

# Santa Rosa Junior College

## Program Resource Planning Process

### Information Technology 2015

#### 1.1a Mission

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.

The Information Technology department is a group of network technicians, computer lab coordinators and specialists, programmers, system administrators, help desk technicians, and telecommunications specialists. It is the responsibility of this group to provide hardware and software support for students, staff and faculty on the Santa Rosa campus, Petaluma campus, Southwest Santa Rosa Center, Public Safety Training Center, Shone Farm and throughout the District.

The mission of the Instructional Computing team is to promote and facilitate access and support for all teachers and learners to computer technologies that enhance the teaching/learning environment.

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.

The mission of the Network Infrastructure team is to provide the collaboration/communication and the computing platforms for the various needs of our Community; to keep up with the ever-changing educational technology environment; and to maintain the highest possible level of customer support.

#### 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 via the Instructional Computing Interdisciplinary Labs.

<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 Instructional Computing team is to promote and facilitate access and support for all teachers and learners to computer technologies that enhance the teaching/learning environment. 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. The mission of the Network Infrastructure team is to provide the collaboration/communication and the computing platforms for the various needs of our Community; to keep up with the ever-changing educational technology environment; and to maintain the highest possible level of customer support.</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</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> </ul>	<p>Provide technology access to all of the SRJC community that works for our diverse community.</p>

engagement, collaboration, partnerships, innovation, and leadership	<ul style="list-style-type: none"> <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>	
<b>IV. Improve Facilities and Technology</b>  Provide, enhance, integrate, and continuously improve facilities and technology to support learning and innovation	<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>	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.
<b>V. Establish a Strong Culture of Sustainability</b>  Establish a culture of sustainability that promotes environmental stewardship, economic vitality, and social equity	<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,</li> </ul>	IT provides equal access to technology for all SRJC students, staff, faculty and community users.  IT researches and recommends technology solutions that have a low total cost of ownership including environmental impact.  IT works with facilities to leverage technology to improve the efficiency and safety of our facilities leveraging technology.

	partnering with our communities, and contributing to the economic growth of the region	
<b>VI. Cultivate a Healthy Organization</b>  Cultivate an inclusive and diverse organizational culture that promotes employee engagement, growth, and collegiality	<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>
<b>VII. Develop Financial Resources</b>  Pursue resource development and diversification while maintaining responsible fiscal practices and financial stability	<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>
<b>VIII. Improve Institutional Effectiveness</b>  Continuously improve institutional effectiveness in support of our	<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 ticket summaries, current system status, major project status are available to all users on the IT web page. The IT team provides regular communications to the campus community on projects and major</p>

students, staff, and communities		<p>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 annually and solicits inputs from users through the committees we participate with on an ongoing basis to make sure 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 and storage infrastructures. We maintain, manage, and upgrade all staff workstations, the entire voice and data infrastructure; we coordinate helpdesk tickets; and we design, implement, and manage district-wide computing services.

- Plan for future technology adoptions
- Purchase, install, and maintain all computer hardware including: desktops, laptops, servers, storage and related peripherals.
- Purchase, install and provide frontline support to all common software packages including: Windows/Macintosh OS's, Email, Browsers, Microsoft Suite, Adobe Suite, etc.
- Purchase and/or develop, maintain, and support Internet/Web services including: E-mail services, Listserv's, and remote connection services
- Design, purchase, install and support institutional infrastructure including: telephone systems, voice mail systems, data storage, and data network
- 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
- Use a Help Desk team to provide a common point of contact and end user support.

### **Instructional Computing Team**

Instructional Computing facilitates access for students, staff, and faculty to the resources needed to succeed in their instructional computing 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 via the Instructional Computing Interdisciplinary Labs Group in Maggini (includes 12 labs), and for faculty and staff access through the Center for New Media, which includes access to: current computer technologies; training and 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.
- Manage Computer Labs on the Petaluma, Santa Rosa, PSTC, South West Center, and Shone Farm campuses.
- Design, purchase, install, maintain, repair, and replace workstations, printers, and other related computing technology in computer labs and classrooms 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 and students.
- Produce and maintain district wide online open labs schedule for student and instructor reference.

- Coordinate and provide ongoing training in the use of standard office software and commonly requested applications through the Center for New Media.
- 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. The team primarily develops and maintains the student information services (SIS) software and database. The team creates specialize reports to meet both government and internal reporting requirements. 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 web page design, content management, and templates.

### **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)**

7:00 AM - 6:00 PM

Monday - Thursday

### *Instructional Support Locations & Hours*

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

**Instructional Computing Interdisciplinary Labs Group** in Maggini and Call are open for classes and drop-in work 8 AM. to 9 PM Mon – Thur; 9 AM to 3 PM Fri.

**Instructional Computing Services Group** in Doyle is open from 7:30 AM to 6:00 PM. Monday - Friday

*Center for New Media* is available for staff the same hours as the 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 staff including programmers, computer lab coordinators/specialists, network technicians, helpdesk technicians, telecommunications technicians, system administrators and a purchasing technician, which are in high-demand in the private sector. In order to attract and retain staff in this competitive market salaries for technical staff are higher than the district average.

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 geometrically. 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 94 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 2,500 microcomputers and 150 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 growing installed base of PC's, servers, network infrastructure devices and software.

**Instructional Computing** has seen support for over 300 iPads added to the team workload over the past 5 years with no offsetting staff. Most of these devices were purchased with grant or categorical funds but no funding for staff to setup and support these products.

The number of computer labs as defined by a space with 20 or more computers for student use, has grown to over 100 labs supported by 10 classified employees. There has been an explosion in growth in the use of technology in areas like PSTC, KAD , Music and Healthcare as technology becomes critical to the pedagogy in these areas that had very little use of any technology 5 years ago.

IT needs to add an additional Instructional Computing Coordinator to support these increased and continually increasing educational support needs.

**Infrastructure Data/Telecom** team also has seen significant growth in workload that will require adding an additional network tech this next year. We now support hundreds of network routers and switches, hundreds of wireless access points on all sites, high speed data connections between sites and some buildings within our sites and all the software and computers using this infrastructure. As more devices including all of our phones, cameras, HVAC controls and over half of our usage of bandwidth occurring with wireless pc's, phones and tablets, we need more technicians to support this infrastructure.

IT needs to add an additional Network Technician to support these increased and continually increasing educational/business support needs.

**Systems and Programming** team needs a second web developer. The web is how the current generation accesses information and interacts with the District. Over the last three years our single web developer created a new DRUPAL web architecture that was rolled out last year. The new framework has been accepted but less than 50 of over 3,000 highly used pages have been converted to the new format. An additional web developer is needed to accelerate the training and conversion of the SRJC web pages to DRUPAL for easy mobile access by all users.

IT needs to add an additional Web Developer to support these increased and continually increasing educational/business support needs.

## 2.1b Budget Requests

Rank	Location	SP	M	Amount	Brief Rationale
0000	ALL	04	06	\$120,000.00	Bond Fund- New software purchases, first time purchases or non-annual upgrades
0000	ALL	01	07	\$455,000.00	Bond Fund - Instructional equipment servers replacement, student lab desktop replacements and classroom computer replacements
0000	ALL	04	06	\$20,000.00	Bond Fund - District ticketing and request management system - Funded in IT Dep
0001	ALL	04	07	\$20,000.00	Phone system components, about 40 new phones and accessories

0001	ALL	08	04	\$16,000.00	Travel and training budget for IT staff. Required to maintain and acquire new technology skills, e.g., virtualization, new security requirements like PCI, new software versions like SQL, .NET, Exchange Server, SharePoint, etc. Included is a training budget for online training resources such as SkillSoft.
0001	ALL	04	07	\$200,000.00	Student software renewals, e.g., Microsoft, Autodesk, Adobe, Dragon Naturally Speaking, etc.
0001	ALL	08	04	\$5,000.00	Licensing and recertification testing for technicians
0001	ALL	04	07	\$20,000.00	Phone charges AT & Integra, Long Distance, Smart Yellow pages etc
0001	ALL	04	07	\$300,000.00	Bond Fund - Replacement for ageing and failing PC and Mac hardware. Necessary to provide technology users with the appropriate technology to do their jobs.
0001	ALL	04	07	\$50,000.00	Bond Fund - Purchase new physical servers.
0001	ALL	04	07	\$100,000.00	Bond Fund - purchase VoIP classroom speakers; InformaCast for broadcasting to phones.
0001	ALL	04	07	\$50,000.00	Bond Fund - Replacement for failed equipment: switches, phones, faxes, etc... Maintain support for networking infrastructure. Uninterruptible Power Supply (UPS) Batteries. Symmetra / replacement.
0001	ALL	04	07	\$20,000.00	Institutional Forms (grade mailers, student schedules, etc.), printer cartridges with special toner for printing checks, computer parts and networking components
0001	ALL	04	07	\$15,000.00	Professional Expert Data Base Analyst to improve SIS data base performance and reliability. This includes our registration process.
0001	ALL	04	07	\$100,000.00	Annual maintenance agreements for institutional software, e.g., Microsoft SQL, CITRIX, student right to know, netsupport notify, informacast, Neogov, edgewave, manage engine, Live Action, e-transcript, DS3 line
0001	ALL	04	06	\$9,000.00	Continue Link Creative contract to provide new additional Drupal templates, upgrade Foundation and Drupal versions, assist with ADA compliance, add multilingual Web development,
0001	ALL	04	07	\$18,500.00	Software renewal for SQL server monitoring tool (SolarWinds), Web monitoring tool (Siteimprove) with analytics, and Visual Studio source control tools (Beyond Compare)
0001	ALL	04	07	\$10,000.00	EMS Software renewal V1 & V2
0001	ALL	04	07	\$50,000.00	Annual maintenance agreements for outsourced print and mailing services. This would include 1099,1098T, W2, Grant checks, Refund checks, and Foundation checks.
0001	ALL	01	01	\$15,500.00	Soutwest Center Connectivity Improvment- Purchase upgraded COMCAST internet service to improve bandwidth capacity at the SW Center. \$500 initial installation + \$1250/month (\$15,000/year).
0002	Santa Rosa	04	07	\$150,000.00	Uninterruptible Power Supply (UPS) Batteries. Add UPS's in buildings for VoIP connectivity during power outages.
0010	ALL	04	06	\$2,500,000.00	Bond Fund - IT Infrastructure Upgrade, core switch, virtual server update, storage update, wiring updates

## 2.2a Current Classified Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Network Technician (6 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 (4 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 (0.5 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.
Help Desk Technician (3 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.
Buyer (1 FTE)	40.00	11.00	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.  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.
Telecommunications Technician (1 FTE)	40.00	12.00	Work with users in order to promote effective use of the phone, voice mail, and Call accounting system; read and understand technical information; compose training materials for phone/voice mail users; train users in small and large groups; write clear concise documentation; multi-task and meet time-sensitive deadlines; communicate effectively to users and vendors; demonstrate good attention to detail; maintain cooperative working relationships; demonstrate sensitivity to, and respect for a diverse population.
Computer Lab Coordinator (4 FTE)	40.00	12.00	Under direction, plan, organize and coordinate activities within microcomputer laboratory; order, receive, store, issue and inventory laboratory supplies and equipment; troubleshoot, repair and maintain computer hardware, software, and

			peripheral equipment; train and direct the work of laboratory staff; and perform related work as required.
Micro Comp Lab Specialist I (1 FTE)	40.00	12.00	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.
Micro Comp Lab Specialist II ( 2 FTE)	40.00	10.00	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.
Instructional Computing Systems Coordinator (2 FTE)	40.00	12.00	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.
Micro Comp Lab Specialist II ( 1 FTE)	40.00	12.00	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.
Web Designer (1 FTE)	40.00	12.00	This position provides web design support in conjunction with PR for public facing pages like the SRJC home page, Theater Arts, Art Gallery Exhibits, President's Page, Upcoming Events, etc. This position also helps define the SRJC standards for web pages including content management, look and feel, links, mobile versions, etc.
Information Systems Specialist (1 FTE)	40.00	12.00	Write, modify, test, debug and document computer programs; organize and schedule work; quickly adapt to new computer technologies and procedures; perform adjustments when required and troubleshoot computers and peripheral equipment operating problems; train and direct the work of others; follow and give oral and written instructions; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.
Administrative Assistant II (0.5 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.

## 2.2b Current Management/Confidential Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Director of Information Technology (1 FTE)	40.00	12.00	KNOWLEDGE OF: 1. State-of-the-art information systems applications. 2. Computer systems and peripherals. 3. Programming languages. 4. Telecommunications and network technology support. 5. Educational data processing requirements. 6. Technology training. 7. Planning, budgeting and staffing.
Manager of Systems and Program (1 FTE)	40.00	12.00	ABILITY TO: 1. Work with users to define requirements. 2. Prepare and/or supervise preparation of systems design documents. 3. Recommend hardware and software as necessary. 4. Supervise Programmer/Analyst in systems development. 5. Maintain systems.

			<p>6. Train users and technical staff as necessary.</p> <p>7. Supervise technical staff and be able to work well with faculty and staff.</p> <p>8. Demonstrate sensitivity to, and respect for, a diverse population.</p>
Manager of Data/Telecommunications (1 FTE)	40.00	12.00	<p>KNOWLEDGE OF:</p> <ol style="list-style-type: none"> <li>1. The telecommunications industry including Local Area Networking.</li> <li>2. Wide Area Networking.</li> <li>3. PBX and key telephone systems including long distance.</li> <li>4. Data communications.</li> <li>5. Management practices and principles required to supervise classified staff and student employees.</li> </ol>
Manager of Instructional Computing (1 FTE)	40.00	12.00	<ol style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>5. Oversees the shared campus Instructional Computing Group and provides computer lab access for all instructional departments who do not have sufficient local resources.</li> <li>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.</li> <li>7. Provides assistance to departments who have their own instructional computer technical staff with related job assignment development and evaluation as needed.</li> <li>8. Oversees the purchasing and access to servers and system administration for instructional program applications.</li> <li>9. Coordinates with Media Services, and other technical support services as required to accomplish related tasks and mutual objectives.</li> <li>10. Oversees the Center for New Media and 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.</li> <li>11. Participates in administration of the District's annual Staff Computer Purchase Program, and assists</li> </ol>

			faculty and staff on an ongoing basis with personal computer purchases related to instructional endeavors. 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.
Programmer Analyst, Senior/Confidential (1 FTE)	40.00	12.00	ABILITY TO: 1. Analyze, design, and develop computer systems and programs. 2. Assist users in troubleshooting system problems. 3. Perform complex technical tasks accurately and within defined deadlines. 4. Learn new technology. 5. Prepare written reports and make oral presentations. 5. Plan and present training and/or give presentations to individuals and groups. 6. Act as a lead worker to other classified staff in the area. 7. Maintain effective cooperative working relationships. 8. Demonstrate sensitivity to, and respect for a diverse population

## 2.2c Current STNC/Student Worker Positions

Position	Hr/Wk	Mo/Yr	Job Duties
MicroComputer Lab Specialist II	3.00	12.00	STNC POOL TO COVER EVENING LAB SHIFTS DUE TO REGULAR STAFF ABSENCE DUE TO ILLNESS. CURRENTLY 60 HOURS ALLOCATED PER SEMESTER. Under general supervision, assist in the preparation of instructional materials for laboratory demonstration or use; assist students with problems and demonstrate techniques in the use of specialized equipment; and perform related work as required.
Lab Assistant (Students: 7)	15.00	10.00	Hrs/Mos vary. