

# **Santa Rosa Junior College**

## **Program Resource Planning Process**

### ***Information Technology 2023***

#### **1.1a Mission**

Information Technology is dedicated to supporting the Sonoma County Junior College District's Mission. We maintain a commitment to service. Our focus will be both on supporting the effective integration of technology into the instructional and administrative life of our institution and on keeping campus user technology secure, accessible, current and easy to use. We engage in an ongoing dialogue with the campus about needed priorities for service, while at the same time providing leadership in the definition of those needs.

The Information Technology department is a group of network technicians, Instructional Systems Coordinators and Computer Lab Specialists, programmers, system administrators, help desk technicians, and web developers. It is the responsibility of this group to provide hardware and software support for students, staff and faculty throughout the District.

The mission of the IT Support Systems team is to promote and facilitate access and support for all teachers and learners to computer technologies that enhance the teaching/learning environment and to support the endpoint computing needs of all staff and managers.

The mission of the Systems and Programming team is to provide student information systems and college business systems (HR, Payroll, Purchasing, etc.) that support the District. In addition, the team provides ADA compliant Web support and Systems Administration for the district servers and email infrastructure.

The mission of the Network team is to provide secure connections to computing systems and communication tools for the various needs of our College Community; to keep up with the ever-changing educational technology environment; and to maintain the highest possible level of customer support by maintaining high levels of access to the underlying infrastructure on which our systems run.

#### **1.1b Mission Alignment**

Information Technology facilitates access for students, staff, and faculty to the resources needed to succeed in their work for the District. Specific areas currently include assistance with computer

technologies and software planning, evaluation, acquisition, implementation, and support; coordination of efforts among departments' computer facilities and related services to achieve the college's objectives; provision of student access to computer technologies where they are not available in local department areas.

<b>College Strategic Plan Goals</b>	<b>College Strategic Plan Objectives</b>	<b>Information Technology Mission Alignment</b>
<p><b>I. Support Student Success</b></p> <p>Support development of the whole student from early college awareness through successful completion of educational and career goals</p>	<ul style="list-style-type: none"> <li>• Expand and sustain access by eliminating barriers, expanding strategic outreach efforts, and delivering services effectively through current technologies</li> <li>• Increase retention and academic progress through student engagement with: academic and student services, faculty and staff, and campus and community activities</li> <li>• Increase the number of students who complete their educational plans and goals</li> <li>• Enhance cultural competency to better serve all student populations with a focus on first generation college students and the increasing Latino/a population</li> </ul>	<p>The mission of the IT Support team is to promote and facilitate access and support for all teachers and learners to computer technologies that enhance the teaching/learning environment and to provide support for the endpoint computing needs of all managers and staff.</p> <p>The mission of the Systems and Programming team is to provide student information systems and College business systems (HR, Payroll, Purchasing, etc.) support to the District.</p> <p>The mission of the Network Infrastructure team is to provide the computing platforms, productivity, collaboration and communication tools for the various needs of our College Community; to keep up with the ever-changing educational technology environment; and to maintain the highest possible level of customer support by maintaining high levels of access to the underlying infrastructure on which our systems run.</p>

<p><b>II. Foster Learning and Academic Excellence</b></p> <p>Foster learning and academic excellence by providing effective programs and services</p>	<ul style="list-style-type: none"> <li>• Support and promote teaching excellence across all disciplines</li> <li>• Engage students and spark intellectual curiosity in learner-centered environments</li> <li>• Integrate academic and student support services across the college</li> <li>• Identify and implement responsive instructional practices that increase the learning and success of our diverse students</li> </ul>	<p>Information Technology is dedicated to supporting the Sonoma County Junior College District’s Mission. We will maintain a commitment to service. Our focus will be both on supporting the effective integration of technology into the instructional and administrative life of our institution and on keeping campus user technology current and easy to use. We will engage in an ongoing dialogue with the campus about needed priorities for service, while at the same time providing leadership in the definition of those needs.</p>
<p><b>III. Serve our Diverse Communities</b></p> <p>Serve our diverse communities and strengthen our connections through engagement, collaboration, partnerships, innovation, and leadership</p>	<ul style="list-style-type: none"> <li>• Identify the educational needs of our changing demographics and develop appropriate and innovative programs and services with a focus on the increasing Latino/a population</li> <li>• Contribute to the richness of our multicultural community by promoting cultural initiatives that complement academics and encourage the advancement and appreciation of the arts</li> <li>• Meet the lifelong educational and career needs of our communities (e.g. seniors, emerging populations, veterans, re-entry students)</li> <li>• Provide relevant career and technical education that meets the needs of the region and sustains economic vitality</li> </ul>	<p>Provide technology access to all of the SRJC community that works for our diverse community.</p>

<p><b>IV. Improve Facilities and Technology</b></p> <p>Provide, enhance, integrate, and continuously improve facilities and technology to support learning and innovation</p>	<ul style="list-style-type: none"> <li>• Incorporate best practices and innovations for facilities and technologies in order to enhance learning and working environments</li> <li>• Improve and sustain infrastructure, facilities, and technology to proactively support our diverse learning community</li> <li>• Increase District-wide coordination and collaboration to improve facilities and technology access, efficiency, and effectiveness</li> <li>• Provide effective facilities and technology technical training for all employees to ensure operational effectiveness</li> </ul>	<p>Information Technology is dedicated to supporting the Sonoma County Junior College District’s Mission. We will maintain a commitment to service. Our focus will be both on supporting the effective integration of technology into the instructional and administrative life of our institution and on keeping campus user technology current and easy to use. We will engage in an ongoing dialogue with the campus about needed priorities for service, while at the same time providing leadership in the definition of those needs. IT co-leads the development and maintenance of the District technology master plan which is reviewed yearly and revised every three years.</p>
<p><b>V. Establish a Strong Culture of Sustainability</b></p> <p>Establish a culture of sustainability that promotes environmental stewardship, economic vitality, and social equity</p>	<ul style="list-style-type: none"> <li>• Expand, support, and monitor district-wide sustainability practices and initiatives</li> <li>• Infuse sustainability across the curriculum and promote awareness throughout District operations</li> <li>• Promote social and economic equity in the communities we serve</li> <li>• Ensure economic sustainability by leveraging resources, partnering with our communities, and contributing to the economic growth of the region</li> </ul>	<p>IT provides equal access to technology for all SRJC students, staff, faculty and community users.</p> <p>IT researches and recommends technology solutions that have a low total cost of ownership including environmental impact.</p> <p>IT works with facilities to leverage technology to improve the efficiency and safety of our facilities leveraging technology.</p>

<p><b>VI. Cultivate a Healthy Organization</b></p> <p>Cultivate an inclusive and diverse organizational culture that promotes employee engagement, growth, and collegiality</p>	<ul style="list-style-type: none"> <li>• Foster an environment focused on collegiality and mutual respect in regards to cultural and individual perspectives</li> <li>• Recruit and hire outstanding faculty and staff and implement an exemplary Professional Development Program for all employees</li> <li>• Establish robust programs to improve the health and wellness of students and employees</li> <li>• Increase safety planning, awareness and overall emergency preparedness</li> </ul>	<p>The IT team engages with the campus community as members of shared governance committees to ensure that the technology recommended and provided serves the diverse needs of the District.</p> <p>The IT team participates in the recruitment and selection of new staff across the SRJC.</p> <p>The IT team participates in business continuity planning and disaster recovery planning as part of the District emergency preparedness.</p>
<p><b>VII. Develop Financial Resources</b></p> <p>Pursue resource development and diversification while maintaining responsible fiscal practices and financial stability</p>	<ul style="list-style-type: none"> <li>• Increase the amount of discretionary, unrestricted general fund local revenue</li> <li>• Increase and maintain the District reserves above the state requirements</li> <li>• Pursue alternative funding sources including grants, partnerships, and scholarships to support our diverse communities and students</li> <li>• Manage enrollment and course offerings to maximize apportionment funding</li> </ul>	<p>The IT team develops and supports tools to assist the District in managing our people and capital assets most efficiently; this includes class scheduling, financial and HR software, etc.</p> <p>The IT team works with grant teams to provide data to support the grants and provide the technology needed to meet the grant requirements and measure results.</p> <p>The IT team provides enrollment management software to assist in the management of enrollment efficiency and capacity modeling to maximize SRJC revenue and be compliant with ed code.</p>

<p><b>VIII. Improve Institutional Effectiveness</b></p> <p>Continuously improve institutional effectiveness in support of our students, staff, and communities</p>	<ul style="list-style-type: none"> <li>• Fully implement continuous quality improvement strategies to achieve greater transparency, effectiveness, efficiency, and participation</li> <li>• Enhance internal and external communication systems to ensure effectiveness</li> </ul>	<p>The IT team logs all incidents and requests to manage capacity, identify trends, and proactively address District technology needs most effectively with the limited resources allocated to IT. The IT team provides regular communications to the campus community on projects and major incidents. The IT team provides training to staff, facilitates access to Lynda.com online training for staff and PDA training sessions to improve their ability to use their technology resources.</p> <p>The IT team surveys the staff for feedback and solicits inputs from users through the committees we participate with on an ongoing basis to ensure the IT team delivers effective solutions.</p>
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## 1.1c Description

## *Services and responsibilities*

### *Network Infrastructure team*

The Network Infrastructure team provides support for district-wide servers, network resources and storage infrastructures. We maintain, manage, and upgrade staff workstations, the voice and data infrastructure; and we design, implement, and manage district-wide IT resources.

- Plan for future technology adoptions
- Purchase, install, and maintain computer hardware including: desktops, laptops, virtual and physical servers, on premise and cloud-based storage and related peripherals and services.
- Purchase, install and provide frontline support to all common software packages including: Windows/Apple OSs, Email, Browsers, Microsoft Suite, Adobe Suite, etc.
- Purchase and/or develop, maintain, and support Internet/Web remote connection services
- Design, purchase, install and support institutional infrastructure including: telephone systems, voice mail systems, data storage, Security/monitoring tools and data networks
- Coordinate redistribution of surplus technology equipment
- Develop and maintain institutional standards including: hardware platforms, software, and training
- Serve on district-wide technology groups
- Solicit and disseminate technology information both within Information Technology and throughout the college community

### **IT Support Services Team**

Instructional Computing facilitates access for students, staff, and faculty to the technology resources needed to succeed in their instructional objectives. Specific areas currently include: assistance with computer technologies and software planning, evaluation, acquisition, implementation, and support; coordination of efforts among instructional departments' computer facilities and related services to achieve the college's objectives; provision of student access to computer technologies where they are not available in local department areas and for faculty and staff access through the Center for Excellence in Teaching and Learning (CETL) which includes access to: current computer technologies; support related to hardware and software use and project development; as well as a venue for group work, sharing, training, and presentation; and finally, coordination with other college resources to provide related training, support, and technical services for departments as needed.

- Promote and facilitate faculty and student access to computer technologies that enhance the teaching/learning environment.
- Maintain Computer Labs on the Petaluma and Santa Rosa campuses as well as the PSTC, Roseland, and Shone Farm sites.
- Design, purchase, install, maintain, repair, and replace workstations, printers, and other related computing technology in computer labs, classrooms and offices throughout the district.
- Purchase, install, deploy, and maintain academic related software in classrooms and labs for desktops, laptops, servers, and related peripherals.



- Coordinate with DisAbility Resources Department to purchase, install, and maintain accessibility software and hardware in district labs and stations.
- Provide face-to-face, phone, and online software applications support for both faculty, staff and students.
- Produce and maintain district wide online open labs schedule for student and instructor reference.
- Provide support to district wide technology groups.

### **Systems and Programming Team**

The Systems and Programming team supports the college institutional, business services, and financial records software and databases, and the Web. The team primarily develops and maintains the student information services (SIS) software and databases, and provides district support for the Web. The team creates specialize reports to meet both government and internal reporting requirements. The team also provides systems administration for our server and email infrastructure. The following are the team's key services and responsibilities:

- Purchase and or develop, maintain, and support all institutional software packages including student registration and records, Business Services, and financial records packages, and Financial Aid packages.
- Serve on college wide technology groups.
- Provide institutional data for internal and external reporting needs.
- Coordinate and generate reports required by federal and state agencies.
- Provide development and support for ADA compliant web page design, content management, and templates.
- Provide system administration for our Linux and Windows server and email infrastructure.

## 1.1d Hours of Office Operation and Service by Location

### *Business Support Hours*

#### *Fall and spring semesters (excluding holidays)*

8:00 AM - 5:00 PM

Monday - Friday

#### **Summer semester (excluding holidays)**

8:00 AM - 6:00 PM

Monday - Thursday

### *Instructional Support Locations & Hours*

We are located in Bussman Hall, Doyle Library and Petaluma Campus (Call Hall).

**Instructional Technology Center** is now open in Doyle Library.

## 1.2 Program/Unit Context and Environmental Scan

The Information Technology Department is composed of a highly trained and experienced technical staff. These classified professional staff including programmers, Web designers, coordinators of instructional computer systems, lab specialists, network technicians, security specialists, helpdesk technicians, system administrators and a technology procurement coordinator, which are in high-demand in the private sector.

The use of technology is ubiquitous throughout the district and continues to be critical to the success of the SRJC. Enrollment data shows that online enrollment is growing faster than any other area in the district; demand for Internet access and storage space is also growing. As demand for services increases, we should increase support staff and/or strategically engage outside services where appropriate and cost-effective for the District.

There are currently over 40 instructional computer lab facilities and over 250 classroom instructor computer stations receiving services from Instructional Computing throughout the District. This

encompasses a total of over 5,000 computers and over 400 iPads providing 120 software titles and access to the Internet for students and faculty across all disciplines and learning environments.

## **2.1a Budget Needs**

See sections 2.1b, 2.2d, 2.2e, and 2.5a.

The IT staffing levels are not sufficient to maintain our continuously increasing use of technology throughout the district.

### **Instructional Computing:**

The number of computer labs as defined by a space with 20 or more computers for student use, has grown to over 40 labs supported by 8 classified employees. There has been an explosion in growth in the use of technology in areas like PSTC, KAD, Music, Healthcare and Assessment. As technology becomes critical to the pedagogy in these areas that had very little use of any technology 5 years ago. Significant expansion of instructional technology use at remote sites with no dedicated IT staff has increased the need for Instructional Computing staff with district wide support responsibilities. As needs expand across the district, additional resources may be needed. There may be additional requests in the future, depending on increasing need for resources.

### **Help Desk**

The IT Help Desk now has 5 full time Help Desk Technicians

**Network:** We now support hundreds of network routers and switches, hundreds of wireless access points, hundreds of VoIP phones, high speed data connections between sites and servers using this infrastructure. As more devices including cameras, HVAC and lighting controls, and wireless PCs, phones, tablets and other BYO Devices, we will need more resources to support this infrastructure.

1. Over the past five years the network infrastructure has become increasingly complex with the addition of wireless access points, routers, switches, security appliances, and voice over IP telephony.
2. The Network Infrastructure Group has virtualized all of the core server infrastructure of the District.

**Request new Systems Administrator Position: One FTE.**

### **Systems and Programming**

**Continue two .5 FTE Students Workers:** for accessibility support to assist in the correction of non compliant online PDF documents.

**Continue one .5 FTE (Professional Expert) Project Manager** for ERP integration.

**Continue one .5 FTE (Professional Expert) Data Base Analyst** to support existing SQL Data Bases.

## 2.1b Budget Requests

Rank	Location	SP	M	Amount	Brief Rationale
0000	ALL	01	07	\$150,000.00	Bond Fund - Instructional equipment servers replacement, student lab desktop replacements, laptops and classroom computer replacements
0001	ALL	04	07	\$150,000.00	ITG Bond Fund - Replacement for staff computers and peripherals. Necessary to provide technology users with the appropriate technology to do their jobs.
0001	ALL	04	07	\$100,000.00	Measure H Fund - Replacement for failed equipment: switches, phones, etc... Maintain support for networking infrastructure. Repair and replace aging cable plant infrastructure..
0001	ALL	04	07	\$150,000.00	Measure H Bond Fund- Professional Expert Data Base Analyst for ERP integration. Code 5190.
0001	ALL	04	07	\$100,000.00	ITG Bond Fund- Phone system components, new phones and accessories
0001	ALL	04	06	\$22,000.00	General Fund - integrate new Hyperflex modules into existing infrastructure
0001	ALL	00	04	\$25,000.00	General Fund - Renewal Link Creative contract to provide new Drupal 10 templates, assist with our Drupal 9 to 10 migration and assist with ADA compliance.
0002	ALL	08	04	\$5,000.00	General Fund - Licensing and recertification testing for technicians
0002	ALL	04	07	\$35,000.00	ITG Bond fund Professional services for microsegmentation of Network core architecture to support VMWare NSX and Virtual Palo Alto Networks Firewalls

## 2.2a Current Classified Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Network Technician (5 FTE)	40.00	12.00	Identify, analyze and troubleshoot a wide range of complex technical computer- and network-related problems effectively; listen and communicate information to a wide variety of clients and vendors at all levels of skill; deliver customer support both in-person and over the phone in a professional manner; support the District's objectives by training others in use of their computers and application; learn and provide support for the District's network; learn and apply new technical knowledge quickly; communicate effectively with a diverse client base both verbally and in writing; work independently and as a member of a team; maintain cooperative work relationships; demonstrate sensitivity to, and respect for, a diverse population.
Programmer Analyst (3 FTE)	40.00	12.00	Analyze, design, and develop computer programs and systems; assist users in troubleshooting system problems; perform complex technical tasks accurately and within defined deadlines; identify, evaluate, and solve program problems; learn new technology; communicate effectively; work in a team environment; prepare written reports and make oral presentations; plan and present training and/or give presentations to individuals and groups; establish and maintain effective working relationships.
Programmer Analyst, Senior (3 FTE)	40.00	12.00	Analyze, design, and develop computer systems and programs; assist users in troubleshooting system problems; perform complex technical tasks accurately and within defined deadlines; learn new technology; prepare written reports and make oral presentations; plan and present training and/or give presentations to individuals and groups; act as a lead worker to other classified staff in the area; maintain effective cooperative working relationships; demonstrate sensitivity to, and respect for a diverse population.
System Administrator (3 FTE)	40.00	12.00	Principles, practices, and technologies of computer operations, programming, and systems analysis; operating systems such as UNIX, Windows, programming languages such as HTML, Java Script, Perl and PHP; use of microcomputer and network hardware and software; website design and development; Internet resources such as web pages and electronic mail.
Administrative Assistant II (1 FTE)	20.00	12.00	Administrative Assistant Department support, schedule meetings, manage budget entries, NOA's, office supplies, manage help email box for the District, enter fixed assets for IT, assist in managing the ITG tech plan and meetings. Provide other admin support duties as needed.
HelpDesk Technician (5 FTE)	40.00	12.00	Deliver technical customer support over the phone in a call center environment; identify, troubleshoot and resolve a wide range of technical computer-related problems; make the distinction between Level One and Level Two end-user problems; identify, evaluate and solve end-user workstation problems; support and train end-users in a wide range of software applications as needed; read, understand and apply complex technical information; master new computer technology; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

Position	Hr/Wk	Mo/Yr	Job Duties
Technology Procurement Coordinator (1 FTE)	40.00	12.00	<p>Under general supervision, perform technical duties related to the requisitioning of computers and related hardware, software, services and supplies; perform administrative duties in office management, fiscal management, and/or customer relations; and perform related work as required.</p> <p>Learn and interpret Purchasing policies and procedures, rules, regulations, and instructions; perform detailed work related to requisitioning computers and software; keep informed on new technology products, market conditions and current prices; perform complex administrative work in the support of the District's purchasing and inventory control functions; maintain and prepare records, files and reports; communicate effectively in English; follow and give oral and written directions; supervise student assistants and short term, non-continuing employees; interact with the public in a helpful, courteous and friendly manner; establish and maintain effective working relationships; demonstrate sensitivity to, and respect for, a diverse population.</p>
Micro Comp Lab Specialist I (1 FTE)	40.00	12.00	<p>Under general supervision, coordinate activities within microcomputer laboratory; maintain standards for lab use; serve as a liaison between faculty and students; assist students with assignments; may supervise the work of student assistants; and perform related work as required.</p>
Instructional Computing Systems Coordinator (6 FTE)	40.00	12.00	<p>Under general supervision, design, implement, analyze and troubleshoot multi-site instructional computer systems District-wide, departmental computer labs without local technical support staff (31 total), and instructor computers in classrooms (94 total). Participates in the network system coordination of Instructional Computing Systems. Trains faculty and staff in the use of and administration of computer systems; and perform related work as required.</p>
Micro Comp Lab Specialist II ( 1 FTE)	40.00	12.00	<p>This position is distinguished from level 1 by the addition of network administration duties performed and the maintenance of a local area network. Also includes data recovery and backup duties and may specialize in a specific area such as assistive technology.</p>
Web Developer (1 FTE)	40.00	12.00	<p>The Web Developer serves as the College's primary web design and development expert. He/she ensures that the college web vision (mission), objectives, and strategy meet student, faculty, staff, administration, and the general public needs with respect to information accuracy, currency, timeliness, design, usability, and functionality.</p>
Coordinator Online Accessibility (1 FTE)	40.00	12.00	<p>Th Coordinator Web Accessibility helps assess District software for ADA accessibility compliance and provides training to web administrators on how to assess and modify their web sites to be compliant. We would want this position to be reinstated as a .5 FTE once Jim G retires, and Drupal migration is done. See 2.2e.</p>
Web Design Specialist (1 FTE)	40.00	12.00	<p>The Web Design Specialist provides additonal Web support for the district.</p>

## **2.2b Current Management/Confidential Positions**



<b>Position</b>	<b>Hr/Wk</b>	<b>Mo/Yr</b>	<b>Job Duties</b>
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Senior Director of Information Technology (1 FTE)	40.00	12.00	<p><b>KEY DUTIES AND RESPONSIBILITIES:</b></p> <p>Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.</p> <p>1. Develop and articulate a vision of technology uses and benefits for the College; co-chair technology groups and serve as lead on updates to the District technology plan; participate in District strategic planning and bond planning and implementation; collaborate with staff and faculty in areas related to infrastructure-network, data security, storage, backup, disaster recovery, software development and new software implementation.</p> <p>2. Ensure the delivery of quality technology and support through effective needs assessment and system design, selection and implementation processes; interact with internal and external customers to define needs, evaluate operations and implement improvements and enhancements.</p> <p>3. Oversee the development, design, implementation and conversion to new applications, environments and software programs; oversee network, phone, security, business system and other technology upgrades. Collaborate with and direct staff regarding security best practices.</p> <p>4. Supervise and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; develop, monitor and evaluate staffing needs; provide training and educational opportunities for District staff to maintain and upgrade technical skills to optimize service to users.</p> <p>5. Develop and prepare Information Technology budget; analyze and review budgetary and financial data; authorize expenditures in accordance with established limitations; participate in the development of grant proposals involving technology.</p> <p>6. Provide technical expertise, information and assistance to the Vice President regarding assigned</p>
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Position	Hr/Wk	Mo/Yr	Job Duties
			<p>functions; assist in the formulation and development of policies, procedures and programs.</p> <p>7. Plan, organize and implement long and short-term programs and activities designed to develop assigned programs and services; develop, maintain and evaluate policies, procedures, standards, capacity and infrastructure required to provide flexible and cost-effective information technology services that support quality instruction, efficient administrative processes and internal and community access.</p> <p>8. Direct the preparation and maintenance of narrative and statistical reports and records related to staff and assigned activities; oversee and ensure mandated records and reports are prepared and submitted according to established procedures and time lines.</p> <p>9. Communicate with faculty, staff, students and external organizations to coordinate activities and programs, resolve issues and exchange information.</p> <p>10. Develop and maintain system recovery plan in the event of power failure, damage to systems or related issues; direct and facilitate resolution of system failures.</p> <p>11. Apply the terms and provisions of collective bargaining agreements, State and Federal laws and District Board policies and administrative procedures in personnel matters.</p> <p>12. Review and recommend contracts and services for information technology and related services and equipment; prepare recommendations and contracts and submit to administration for consideration.</p> <p>13. Leads creation and management of District Information Security Policies including data security and backup and recovery plans; makes recommendations on training, policies, practices and software to improve security and operational efficiency at reasonable costs relative to the risks and staffing.</p>

Position	Hr/Wk	Mo/Yr	Job Duties
Director of Systems and Program (1 FTE)	40.00	12.00	<p>ABILITY TO:</p> <ol style="list-style-type: none"><li>1. Work with users to define requirements.</li><li>2. Prepare and/or supervise preparation of systems design documents.</li><li>3. Recommend hardware and software as necessary.</li><li>4. Supervise Programmer/Analyst in systems development.</li><li>5. Maintain systems.</li><li>6. Train users and technical staff as necessary.</li><li>7. Supervise technical staff and be able to work well with faculty and staff.</li><li>8. Demonstrate sensitivity to, and respect for, a diverse population.</li></ol>

<p>Director of IT Support Systems (1 FTE)</p>	<p>40.00</p>	<p>12.00</p>	<p>1. Directs the day-to-day operations of Instructional &amp; Interdisciplinary Labs programs and services including classified and certificated employee supervision, evaluation, and work assignments.</p> <p>2. Serves as a member of the Institutional Technology Group (ITG); on facilities planning, construction, and implementation groups on matters related to instructional computing; and on standing and ad hoc committees, including attendance at appropriate local, regional, and state-wide meetings as required.</p> <p>3. Evaluates and manages the District's instructional computer equipment and software upgrading and replacement schedule, and associated licensing requirements; researches and recommends appropriate and cost effective equipment and software solutions that address both instructional and technical support requirements in keeping with emerging technologies; oversees related purchase requisitions for instructional departments.</p> <p>4. Consults and advises Academic Affairs administration, department chairs, and faculty, including attendance at department and cluster meetings as required to assess and evaluate the need for new instructional computer equipment and software.</p> <p>5. Oversees the shared campus Instructional Computing Group and provides computer lab access for all instructional departments who do not have sufficient local resources.</p> <p>6. Directs computer hardware and software installation and ongoing technical support services as required for instructional computer labs, instructor/presenter computer equipment, and student computer stations in classrooms and instructional spaces.</p> <p>7. Provides assistance to departments who have their own instructional computer technical staff with related job assignment development and evaluation as needed.</p> <p>8. Oversees the purchasing and access to servers and system administration for instructional program applications.</p>
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Position	Hr/Wk	Mo/Yr	Job Duties
			<p>9. Coordinates with Media Services, and other technical support services as required to accomplish related tasks and mutual objectives.</p> <p>10. Provides access for individuals and groups of faculty and staff to current computer technologies, and coordinates with the Staff Development Program and appropriate academic departments for the development and provision of associated training and support.</p> <p>11. Participates in administration of the District's annual Staff Computer Purchase Program, and assists faculty and staff on an ongoing basis with personal computer purchases related to instructional endeavors.</p> <p>12. Maintains appropriate statistical reports, surveys and other records to assess departmental needs and accomplishments and to direct program goals and objectives, including budget development and monitoring of expenditures; and program evaluation and planning.</p>

## 2.2c Current STNC/Student Worker Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Lab Assistant (Students: 5) * when labs open	105.00	12.00	Hrs/Mos vary. Under supervision, perform lab duties, as directed. Provide first tier technology support to students, faculty and staff.
2 x .5 Student Workers for Web Accessibility	40.00	12.00	Assist the Online Accessibility Coordinator for correcting departments online accessibility issues.
	0.00	0.00	
1 x 25 hr/wk STNC to support Sharepoint Accessibil	25.00	12.00	Web support

## 2.2d Adequacy and Effectiveness of Staffing

Recommendation:

Database administration is critical to the planning, designing, implementing, maintaining, and improving the Student Information Services (SIS) Database. This also includes the many other databases that are used to support the district. Activities involve interaction with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain the integrated SIS database. This person assists in analysis and design activities associated with the development and maintenance of the SIS database to ensure its optimal performance. This critical job position is currently being performed by a contract Database Analyst Professional Expert. Without this position, we cannot maintain SIS and support the daily operations of the District.

With increasing Cyber Security issues, there is a need (and funding from the state) for cyber security support in the district, in addition to existing expertise filled by the Sr. Director of IT.

## 2.2e Classified, STNC, Management Staffing Requests

Rank	Location	SP	M	Current Title	Proposed Title	Type
0001	ALL	04	07	Systems Administrator		Classified
0001	ALL	04	07	Systems Administrator for Cyber Security		Classified
0001	ALL	04	06	STNC for IT Projects	STNC for IT Projects	Classified

## 2.3a Current Contract Faculty Positions

Position	Description

**2.3b Full-Time and Part-Time Ratios**

<b>Discipline</b>	<b>FTEF Reg</b>	<b>% Reg Load</b>	<b>FTEF Adj</b>	<b>% Adj Load</b>	<b>Description</b>
N/A	0.0000	0.0000	0.0000	0.0000	N/A Information Technology is not a discipline that offers a curriculum for students; it is an instructional service.



### **2.3c Faculty Within Retirement Range**

No faculty in IT at this time.

### **2.3d Analysis of Faculty Staffing Needs and Rationale to Support Requests**

N/A- Information Technology is not a discipline that offers a curriculum for students; it is a District service.

## 2.3e Faculty Staffing Requests

Rank	Location	SP	M	Discipline	SLO Assessment Rationale
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## 2.4b Rationale for Instructional and Non-Instructional Equipment, Technology, and Software

Information Technology's mission includes assisting all instructional areas to acquire the hardware and software required to provide approved curricula. With the passage of Measure H, IT is upgrading the District IT infrastructure to optimize support for students, faculty, staff and administration.

## 2.4c Instructional Equipment Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0001	ALL	04	06	Replace aged out instructional workstations in labs and classrooms	80	\$1,500.00	\$287,500.00	Mike Roth	District	Mike Roth
0001	ALL	04	06	Laptops for rebuilding classroom deployments	30	\$1,250.00	\$125,000.00	Mike Roth	District	Mike Roth
0001	ALL	04	06	Repair and upgrade existing equipment	1	\$50,000.00	\$50,000.00	Mike Roth	District	Mike Roth

## 2.4d Non-Instructional Equipment and Technology Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0001	ALL	04	07	ITG Cisco Phone equipment	100	\$500.00	\$50,000.00	Kevin Snyder	Districtwide	Kevin Snyder
0001	ALL	04	07	ITG Staff Computer replacements and additional equipment realted to remote work.	400	\$1,500.00	\$600,000.00	Mike Roth	Districtwide	Kevin Snyder
0001	ALL	04	07	ITG network equipment repair budget	10	\$7,500.00	\$75,000.00	Kevin Snyder	Districtwide	Kevin Snyder
0001	ALL	04	07	ITG Datacenter server upgrades	2	\$75,000.00	\$300,000.00	Kevin Snyder	1466/634	Kevin Snyder
0001	ALL	04	07	ITG Datacenter storage upgrades	2	\$40,000.00	\$80,000.00	Kevin Snyder	1466/634	Kevin Snyder
0001	ALL	04	07	Workstation refresh Non-Inst	100	\$1,500.00	\$150,000.00	Kevin Snyder	Districtwide	Kevin Snyder
0001	ALL	08	06	Professional Services for various projects	1	\$60,000.00	\$60,000.00	Kevin Snyder	Districtwide	Kevin Snyder

## 2.4f Instructional/Non-Instructional Software Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0002	ALL	04	07	Additional Microsoft A3 licenses for remote support	1000	\$80.00	\$80,000.00	Mike Roth		

## 2.5a Minor Facilities Requests

Rank	Location	SP	M	Time Frame	Building	Room Number	Est. Cost	Description
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## 2.5b Analysis of Existing Facilities

With Phase 1 of the Bussman Annex remodel and the move in of Human Resources complete, and the Datacenter and Phase 2, South bathroom and STEM storage, underway, the IT department is working with Capital Projects to identify the next steps for the improvements needed in the IT areas of the building. In addition to the need for FF&E throughout, there are also some other areas of concern:

- Rest Rooms- The entire Bussman building has only 2 unisex, 1 stall rest rooms, to support 30 IT staff and Human Resources with no student access rest rooms in the building. The South restroom will be remodeled in the next phase of construction but the North Rest Room also needs both aesthetic and functional improvements.
- Reclaimed Datacenter space: Once the Datacenter remodel is complete, there is approximately 1,000 sq. ft. of space that can be reclaimed for a new use.
- The IT Break room in Bussman also desperately needs remodeling

The above is in process, expected to be complete in June 2023

However, the building also is in need of the following:

- Signage that is ADA compliant
- Removal of the 50,000 lb AirConditioner in the old Data Center room
- Removal of all racks and devices, either to be migrated to the new Data Center, or surplus out
- Update the air conditioning, floors, and walls so that the old Data Center room is habitable, and could be used either as work areas or storage
- Updated structured cabling to much of Bussman Hall

### **3.1 Academic Quality**

### **3.2 Student Success and Support**

All hiring committees are trained by Human Resources to value diversity as one of the factors in the hiring process.

### **3.3 Responsiveness to Our Community**

We encourage our staff to attend professional events, participate in On-line webinars, take classes and acquire knowledge transfer from our vendors. Online training via Lynda.com, SkillSoft.com (provided to all CCC employees via the Chancellors Office) and the District funds up to two SRJC classes per semester. We also encourage our employees to participate in Fit SRJC by forming teams and take continuing ed classes here at the SRJC with release time.

### **3.4 Campus Climate and Culture**

For the following Buildings, the listed individuals are the "Safety Leaders"

Bussman Hall

- Jordan Mead

Doyle Library Santa Rosa

- Library: Dustin Zuckerman

- Instructional Computing: George Lancina

Maggini

- 2nd and 3rd floor labs: Karen Horii

Call Hall Petaluma

- Marshall McGowan

### **4.1a Course Student Learning Outcomes Assessment**

Not applicable.

### 4.1b Program Student Learning Outcomes Assessment

Not applicable.

### 4.1c Student Learning Outcomes Reporting

Type	Name	Student Assessment Implemented	Assessment Results Analyzed	Change Implemented
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### 4.2a Key Courses or Services that address Institutional Outcomes

Course/Service	1a	1b	1c	2a	2b	2c	2d	3a	3b	4a	4b	5	6a	6b	6c	7
Student Web Portal		X			X					X	X					X

### 4.2b Narrative (Optional)

The IT Department provides a SharePoint site for the faculty to use to store and track their SLO's.

Students will be able to:

1. Know where the helpdesk is located in each lab facility and how to request assistance
2. Know how to log in and out of the Timekeeper system
3. Learn how to locate related College services (e.g. library reference services, writing labs, tutorial)
4. Demonstrate ability to carry out basic software operations such as opening, saving and closing data files, editing and printing documents
5. Demonstrate ability to use the Internet to do research
6. Demonstrate ability use specialized computer equipment such as ergonomic keyboards, trackballs and headsets
7. Demonstrate ability to use student mail system
8. Demonstrate how to locate and navigate the distance education online education system

## **5.0 Performance Measures**

### **Instructional Computing Access in Labs and Classrooms**

Instructional Computing ensures access to computer technologies for students and instructors in the learning environment. Currently, accessibility is primarily provided in 50 different classroom and computer lab facilities throughout the District comprising over 4,000 instructional computers, serving a combined total of over 120 software titles and access to the Internet. Additionally, Seven of these facilities have scheduled open lab hours when students and faculty can drop in to work on school related projects, including the ability to run the specialized software required by different curricula.

### **Faculty and Staff Computer Support**

The Center for Excellence in Teaching and Learning in the Doyle Library provides access and support for individuals and groups of faculty and staff to hardware and software use and related project development. The Center includes a 25 station computer lab; audio, video, and production quality printing technologies; a 50-seat presentation and meeting area; and a new multi-media production studio. Hours of access are the same as the Library.

### **Instructional Computer Equipment and Software Acquisition and Implementation**



Current request/allocation process works well in addressing the critical hardware needs of approved curricula. The approval and acquisition process for new instructional software would improve with a clearer definition of what financial resources are available and a better defined process for approval of requests. Required faculty and administrators participate directly in the proposal process for computer equipment and software through the annual Instructional Equipment Request as part of this PRPP process. Information Technology evaluates, researches, and recommends appropriate products to address the approved requests and reviews recommendations with the end users. We then acquire the equipment and software, and assist with installation and implementation and ongoing support as needed and as we're able to accommodate.

<i>Computer Lab</i>	<i>No. of Labs</i>	<i>Current Employee</i>	<i>Computer Lab Technical Position</i>	<i>Load</i>	<i>Notes</i>
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### **Instructional Computing Large Labs (54 total labs)**

*Maggini & Barnett* 10

CS,Music,English		Marc Rudlin	Instructional Systems Coordinator	1.0 fte - 12 mo.	
BAD,BOT,ESL,COM		Debbie Gonnella	Microcomputer Lab Spec II	1.0 fte - 10 mo.	
CS, Music		Karen Horri	Microcomputer Lab Spec I	1.0 fte - 12 mo.	
		4x	Student Lab Assistants		
<i>Applied Tech, Elec, Physics</i>	9	Gamal Mansour	Instructional Systems Coordinator	1.0 fte - 12 mo.	
<i>Math/Chem</i>	5	Marc Rudlin	Instructional Systems Coordinator	1.0 fte - 12 mo.	
<i>Petaluma Campus</i>	17	Marshall McGowan	Instructional Systems Coordinator	1.0 fte - 12 mo.	
		Antoine Sarragossa	Microcomputer Lab Spec II	1.0 fte - 12 mo.	
		3x	Student Lab Assistants		
Doyle Library	9	Andre' Siedentopf	Instructional Systems Coordinator	1.0 fte - 12 mo.	<i>Public Access stations, 300 computers + Media Viewing lab + Lecutre Lab + 50 Laptops + iPads</i>
		Joe Owen	Instructional Systems Coordinator	1.0 fte - 12 mo.	<i>Public Access stations, 300 computers + Media Viewing lab + Lecutre Lab + 50 Laptops + iPads</i>
Mahoney Library	4	Marshall McGowan	Instructional Systems Coordinator	1.0 fte - 12 mo.	<i>Public Access stations, 110 computers + Media Viewing lab + Lecutre Lab + 50 Laptops</i>

83,960 Total drop-in **student** use, recorded by Timekeeper across all labs throughout the district for Spring 2017(Library Access and some labs not captured)

8,668 Total drop-in **student** use, recorded by Timekeeper across all labs throughout the district for Summer 2017(Library Access and some labs not captured)

70,689 Total drop-in **student** use, recorded by Timekeeper across all labs throughout the district for Fall 2017(Library Access and some labs not captured and time reduced by fires)

**Other Departmental Labs (not listed above) without Local Computer Technical Staff, but Supported by Instructional Computing (38 total labs)**

— Over time these labs' technical support needs have been covered hit-or-miss by local department faculty and classified staff hired in other assignments. Over the last few years, Instructional Computing technical staff has been striving to assist with support tasks for many of these areas as time permits. These Instructional Computing staff primarily include **George Lancina, Andre' Siedentopf, Debra Miller, and Marc Rudlin**

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Campus	Building	Lab name
PSTC		General PSTC Lab
PSTC		General PSTC Lab
PSTC		Student Center
PSTC		AJ/Fire Lab
Santa Rosa	Analy Hall	Art Computer Lab
Santa Rosa	Analy Village	College Skills ASK Lab
Santa Rosa	Analy Village	College Skills Math Labs
Santa Rosa	Analy Village	College Skills Math Labs
Santa Rosa	Analy Village	Disability Resources ATTC Lab
Santa Rosa	Analy Village	Oakleaf Journalism Lab
Santa Rosa	Baker Hall	Biology lab laptops
Santa Rosa	Baker Hall	Biology Lab
Santa Rosa	Baker Hall	Physiology Lab
Santa Rosa	Bertolini Student Center	MESA Labs
Santa Rosa	Bertolini Student Center	Career Center
Santa Rosa	Bertolini Student Center	Puente Lab
Santa Rosa	Burbank Auditorium	Theatre Arts Laptop Lab
Santa Rosa	Burbank Auditorium	Theater Arts lab
Santa Rosa	Burbank Auditorium	Forensics Lab
Santa Rosa	Emeritus Hall	Modern and Classical Languages Lab
Santa Rosa	Emeritus Hall	English Writing Center Lab

Santa Rosa	Emeritus Hall	English Mac Classroom/Lab
Santa Rosa	Emeritus Hall	English Reading Lab
Santa Rosa	Forsyth Hall	Music Lab
Santa Rosa	Frank P Doyle Library	Library Teaching Classroom/Lab
Santa Rosa	Frank P Doyle Library	Center for Excellence in Teaching and Learning Lab
Santa Rosa	Frank P Doyle Library	Doyle Library Public Access areas
Santa Rosa	Haehl Pavilion	PE Lab
Santa Rosa	Bussman	English Lab
Santa Rosa	Lark Hall	Ag and Nat Resource Lab
Santa Rosa	Lounibos	Machine Tools Lab
Santa Rosa	Lounibos	Diesel Tech Lab
Santa Rosa	Lounibos	Automotive Lab
Santa Rosa	Plover Hall	Assessment Lab
Santa Rosa	Plover Hall	Assessment Lab
Santa Rosa	William B Race Building	Health Science Lab
SWC	Southwest Center	ESL – Southwest Center
SWC	Southwest Center	ESL - Mobile Laptop Cart Lab

### **Media Enhanced Classroom Instructor Computer Stations**

200+ total stations (by year's end) in classrooms spread out in buildings across the District

#### **Center for Excellence in Teaching and Learning**

Includes 30 computers for faculty and staff use.

#### **Servers supported by Instructional Computing**

Instructional computing staff maintain and support the servers for the Instructional Computing Labs and classroom workstations.

Server services include image deployment, file sharing, online education, GoPrint pay for print system, and other departmental instructional computing needs.

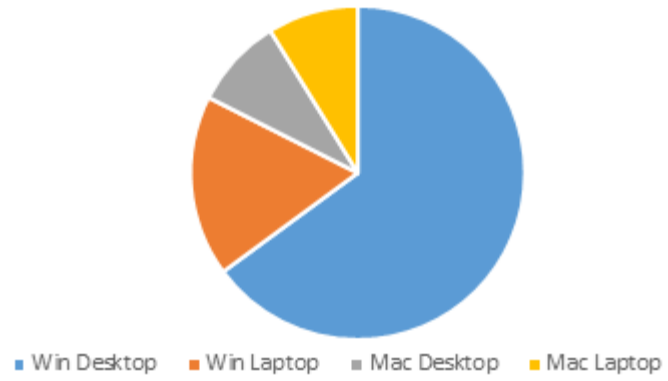
Service requests entered into the Helpdesk system.

Thousands of requests per year are received and acted on by the Infrastructure group, with peak activity clustered around the beginning of the Fall and Spring Semesters.

	2015	2016	2017	2018	2019
Jan	1044	847	580	579	609
Feb	743	691	493	430	430
Mar	762	688	579	414	470
Apr	673	552	670	232	519
May	567	480	343	447	599
Jun	679	511	551	450	542
Jul	554	478	608	396	649
Aug	964	957	935	693	864
Sep	772	692	762	504	720
Oct	825	581	1132	560	424
Nov	560	485	744	415	453
Dec	457	485	774	353	898
<b>Totals</b>	<b>8600</b>	<b>7447</b>	<b>7721</b>	<b>5473</b>	<b>7177</b>

The Help Desk has deployed close to 300 loaner laptop computers, supporting SRJC staff to work remotely during the COVID Pandemic

## *Staff Computer Distribution*



## **5.0 Network & Telecommunications**

The Network team supports all District phones and telecommunications equipment including E-911, emergency and mass notification systems, and the entire District data network, including Wide Area Network (WAN), Local Area Networks (LANs) and Wireless Local Area Networks (WLANs).

#### 1. Managed Network Switches

All of the core and distribution layer network switches were replaced during year one of the 3 year upgrade project. We have currently deployed most of the new and replacement access layer switches. As new buildings are added and modernized under Measure H, new networking equipment will be deployed.

	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2021-21	2021-22	2022-23
Switch Count	221	218	227	240	258	271	267	273	285	285	297	304
Copper Ports	7867	7799	8000	7200	8445	9473	9704	10165	10770	10770	10896	11123
Fiber/SFP/SFP+ Ports	591	660	691	720	750	1067	1100	1142	1156	1156	1362	1424

#### 4. Wireless Access Points

The district is currently replacing our aging and outdated Wireless Access Points (WAPs) and adding new ones as necessary to cover all indoor instructional areas and those outdoor areas which see the greatest use.

