

Plans for Technical Services >> 2013 - 2014

Technical Services District Program Review

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2013 - 2014 Technical Services District Program Review
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Progress Report Preparer :
Andrew Chang

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Instructions

1. Mission

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

Enhance the educational experience by providing and supporting technology.

2. Description

- a. Please describe concisely the following characteristics of your unit. Feel free to use both narrative and quantitative information.
 - i. Purpose
 - ii. Functions or services
 - iii. Clientele(s)
 - iv. Value of your services to the clientele(s), the Colleges, and the District
 - v. Organizational structure and number of personnel by function
 - vi. Annual budget by object code for the last three years
 - vii. Hours of operation, location, and other pertinent service characteristics
 - viii. 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 also manages the content, implementation, maintenance, improvement and support of the College's web site; responsible for the day to day maintenance and operation of the website and assures that all web pages comply with appropriate policies, guidelines, and standards; and coordinates web functions, monitors web activities, incorporates new technologies, and enhances existing web sites.

DCSTS staff of 3 Senior Technology Support Specialists, 2 Telecommunication Specialists and 1 Web Developer 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.

- See attachments for annual budget.

3. Outcomes and Other Measures of Effectiveness

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

Refer to supporting documents:

- Measures Tech Services.docx - Effectiveness measures of the objectives of Tech Services
- Ping_Availability.xlsx -- This document shows the up time for all associated servers in the district.
- Avg Resolution Time.xlsx - Helpdesk survey on service quality of the employees of Tech Services

- Avg_response_Time.xlsx - Helpdesk survey on response time of the employees of Tech Services

4. External Opportunities and Challenges

- Describe any external opportunities that might lead to unit improvement over the next three to five years.
- 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

- Funding for:
 - Training
 - Staff growth and retention
 - Long term support costs on current technologies
- Unknown emerging technologies
- End of life support to technologies
- Vendors communication and cooperation in getting us the services we require

2. Opportunities

- Infrastructure upgrades and replacement
- As new technologies standardize they become more affordable
- The growing network of California Community Colleges and associated groups
- Online training

5. Analysis and Evaluation

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

1) Helpdesk

- User community does not know who the helpdesk representatives are.
 - User community does not have any type of personal relationship with the helpdesk as they are an outsourced company.
 - Users don't understand why they have to call someone who is not going to help them.
 - Inconsistent service
 - Long response times
 - Long hold times
- 2) The user community does not understand the differences in CTS and DCS. They do not know who will be resolving what.
- 3) Current staffing levels do not support current demand or future growth

2. Strengths

- Knowledgeable technicians

- b. Technicians are helpful and courteous
- c. Technicians resolve issues
- d. TESS Committees
- e. Catalog of services
- f. Communication plan

6. Three-to-Five Year Vision

- a. 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
 8. In house facutly and staff helpdesk

7. Impact on the Colleges and the District

- a. Describe the most significant relationships with other District operations and College operations.
 - i. What major impact does your unit have on them?
 - ii. .What major impact do they have on your unit?
 - b. 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 Information technology practices

8. Other Pertinent Information

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

None

9. Goals, Objectives, Action Plans, and Resource Requests

- a. Goals (with priority rank) over the next three years
- b. Objectives (with priority rank) under each Goal
- c. Principal Activities under each Objective, if available
- d. Timeline for completion of each Activity or Objective
- e. Person responsible for ensuring completion of each Activity or Objective
- f. 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:
 - i. Resources required to achieve Goals and Objectives over the next three years, with description and rationale for each
 - ii. Identification of associated Goals or Objectives
 - iii. Type of Resource
 - i. Expenditure Category
 - ii. One-time/Ongoing
 - iv. Estimated annual cost (or savings) for the next three years

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

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

Priority Rank:

Objectives:

- **1.1 - Objective - Implement hardware and software standards for network infrastructure.**

Objective – Implement hardware and software standards for network infrastructure.

Priority Rank:

1

Start Date:

11/01/2010

End Date:

06/30/2014

Responsible Person:

Jeremy Sims

Strategic Direction:

3. Resource Management for Efficiency, Effectiveness and Excellence

Impact Type:

District

Actions/Activities:

- **1.1.a1 - Deploy Switches**

Deploy the recently purchased Extreme switches. This is the final phase of the network infrastructure upgrade. This will be replacing the current Cisco switches that are 3 to 10 years old.

Start Date:

03/11/2013

End Date:

06/30/2014

Responsible Person:

Jeremy Sims

- **1.1.a2 - Deploy Voice Gateways**

Deploy new voice gateways

Start Date:

02/28/2014

End Date:

05/31/2014

Responsible Person:

jsims

- **1.1.a3 - Consalidate VPN Solution**

We curently have 2 VPN solutions that need to get consolidated into 1.

Start Date:

02/26/2014

End Date:

05/31/2014

Responsible Person:

jsims

- **1.1.a4 - Replace Data Center Emergency Power Generator**

THE current generator is not in compliant with AQMD standards and is on a portable trailer. A new permanent AQMD compliant generator will need to be installed

Start Date:

11/01/2013

End Date:

06/30/2014

Responsible Person:

jsims

- **1.1.a5 - Upgrade PHP**

Our current version of PHP is out of date and has some security issues. PHP will need to be upgraded in order to provide a secure application

Start Date:

09/01/2013

End Date:

12/31/2014

Responsible Person:

jsims

- **1.2 - Objective - Create the district security policy**

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

Priority Rank:

11

Start Date:

01/03/2011

End Date:

12/31/2014

Responsible Person:

Jeremy Sims

Strategic Direction:

3. Resource Management for Efficiency, Effectiveness and Excellence

Impact Type:

District

Actions/Activities:

▪ **1.2.a1 - TESS Technical Services Committee**

The TESS Technical Services Committee has been assigned to write the districts security policy.

Start Date:

09/03/2012

End Date:

09/30/2014

Responsible Person:

Jeremy Sims

○ **1.3 - Objective - Implement mechanisms that will aid in the identification and prevention of abuse in sbccd networks.**

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

Priority Rank:

3

Start Date:

05/11/2011

End Date:

12/31/2014

Responsible Person:

Jeremy Sims

Strategic Direction:

3. Resource Management for Efficiency, Effectiveness and Excellence

Impact Type:

District

Actions/Activities:

- **1.3.a1 - Switch Security(Completed)**

We will be implementing different security features of the new extreme switches that will help aid in the prevention of data security breaches.

Start Date:

01/01/2013

End Date:

01/01/2014

Responsible Person:

Jeremy Sims

- **1.4 - Objective - Upgrade District E-mail System**

Priority Rank:

12

Start Date:

05/14/2013

End Date:

08/25/2014

Responsible Person:

jsims

Strategic Direction:

3. Resource Management for Efficiency, Effectiveness and Excellence

Impact Type:

District

Actions/Activities:

- **1.4.a1 - Mail Migration**

Create a mail migration plan to move all mailboxes to Microsoft O365.
Execute plan.

Start Date:

03/31/2014

End Date:

07/31/2014

Responsible Person:

jsims

- **1.5 - Objective - Move TESS to a safe working environment**

Priority Rank:

13

Start Date:

04/01/2013

End Date:

03/31/2014

Responsible Person:

gkuck

Strategic Direction:

3. Resource Management for Efficiency, Effectiveness and Excellence

Impact Type:

District

Actions/Activities:

- **1.5.a1 - Order/install Verizon TLS Circuit(Completed)**

The annex new location will need a verizon TLS circuit ordered to communicate with the rest of SBCCDs networks.

Start Date:

11/01/2013

End Date:

02/28/2014

Responsible Person:

jsims

- **1.5.a2 - Move internet Circuit**

The internet circuit for district and annex will need to be moved to the new annex

Start Date:

12/01/2013

End Date:

05/31/2014

Responsible Person:

jsims

- **1.5.a3 - Install new network**

The new annex location will need a new network. We will be building a network to support the new location

Start Date:

02/28/2014

End Date:

03/31/2014

Responsible Person:

jsims

- **1.5.a4 - Building Access Control**

Install building access controll system for new annex building

Start Date:

12/01/2013

End Date:

04/30/2014

Responsible Person:

jsims

- **1.6 - Objective - Improve emergency communications**

Priority Rank:

14

Start Date:

08/01/2013

End Date:

03/31/2014

Responsible Person:

jsims

Strategic Direction:

1. Institutional Effectiveness

Impact Type:

District

Actions/Activities:

- **1.6.a1 - BBConnect SMS(Completed)**

Blackboard connect will need to reconfigure thier system to notifiy our users via SMS. This will greatly improve message delivery times.

Start Date:

09/01/2013

End Date:

01/10/2014

Responsible Person:

jsims

- **1.6.a2 - Integrate BBConnect and Informacast**

This integration will allow for BBConnect to send messages to SBCCD desk phones and speakers.

Start Date:

09/01/2013

End Date:

02/28/2014

Responsible Person:

jsims

○ **1.7 - Objective - Improve Telecommunication services**

Priority Rank:

15

Start Date:

04/01/2013

End Date:

12/31/2014

Responsible Person:

jsims

Strategic Direction:

1. Institutional Effectiveness

Impact Type:

District

Actions/Activities:

▪ **1.7.a1 - Upgrade phone system(Completed)**

Upgrade the phone system to the current version for improved performance and support.

Start Date:

04/01/2013

End Date:

11/30/2013

Responsible Person:

jsims

- **1.7.a2 - Implement Cisco Unified Contact Center(UCCX)**

Implementing UCCX will better allow us to serve students in high call volume areas with the use of Automatic Call Distribution

Start Date:

12/01/2013

End Date:

12/31/2015

Responsible Person:

jsims

- **1.7.a3 - Upgrade Voicemail System(Completed)**

Upgrade the current voicemail system to provide better voicemail services and support.

Start Date:

12/01/2013

End Date:

02/28/2014

Responsible Person:

jsims

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

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

Priority Rank:

6

Objectives:

- **2.1 - Objective - Bring Helpdesk in house**

Objective – Work closely with with Helpdesk management to improve response times and expand 1st call resolution options.

Priority Rank:

7

Start Date:

02/03/2014

End Date:

06/30/2014

Responsible Person:

Jeremy Sims

Strategic Direction:

3. Resource Management for Efficiency, Effectiveness and Excellence

Impact Type:

District

Resource Requests:

- **2.1.r1 - Computer Technician**

Description

Computer technicians may need to be added to support the in house helpdesk

Rationale

Answer helpdesk calls

Resource Type:

Ongoing

Expenditure Category:

Personnel

First Year Cost/Savings:

\$80,000.00/\$0.00

Second Year Cost/Savings:

\$57,000.00/\$0.00

Third Year Cost/Savings:

\$60,000.00/\$0.00

Actions/Activities:

- **2.1.a1 - Investigate staffing levels**

A report needs to be built and ran for faculty and staff tickets #'s over the past year. This will determine if any staff is needed to bring the helpdesk in house.

Start Date:

02/10/2014

End Date:

04/16/2014

Responsible Person:

jsims

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

- a. Estimate progress to date on each of the last cycle's Goals, Objectives, and Activities.
 - b. Any uncompleted Goals, Objectives, and Activities that are still important should appear in the Goals, Objectives, and Action Plans section above.
- **1 - Goal - Provide a secure and stable computing environment for the district and colleges.**

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

Priority Rank:

1

Objectives:

- **1.1 - Objective - Implement hardware and software standards for network infrastructure.**

Objective – Implement hardware and software standards for network infrastructure.

Priority Rank:

1

Original Start Date:

11/01/2010

Original End Date:

06/30/2014

Revised Start Date:

11/01/2010

Revised End Date:

06/30/2014

Responsible Person:

Jeremy Sims

Strategic Direction:

None

Impact Type:

-- Pick One --

Actions/Activities:**▪ 1.1.a1 - Deploy Switches**

Deploy the recently purchased Extreme switches. This is the final phase of the network infrastructure upgrade. This will be replacing the current Cisco switches that are 3 to 10 years old.

Start Date:

03/11/2013

End Date:

06/30/2014

Responsible Person:

Jeremy Sims

Status Code:

Work is Underway

Progress Description:

New edge and core switches have been deployed accross the entire deistrict. We are in the process of moving services on to these new switches

Measurements/Documentation of Progress:

This will be considered complete when all of the services have been migrated off the old swithes and routers on to the new switches and routers

○ 1.2 - Objective - Create the district security policy

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

Priority Rank:

11

Original Start Date:

01/03/2011

Original End Date:

12/31/2013

Revised Start Date:

01/03/2011

Revised End Date:

12/31/2013

Responsible Person:

Jeremy Sims

Strategic Direction:

None

Impact Type:

-- Pick One --

Actions/Activities:

▪ **1.2.a1 - TESS Technical Services Committee**

The TESS Technical Services Committee has been assigned to write the districts security policy.

Start Date:

09/03/2012

End Date:

09/30/2013

Responsible Person:

Jeremy Sims

Status Code:

Work is Underway

Progress Description:

.

Measurements/Documentation of Progress:

.

- **1.3 - Objective - Implement mechanisms that will aid in the identification and prevention of abuse in sbccd networks.**

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

Priority Rank:

3

Original Start Date:

05/11/2011

Original End Date:

06/30/2014

Revised Start Date:

05/11/2011

Revised End Date:

06/30/2014

Responsible Person:

Jeremy Sims

Strategic Direction:

None

Impact Type:

-- Pick One --

Actions/Activities:

▪ **1.3.a1 - Switch Security**

We will be implementing different security features of the new extreme switches that will help aid in the prevention of data security breaches.

Start Date:

01/01/2013

End Date:

01/01/2014

Responsible Person:

Jeremy Sims

Status Code:

Work is Underway

Progress Description:

The majority of switches at SBVC have the SBCCD default secure config. The remaining are scheduled to be done this fiscal. Crafton is underway in deploying the configuration to thier switches.

Measurements/Documentation of Progress:

.Project complete when our secure config has been installed on 100% of our switches.

• **2 - Goal - Provide technologies that are cohesive across all service areas of the district.**

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

Priority Rank:

Objectives:

- **2.1 - Objective - Implement a single wireless standard for both colleges and the district**

Objective – Implement the wireless standard at both colleges and the district.

Priority Rank:

4

Original Start Date:

06/01/2011

Original End Date:

11/30/2013

Revised Start Date:

06/01/2011

Revised End Date:

11/30/2013

Responsible Person:

Jeremy Sims

Strategic Direction:

None

Impact Type:

-- Pick One --

Actions/Activities:

- **2.1.a1 - Wireless**

Implement Extreme and Fortinet wireless solution at the colleges and district. These implementations will allow for a standard access method to the wireless networks at all for district wide locations.

Start Date:

02/01/2013

End Date:

11/30/2013

Responsible Person:

Jeremy Sims

Status Code:

Objective was Removed

Progress Description:

.

Measurements/Documentation of Progress:

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

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

Priority Rank:

6

Objectives:

- **3.1 - Objective - Work closely with help-desk management to improve response times and expand 1st call resolution options.**

Objective – Work closely with with Helpdesk management to improve response times and expand 1st call resolution options.

Priority Rank:

7

Original Start Date:

02/01/2011

Original End Date:

06/30/2014

Revised Start Date:

02/01/2011

Revised End Date:

06/30/2014

Responsible Person:

Jeremy Sims

Strategic Direction:

None

Impact Type:

-- Pick One --

Actions/Activities:

- **3.1.a1 - Weekly Meetings**

Continue to meet weekly with the helpdesk manager to ensure SLAs are met and to discuss strategies for improved customer service.

Start Date:

01/01/2013

End Date:

01/01/2014

Responsible Person:

Jeremy Sims

Status Code:

Work is Underway

Progress Description:

.

Measurements/Documentation of Progress:

.

- **3.2 - Objective - Work with the TESS managers to reevaluate our help desk solution in order to insure we are providing the best solution to our users.**

Objective – Work with TESS managers to reevaluate Helpdesk solution in order to insure we are providing the best solution to our users.

Priority Rank:

8

Original Start Date:

01/01/2013

Original End Date:

01/01/2014

Revised Start Date:

01/01/2013

Revised End Date:

01/01/2014

Responsible Person:

Jeremy Sims

Strategic Direction:

None

Impact Type:

-- Pick One --

Resource Requests:

▪ **3.2.r1 - Helpdesk Techs**

Description

Hire 2 Computer Technicians to handle the helpdesk calls and ticketing.

Rationale

Brining the helpdesk in house will require additional staff to answer phone calls and triage helpdesk tickets.

Resource Type:

Ongoing

Expenditure Category:

Personnel

Funded:

No

Funding Source:

.

First Year Cost/Savings:

\$130,000.00/\$0.00

Second Year Cost/Savings:

\$90,000.00/\$0.00

Third Year Cost/Savings:

\$100,000.00/\$0.00

Actions/Activities:

- **3.2.a1 - Bring help-desk in house**

Start the process of bringing the helpdesk in house. This will involve:

- hiring and training of staff
- Implementing helpdesk ticketing system
- Creating processes for helpdesk tasks
- Marketing new helpdesk to users
- creating telephony infrastructure to support helpdesk

Start Date:

01/01/2013

End Date:

01/01/2014

Responsible Person:

Jeremy Sims

Status Code:

Objective was Removed

Progress Description:

.

Measurements/Documentation of Progress:

.

11. Process and Participants

- a. Describe briefly the main steps of the process that produced this report.
- b. List the name and function of each participant in that process.
- c. 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.
- d. Describe the plan for future assessment cycles, particularly if not all measures were applied in current cycle.

A survey was sent out to all district and college users asking them to provide their input into certain areas of DCS Technical Services. Jeremy Sims reviewed the survey results and updated the plan accordingly with input from the following participants.

Participants

1. Jeremy Sims - Team Leader
2. James Harris - Group Participant
3. Dennis Carmichael - Group Participant
4. Laz Mascarenhas - Group participant
5. Osman Parada

12. Supporting Documents

- [Measures Tech Services.docx](#)
- [Budget1314.xls](#)
- [Avg Resolution Time.htm](#)
- [Ping Availability.xls](#)