reporting issues that should be addressed under these goals.

Distributed Education and Technology Services
Management Meeting Ground Rules

- We will start and end meetings on time;
- We will read materials, minutes, etc and be prepared to discuss at meetings;
- We will listen to our colleagues without interruption;
- We will operate on consensus and seek agreements all can "live with;"
- We will make decisions based on clear information;
- We will bring closure to decisions;
- We will support committee recommendations;
- We will agree on what information goes "out" and what stays "in" the group;
- We will accept the fact that there will be differences in opinion;
- We will show mutual respect;
- We will use the best interests of our stakeholders (especially faculty and students) as the basis for our decision making;
- We will honor brainstorming without being attached to our viewpoint;
- We will use meeting summaries (including agenda and minutes);
- We will check our egos at the door;
- We will attack the problem, not the person – "no blame game;"
- We will give the opportunity for all members to contribute;
- We will speak when recognized;
- We will be free to speak our minds without fear or reprisal;
- We will not "blind-side" our colleagues;
- We will be transparent with our colleagues and our positions on issues;
- We will not attribute ideas to individuals;
- We will identify pending issues and agreements at the end of meetings.

The following information is from the District technology strategic plan 2010-2013

Weaknesses
The weaknesses of SBCCD in the area of technology includes:
- SBCCD's technology has lacked sufficient, sustainable funding sources to keep up with the needs of the District and Colleges;
- Many of the SBCCD's core systems work independently of one another. The lack of integration between systems hinders processes and services and leads to duplication of effort;
- SBCCD's technology lacks integration between data sources which hinders ready access to data and raises questions about the reliability of such data;
- SBCCD lacks well-structured training programs and services for many of the technology services and applications of the District;
- SBCCD lacks well documented IT security practices and standards.
- SBCCD IT needs to enhance its communications and overall relations with the Colleges and other District entities;
- SBCCD has minimal documentation of technology standards and procedures;
- SBCCD has a backlog of projects which need to be prioritized and addressed;
- SBCCD's core technology infrastructure has become dated and requires modernization;
- SBCCD has been slow or unable to keep pace with the ever changing landscape of technology;
- SBCCD IT's staffing levels have not kept pace with the tremendous growth in the number and variety of applications and services employed by the District and Colleges;
- SBCCD has over-customized many applications which has led to challenges in keeping pace with updates and patches.

Challenges
SBCCD foresees many challenging years ahead. We believe that anticipating these challenges will better prepare us to more effectively maintain and prioritize projects and services to our faculty, students, and service areas. The challenges we anticipate include:
- Significant fiscal challenges over the next 2-3 years due to state budget cuts;
- Serving more with fewer staff and the need for staff development to bring employees with new responsibilities and new hires up to necessary competence levels;
- Increasing demands on core systems as we address increasing class sizes;
- Remaining technologically current, despite budget cuts, and finding innovative ways to serve more with less;
- Finding effective ways of collaborating with, serving, and meeting the expectations of end-users and other stakeholders;
- Ensuring the security and integrity of all information systems while improving access;
- Modernizing our infrastructure and accommodating for emerging technologies that will enable us to streamline applications and business processes;
- Anticipating and implementing systems that will enable us to address federal, state, local, and accreditation requirements;

Administrative Systems Goals

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

1.1	Work with Human Resources and college Professional Development committees to coordinate training and documentation efforts.
1.2	Develop and deliver ongoing training and documentation on use of District systems and applications, including web-based applications.
1.3	Provide a vehicle for a unified training calendar.
1.5	Obtain feedback on needed training from meetings with user focus groups.
1.6	Engage vendors where needed and applicable.

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

2.1	Work with college leaders to evaluate tools and data needed for financial analysis and planning.
2.2	Research and deploy systems to address the needs identified in 2.1
2.3	Define and implement systems to help users monitor the reliability of crucial data.

Goal 3: Provide a financial base to allow the District to keep pace with technology

3.1	Identify opportunities and partner with grant writing experts to obtain grant funding.
3.2	Develop a budgeting plan that is reviewed annually.

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

4.1	Develop, implement, and maintain multiple channels of communication between DCS and user communities, particularly at the colleges.
4.2	Ensure DCS management has regular face-to-face contact with constituency groups on both campuses.
4.3	Ensure that management at DCS works closely with at the Campus Directors of Technology Services (CTS) in strategic and operational planning processes.
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.

Goal 5: Create a simple and cohesive computing environment.

5.1	Work with campus users to eliminate home-grown systems that are no longer manageable.
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.
5.3	Consolidate, where possible, server systems in a virtual framework that reduces maintenance, space, electrical and cooling requirements.
5.4	Create a single sign-on architecture

Major Projects

1) Schedule 25
2) WebAdvisor final rollouw (eCommerce/eRegistration)
3) WebAdvisor Gradebook
4) Single sign-on
5) Student email move to Google mail/apps
6) Datatel Portal/MOX
7) Automation of CCCApply imports
8) CCCBOG Import
9) eTranCA
10) Blackboard Connect
11) HR Import to Datatel
12) Implement a project management approach to running projects
13) Many smaller projects
14) Implementation of virtual environment (much of the rest of the projects rest on this)