Year	WAP Count
2014-15	209
2015-16	251
2016-17	276
2017-18	298

<b>2018-19</b>	<b>306</b>
<b>2019-20</b>	<b>347</b>
<b>2021-22</b>	<b>549</b>
<b>2022-23</b>	<b>549</b>

## 5. Telecommunications Infrastructure

**The District continues to increase the number of IP phones at a rapid rate. We have now deployed IP phones to virtually every classroom in an effort to improve faculty and student safety and service. Over 200 new Cisco Jabber software phones have been configured and deployed for remote workers during the COVID Pandemic**

**Total Phones - 2086 (up from 1969 last year)**

**Total Classroom Phones – 228 (no change)**

**Jabber Phones (Remote Software Phones to support remote work) - 276 (no change)**

**Voicemail endpoints (Mailboxes and Call Handlers) – 1332 (no change)**

## 6. Total Core Infrastructure Counts for 2021-2022

<b>Wireless Hardware</b>	<b>Qty</b>	<b>Type</b>	<b>Usage Description</b>
Cisco 2700 Series	1	Wireless Access Point	Campus Wireless Access
Cisco 3700 Series	186	Wireless Access Point	Campus Wireless Access
Cisco 3800 Series	175	Wireless Access Point	Campus Wireless Access
Cisco 1530 Series	3	Mesh Outdoor Access Points	Shone Greenhouse, Custodial, SW Center Bldg 1 and 2 Connectivity, PSTC 1000
Cisco 1560 Series	2	Mesh Outdoor Access Points	Kunde , Burbank outdoor
Cisco 1570 Series	1	Mesh Outdoor Access Points	Bailey Field Wireless Access, Plover Parking
Cisco 9124 Series	180	Outdoor Access Points	New outdoor deployment
Cisco 9136 Series	1	Wireless Access Point	Campus Wireless Access
Cisco 8510 WLC	2	Wireless LAN Controller	AireOS Controller for legacy Wireless Access
Cisco 9800-40 WLC	2	Wireless LAN Controller	IOS-XE Controllers for new 9K deployment
<b>Switching Hardware</b>	<b>Qty</b>	<b>Type</b>	<b>Usage Description</b>



Cisco Micro Switch Series	21	Access Layer Switching	Campus endpoint connectivity
Cisco 2940 Series	1	Access Layer Switching	Campus endpoint connectivity
Cisco 2960 Series	6	Access Layer Switching	Campus endpoint connectivity
Cisco 3560 Series	28	Access Layer Switching	Campus endpoint connectivity
Cisco 3650 Series	23	Access Layer Switching	Campus endpoint connectivity
Cisco 3850 Series	158	Access Layer Switching	Campus endpoint connectivity
Cisco 9200 Series	7	Access Layer Switching	Campus endpoint connectivity
Cisco 9300 Series	39	Access Layer Switching	Campus endpoint connectivity
Cisco 3850-12XS	7	Distribution Layer Switching	Fiber Distribution to Access Switches
Cisco 4500-X	3	Distribution Layer Switching	Fiber Distribution to Access Switches
Cisco 6880-X-LE	2	Distribution Layer Switching	Fiber Distribution to Access Switches
Cisco 9500	2	Distribution Layer Switching	Fiber Distribution to Access Switches
Nexus 7700	3	Core Layer Switching	Core connectivity to UCS Server environment and WAN distribution
Nexus 2000	4	Core Layer Switching	Physical server connectivity
<b>Routing Hardware</b>	<b>Qty</b>	<b>Type</b>	<b>Usage Description</b>
Cisco 2911 ISR	3	Integrated Services Router	Shone, Southwest WAN Router, PSTC Voice Router
Cisco 2951 ISR	1	Integrated Services Router	Petaluma Voice Router
Cisco 4431 ISR	2	Integrated Services Router	Santa Rosa PRI Voice Routers
<b>Analog Voice Hardware</b>			<b>Usage Description</b>
Cisco VG 224	2	Analog Voice Gateway 24 port	Analog line endpoint access
Cisco VG 450	1	Analog Voice Gateway 144 port	Analog line endpoint access
<b>Security Appliances</b>	<b>Qty</b>	<b>Type</b>	<b>Usage Description</b>
Palo Alto PA-5410	2	Internet firewall	Santa Rosa main security gateway to CENIC ISP
Palo Alto PA-3440	2	Internet firewall	Petaluma main security gateway to CENIC ISP
Palo Alto PA-460	4	Internet firewall	PSTC and Shone firewall for local security zones
Cisco ASA 5506-X	1	Police firewall	Main gateway between Pedroncelli police network, County network, and SRJC I access
Cisco ISE (VM)	3	Identity Services Engine	Policy engine and authentication for wireless and network hardware

**Network Management**

Cisco Prime Infrastructure (VM)  
DNAC Appliance  
Panorama (VM)

**Qty**

1  
1  
1

**Type**

Network Hardware Management  
Network Hardware Management  
Network Hardware Management

**Usage Description**

Central management for Network and Wireless hardware  
DNA Assurance  
Palo Alto Firewall management and monitoring

## **SRJC**

**18/19**

### **Inbound Emails**

<b>Allowed</b>	<b>3,372,528</b>
<b>Blocked</b>	<b>1,337,448</b>
<b>Quarantined</b>	<b>2,075,628</b>
<b>Total Emails</b>	<b>6,968,280</b>

**21/22**

### **Inbound Emails**

<b>Allowed</b>	<b>5,218,836</b>
<b>Blocked</b>	<b>1,562,316</b>
<b>Quarantined</b>	<b>3,481,200</b>
<b>Total Emails</b>	<b>10,262,352</b>

**22/23**

### **Inbound Emails**

<b>Allowed</b>	<b>2,963,832</b>
<b>Blocked</b>	<b>1,478,496</b>
<b>Quarantined</b>	<b>2,691,924</b>
<b>Total Emails</b>	<b>7,134,252</b>

## **6. Web page hits, visits and page views.**

What are the differences?

### **Technical definition of a hit**

Each file sent to a browser by a web server is an individual hit.

### **Technical definition of a page view**

A page view is each time a visitor views a webpage on your site, irrespective of how many hits are generated. Pages are comprised of files. Every image in a page is a separate file. When a visitor looks at a page (i.e. a page view), they may see numerous images, graphics, pictures etc. and generate multiple hits.

For example, if you have a page with 10 pictures, then a request to a server to view that page generates 11 hits (10 for the pictures, and one for the html file). A page view can contain hundreds of hits. This is the reason that we measure page views and not just hits.

Hits are not a reliable way to measure website traffic.

Additionally, there is a high potential for confusion here, because there are two types of 'hits'. The hits we are discussing in this article are the hits recorded by log files, and interpreted by log analysis. A second type of 'hits' are counted and displayed by a simple hit counter. Hit counters record one hit for every time a webpage is viewed, also problematic because it does not distinguish unique visitors.

### **Technical definition of a visit**

As of February 2015, we began using “Siteimprove”, which provides not only Web metrics but it also analyzes our Web pages for ADA 508 compliance. The following Web metrics reported from February 2015 to February 2023 are from Siteimprove data. We have kept the reporting periods the same for comparison. Using the following definitions for a page view and a visit:

1. A page view is a count of how many times a page has been viewed on a website within a chosen period of time.
2. A visit is defined as a series of page requests from the same uniquely identified visitor with a time of no more than 30 minutes between each page request.
3. A unique visitor is defined a visitor that is counted only one time, as long as they have accepted / not deleted a cookie, used the same device, and used the same browser. If any of these are not true than that visitor would be counted again.

Siteimprove for almost a 12 month period, 2/3/15 to 2/2/16)

Visits: 2.6 million

Page Views: 6.2 million

Unique Visitors: 0.92 million

Siteimprove for almost a 12 month period, 2/3/16 to 2/2/17)

Visits: 3.8 million

Page Views: 11.3 million  
Unique Visitors: 1.6 million

Siteimprove for almost a 12 month period, 2/3/17 to 2/2/18)  
Visits: 4.6 million  
Page Views: 14.2 million  
Unique Visitors: 2 million

Siteimprove for almost a 12 month period, 2/3/18 to 2/2/19)  
Visits: 4.57 million  
Page Views: 14 million  
Unique Visitors: 2.12 million

Siteimprove for almost a 12 month period, 2/3/19 to 2/2/20  
Visits: 4.08 million  
Page Views: 12 million  
Unique Visitors: 2.18 million

Siteimprove for almost a 12 month period, 2/3/20 to 2/2/21  
Visits: 4.6 million  
Page Views: 12.5 million  
Unique Visitors: 2.38 million

Siteimprove for almost a 12 month period, 2/3/21 to 2/2/22  
Visits: 3.9 million  
Page Views: 11.3 million  
Unique Visitors: 1.65 million

Siteimprove for almost a 12 month period, 2/3/22 to 2/2/23  
Visits: 3.2 million  
Page Views: 10.2 million  
Unique Visitors: 1.29 million

The Web traffic trend for 2022-2023 is down as compared to the previous year. Siteimprove only collects data from the Drupal sites.

## 8. Programming tasks

During the past 12 months 28 Projects were completed. There are currently 14 programming projects that are actively being worked on and 22 additional projects that are pending. Because programmers can only develop one solution at a time, many projects are in programmer's queues but have not been started.

The development of the new Student Information System competes for time with the other duties assigned to the programming staff, including the following:

1. Develop, maintain, and support all institutional software packages including: Business Services and Financial Records packages, and Financial Aid packages.
2. Support of the Escape Online Business Services and Financial Records package.
3. Provide institutional data for internal and external reporting needs which are growing as the District faces more financial pressure. Departments and Administrators are requesting more data and reports than ever to estimate the performance of their departments and measure student success.
4. Coordinate and generate reports required by federal and state agencies, MIS reporting with over half a dozen new data elements to be implemented this year and another half a dozen next year, the new gainful employment reporting requirements and many other data requests.
5. PCI compliance. We are currently PCI compliant with all Credit Card payment systems used at the District.
6. Provide software changes to meet state compliance regulations such as ADA 504/508, Title 5 and SSSP.

### 5.0 Data Governance Maturity

The SRJC is embarking on a project to improve Data Governance at the District. This is the first year (2020) that maturity is being tracked, so there is no trending as yet. The Stanford Maturity Model is being used. Goal for SRJC is to average 3.00 for each section.

Current score:

Foundational	People	Policies	Capabilities	Average
Awareness	1	1	2	1.33
Formalization	1	2	2	1.66
Metadata	1	2	1	1.33
<b>Average</b>				<b>1.50</b>

<b>Project</b>	People	Policies	Capabilities	Average
Stewardship	2	2	2	2.00
Data Quality	2	2	2	2.00
Master Data	2	1	2	1.67
<b>Average</b>				<b>1.87</b>

## **6.1 Progress and Accomplishments Since Last Program/Unit Review**



Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
0000	ALL	08	06	Implement server and network monitoring tool	Gain proactive insight into server condition/outages/status	2023 spring and summer	PRTG selected, purchased, 80% implemented (as of 5/1/23)
0001	ALL	01	07	Upgrading SIS to a next generation commercial product	Work with planning teams and Consultants to help define next generation ERP needs	36 months	Ellucian Banner 9 SaaS selected, project approved and underway!  - IT Staff for planning and implementation  - \$13M in bond funding
0001	ALL	04	06	Implement effective software tools for Windows OS management for both onsite and remote environments	Continue to implement Microsoft management system for Windows OS	ongoing	Staff time for system administration and equipment configuration
0002	ALL	04	07	Upgrade Network Infrastructure from 1 GHz backbone to 10 GHz backbone	Year 1 - Upgrade the core routers and switches \$2M project. Buy Cisco UCS servers and Nimble Network storage appliances. COMPLETED  Year 2- Upgrade access-layer switches, upgrade wireless access points. IN PROGRESS  Year 3- Upgrade wiring and switches and access points and expand adding new access points. IN PROGRESS	36 months	- \$2M in bond funding for equipment and consulting  - Network Tech time to plan, install and test  - Coordination with Facilities and Capital improvement
0002	ALL	04	07	Measure H refresh of Firewalls, expansion to Shone and PSTC	Procure new SR firewalls, add a second firewall in PT for redundancy/failover, and add smaller firewalls at Shone and PSTC	2022-23	The main firewalls in SR and PT are done, currently implementing the PA460s in PSTC, Shone, then SRJC Roseland
0003	ALL	01	06	ADA 504/508 WCAG 2.0 Compliance	Work with Department Web authors to verify and or correct their Web content for ADA compliance. Ensure all PDFs, Videos, and Forms are ADA compliant.	ongoing	- Staff time to manage compliance checking  - Dedicated Accessibility Coordinator and two student workers to correct accessibility defects  - Provide staff training

Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
0005	ALL	02	06	Implement standard instructor work station on all SRJC sites	Work with Media and Academic Affairs to develop and implement a single standard hardware and software configuration for a consistent instructor station standard for the SRJC. Ongoing deployment of current instructor station standard configuration.	ongoing	<ul style="list-style-type: none"> <li>- ITG Bond funding for new workstations</li> <li>- Staff time to image and implement</li> </ul>

**6.2b PRPP Editor Feedback - Optional**

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## 6.3a Annual Unit Plan

Rank	Location	SP	M	Goal	Objective	Time Frame	Resources Required
0001	ALL	01	07	Upgrading SIS to a next generation commercial product	Work with planning teams and Consultants to help define next generation ERP needs	36 months	<ul style="list-style-type: none"> <li>- SIG Corp for consulting help to define needs via business process analysis and surveys. Also, use SIG for procurement management</li> <li>- SRJC staff and faculty participation in planning and implementation</li> <li>- IT Staff for planning and implementation</li> <li>- \$15-25M in bond funding</li> </ul>
0001	ALL	04	06	Implement effective software tools for Windows OS management for both onsite and remote environments	Continue to implement Microsoft management system for Windows OS	ongoing	Staff time for system administration and equipment configuration
0002	ALL	04	07	Upgrade Network Infrastructure from 1 GHz backbone to 10 GHz backbone	<p>Year 1 - Upgrade the core routers and switches \$2M project. Buy Cisco UCS servers and Nimble Network storage appliances. COMPLETED</p> <p>Year 2- Upgrade access-layerswitches, upgrade wireless access points. IN PROGRESS</p> <p>Year 3- Upgrade wiring and switches and access points and expand adding new access points.</p>	36 months	<ul style="list-style-type: none"> <li>- \$2M in bond funding for equipment and consulting</li> <li>- Network Tech time to plan, install and test</li> <li>- Coordination with Facilities and Capital improvement</li> </ul>
0002	ALL	04	07	Measure H refresh of Firewalls, expansion to Shone and PSTC	Procure new SR firewalls, add a second firewall in PT for redundancy/failover, and add smaller firewalls at Shone and PSTC	2022	ITG Bond funding
0003	ALL	01	06	ADA 504/508 WCAG 2.0 Compliance	Work with Department Web authors to verify and or correct their Web content for ADA compliance. Ensure all PDFs, Videos, and Forms are ADA compliant.	ongoing	<ul style="list-style-type: none"> <li>- Staff time to manage compliance checking</li> <li>- Dedicated Accessibility Coordinator and two student workers to correct accessibility defects</li> <li>- Provide staff training</li> </ul>

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0005	ALL	02	06	Implement standard instructor work station on all SRJC sites	Work with Media and Academic Affairs to develop and implement a single standard hardware and software configuration for a consistent instructor station standard for the SRJC. Ongoing deployment of current instructor station standard configuration.	ongoing	<ul style="list-style-type: none"> <li>- ITG Bond funding for new workstations</li> <li>- Staff time to image and implement</li> </ul>