

## **Technology Objectives 2014-15**

### **Objective 1 Student Workstation Replacement & Cascading**

Plan, evaluate, and recommend student workstation replacement to keep student computer equipment up-to-date. All student computerized classrooms and labs are updated to base-line level (Dell GX620 or equivalent) with either upgraded computers or Virtual desktop solutions. The scope of student workstations due for replacement this year include: 2 computerized classrooms at AET, 1 computerized classroom for Art and 300 open lab computers/thin clients for the Library and student kiosks/sign-in stations throughout campuses.

Contact: Steve Peterson/Joshi John  
Budget: Instructional Block Grant (IBG), \$500,000  
Status: Completed.

### **Objective 2 Campus Wide Software Needs**

District has committed funds for identified core requirement of campus-wide software such as Microsoft campus agreement, anti-virus/malware software, and other system management tools. The recent Adobe campus licensing model is a great opportunity to enable all District computers to freely utilize Adobe CS suite product.

Contact: Steve Peterson/Joshi John  
Budget: \$125,000 – District general fund  
Status: Completed

### **Objective 3 Faculty Curriculum Development Workstation Replacement/new**

Replace full-time faculty outdated workstations and shared-use computers in various adjunct faculty work areas that require upgrades and install new curriculum development workstations to support curriculum plans. Dell GX620 or equivalent computers are available for faculty/staff replacement computer requests. There are approx.15 new computers required for new full-time faculty and at least 30 replacement required for this year.

Contact: Steve Peterson/Mark Engfer  
Budget: IBG – 180,000  
Status: In progress. There are plan to replace/install total of 150 new/replacement computer for faculty curriculum development needs by the end of the current academic year.

### **Objective 4 Instructional Technology for the Smart Classroom & Smart Cart Equipment**

The normal replacement of aging projectors, computers, and associated devices for classroom Audio/Visual equipment based on A/V technology replacement plan were identified in the previous year. Science, HSS, and CSIS projector replacement plan is high priority. It has also been identified that the College has 48 classrooms required technology enablement and there are ongoing needs for update/replacement. By the end of the academic year, 98% of classrooms will be equipped with technology.

Contact: Al DeSalles  
Budget: IBG - \$180,000  
Status: In progress

### **Objective 5 Campus Wide Assistive Technology**

There is miscellaneous software/equipment to be purchased throughout the year to ensure the compliance of technology accessibility requirements for disabilities.

Contact: Ellen Cutler  
Budget: IBG – \$11,000  
Status: In progress. Implementation is in progress to equip Music Department with accessibility hardware/software to support vision impaired students.

#### **Objective 6 Department Instructional Technology Needs**

Departmental specific software/equipment, include miscellaneous software/equipment, and other technology accessories.

Contact: Steve Peterson  
Budget: IBG - \$60,000  
Status: Completed

#### **Objective 7 Occupational Program Technology Projects funded via CTE**

Technology projects funded as part of the occupational program CTE grant to departmental required software/hardware and innovative classroom effectiveness technology tools. The initiatives this year include Classroom equipment, computers, and storage system for Auto, Cosmetology, CSIS, DSPS, ECE, and AET. For detailed information, contact the CTE program coordinator.

Contact: Patricia Ramos (Instructional), Steve Peterson (Technology)  
Budget: CTE grant  
Status: in progress

#### **Objective 8 Campus-wide network infrastructure upgrade - continued from 12-13**

Complete the implementation phase of College network core switch 10G upgrade in multi-locations, as well as the implementation of WiFi expansion plan to support mobile computing needs. College has identified 40 classrooms to enable WiFi with density coverage for instructional purpose. Technical team is continuing to build 10GB core capacity for multi-campuses, as well as main campus buildings.

Contact: Bob Dammer/Dan Rojas  
Budget: Construction/Infrastructure bond fund  
Status: Implementation in progress. College core switches and main campus building switches were completed. Wifi access points were installed in planned classrooms. Business Building re-cabling project was also completed.

#### **Objective 9 Campus-wide virtualization desktops implementation**

The technology technical team evaluated the virtual application/desktop technology and selected Citrix as the pilot implementation solution. The pilot/first phase project include GIS virtual lab, Library virtual workstations, and classroom podium/multimedia carts virtual workstations. GIS lab is on production. CSIS, Library, and classroom podium/multimedia carts are in the plan to be enabled as soon as possible.

Contact: Jocelyn Chong/Josh John  
Budget: Staff resource  
Status: Implementation in progress. Thin clients are purchased to replace outdated student sign-in stations and kiosks. CSIS Department requirement of implementing Windows VDI on Mac equipment is also in progress.

**Objective 10 Expand the functionality of WebSIS and Internet based self-services functionalities**

Analyze, design, and develop further administrative functions for student and faculty portal to expand the functionality and technological capabilities, include single sign-on, integrated WebSIS and self-serve system, and performance enhancement during peak time.

Major projects are identified to complete student self-serve education planner and customer relationship management (CRM) to support Student Success Support Program.

Contact: Lee Johnston  
Budget: Staff resource  
Status: In progress. Student self-service tool to develop Education Plan (MyEdPlan) completed. Other Student Success technology project implementation is in progress, include QLess queue management tool, Target-X customer relationship management tool, and Tableau reporting tool. Employee Leave Tracking System for the temporary employee is also expected to go live by the end of the fiscal year.

**Objective 11 Support Student First Year Experience to implement student/faculty mobile device management system and technical support**

As mobile devices get widely adoption, faculty, staff, and students are either bring in their own devices or use College mobile devices for business productivity and personal use. The College established network/computer use policy requires frequent review and update. Mobile devices (both College owned and personal owned) and associate security policy needs to be developed to guide users on security awareness, technology best practices, and effective usage.

Contact: Dan Rojas  
Budget: TBD  
Status: In progress – Equipment for students were purchased and configured with AirWatch Mobile Device Management Tool.

**Objective 12 Work with the Facility team to implement Information Technology Data Center modernization, continued from 13-14**

The capacity of Drescher Hall 306 data center has reached its physical limits. Plans are developed to build a new data center facility with modernized, energy efficient site infrastructure and server infrastructure to maximize the space utilization. Also included in the plans are Information Technology, Media Services operational areas and staff offices, as well as Teaching/Learning Center.

Contact: Jocelyn Chong/Bob Dammer  
Budget: Construction infrastructure fund  
Status: Phase I completed in July. Phase II in progress and expected to complete by the end of May. Data center move date and approach is currently being evaluated.

**Objective 13 Streamline IT support procedures and develop technology resource website and orientation information to facilitate the dissemination of IT policy, procedure, and updated information to users.**

Enhance IT efficiency by developing effective knowledge base to disseminate information. Student self-serve knowledge base – Askpico is addressed via in-house development. Service-

Now cloud-based software is purchased to implement an online support system that streamlines IT support procedures and process. Also included is a technology knowledge base to answer staff/faculty technical questions in an efficient self-service environment.

Contact: Jocelyn Chong/Lee Johnston  
Budget: General fund - \$25,000  
Status: Implementation and pilot phase in progress.

#### **Objective 14 MIS Information System Software update**

Plan, evaluate, and implement updated version of Oracle infrastructure application suites. This is a much delayed project that needs to be put on first priority to ensure the College Information System is at an up-to-date version which complies with security requirements, maintains compatibility with updated web browsers, and take advantages of increased functionalities.

Contact: Lee Johnston  
Budget: MIS team  
Status: In progress.

#### **Objective 15 Implementation of staff/faculty Identity Management (IM) to streamline employee new hire/position changing/separation technology authorization process**

Facilitate staff/faculty technology resource provisioning process with an automated Identity Management system. The end result will facilitate employees to efficiently gain authorized access to network/software/phone/doors and other technology resources, as well as streamlining technology service process and efficiency.

Contact: Lee Johnston  
Budget: MIS team  
Status: Pending

#### **Objective 16 Digital learning material technology evaluation**

Evaluate support models of eTextbook adoption plans, courseware integrations, mobile/handheld device, and accessibility to develop a feasible implementation plan to support the needs. Digital learning environment requires sound solution of video/audio instructional screen cast/lecture capture tools, media repository, and on-demand streaming solutions.

Contact: Jocelyn Chong  
Budget: N/A Text Book adoption  
Status: A eTextbook adoption workgroup was formed to develop update-to-date textbook adoption guidelines on considerations and procedures.

#### **Objective 17 Support technical implementation of campus safety technology plan**

Campus safety technology project involves multiple campuses and departments. The plans include the selection of appropriate technology solutions, standard operation procedural definitions, and process flows. Emergency notification system was completed in 13-14. Updated surveillance camera and electronic door access systems are currently being evaluated and planned for 14-15 implementations.

Contact: Bob Dammer  
Budget: \$5M – construction bond.  
Status: In progress. CISCO technology and Nexus implementation service contract

was selected as the technology solution. Project phase I scope (media servers/software installation and replacement of existing outdated cameras) is currently being implemented.

**Objective 18 College technology resource disaster/recovery plan**

Evaluate, plan, and implement the disaster/recovery process and procedure of SMC website, faculty/student ISIS portal access, and other identified needed technology resources during a disastrous event.

Contact: Jocelyn Chong  
Budget: Proposed/pending  
Status: Solution proposed, pending on budget/detailed project plans