Campus Technology Update 2015

Presented by Paul Bishop, Dan Watkins, Jim Clark, and Jason Walker

Spring Semester 2015
IT Organizational Chart (45 staff total)

Paul Bishop, Ph.D.
Vice President

Daniel Watkins
Director
Infrastructure & Systems

Network Services
5 Network Specialists

Telephone Services
1 Telephone Supervisor

Printing & Duplicating
2 Duplications Technicians

Information Systems
8 Information Specialists
1 DBA

James Clark
Director
User Services

Technical Services
10 Technical Services Specialists

Jason Walker
Director Academic Technology Support

Instructional Support
10.5 Academic Technology Support Specialists

Lisa Lopez
Administrative Assistant

Student Help Desk
2 DE & LMS Support Specialists
EMP Strategic Goal 3.1: Systematically identify and improve operations using appropriate technology

1. Reduce paper forms and repetitive data entry
2. Expand usage of Tableau that includes training for independent use and increase report options for self-service
3. Expand use and training of Google Apps
4. Increased use of VDI to support labs, classrooms, and faculty/staff desktops
5. Continually upgrade Wifi equipment to support mobile computing
6. Expand the use of the college document management system
7. Upgrade the campus portal
8. Upgrade the Program Review tool
EMP Strategic Goal 3.1: Systematically identify and improve operations using appropriate technology …..

9. Upgrade the Flex Obligation tool

10. Implement a new degree planning application (Ellucian Degree Works™)

11. Provide leadership and technical support for campuswide initiatives (e.g. One College, Two Summer Sessions, Fiscal Independence, Emergency Planning)

12. Enhance security practices across all areas of our technological environment

13. Ensure the provision of universal access to technology across the campus environment by ensuring that assistive technology hardware and software for individuals with disabilities is integrated in the planning process

14. Establish guidelines which will enable campus technology procurement and renewal to meet state and federal compliance with ADA and Section 508.
EMP Strategic Goal 3.2: Engage faculty in opportunities to identify and innovate with new instructional technologies that improve student learning

1. ITC, COI and FRC will take a leadership role in communicating, through video and writing, specific examples of innovative use of technologies to improve student learning.
2. Expand professional development to include ongoing symposia, campus in-service, retreats, cross campus research, discussions, and conferences.
3. Increase the visibility and marketing of training available for faculty.
4. Develop an online orientation that will help faculty become engaged and aware of technology options at SBCC
5. Expand opportunities for faculty training in creating accessible instructional materials
6. Provide a searchable library of technology innovations being done on campus
EMP Strategic Goal 3.3: Integrate systems and processes where appropriate and feasible

1. Continue expansion of Federated IDs for on and off campus access to digital resources
2. As part of the portal upgrade select and install an Identity Management System to automate account creation and revocation
3. Install a Room Scheduling System to integrate with our Student System, CLL scheduling, and Community Services facilities scheduling
4. Provide technical support for data imports, exports and single sign-on, with third party vendors (e.g. SARS, PyraMED, Maxient, GradesFirst/OnTrack, Degree Works)
<table>
<thead>
<tr>
<th>Network Services</th>
<th>Administrative Systems</th>
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<tbody>
<tr>
<td>• System Center Implementation 3.1</td>
<td>• One College 3.1</td>
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<tr>
<td>• VDI Implementation 3.1</td>
<td>• Two Summer Sessions 3.1</td>
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<tr>
<td>• Upgrades 3.1</td>
<td>• Fiscal Independence 3.1</td>
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<tr>
<td>– Firewall</td>
<td>• Document Management 3.1</td>
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<tr>
<td>– Intrusion Detection</td>
<td>• FLAC Online! 3.1</td>
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<tr>
<td>– Load Balancers</td>
<td>• Portal Upgrade 3.1, 3.2, 3.3</td>
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<tr>
<td>– WiFi</td>
<td>• LiquidPlanner Project Management</td>
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<tr>
<th>Printing &amp; Duplicating</th>
<th>Telephone Services</th>
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<tbody>
<tr>
<td>• Folder &amp; Inserter 3.1</td>
<td>• New phone System RFP 3.1</td>
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<td>• Business card printer 3.1</td>
<td>• Emergency Services Support</td>
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<td></td>
<td>(Benbria and Phones in Classrooms)</td>
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<tr>
<td>• New copiers &amp; account software 3.1</td>
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### User Services

- Classroom Technology Upgrades 3.1
- Computer Replacements
- Thin Client Expansion 3.1
- Campus Event Support
- Staff Training 3.1
- IT Support for Facilities Projects
IT Security Improvements

- Desktop Security 3.1
- Network Hardening 3.1
- Banner Security Improvements 3.1
- Disaster Recovery / Business Continuity Planning Initiated 3.1
- Physical Security 3.1
- Identity Management - Banner Enterprise Identity System 3.3
Instructional Support

- Completed Student Lab Authentication! 3.1
- Casper Implementation 3.1
- System Center Implementation 3.1
- Computer Lab Refresh (350)
- Thin Client Expansion for Labs 3.1
- Implement New DSPS Lab Standard 3.1
- Online Printing for Mobile Devices
Student Help Desk

- Completed Moodle 2 Upgrade!
- Portal Upgrade 3.1, 3.2, 3.3
- Develop New Online Orientation 3.2
- Online Education Initiative, Canvas
Metrics for All Groups

- 8,948 work orders resolved in 2014
- Avg. satisfaction score: 4.87 out of 5 (97.4%)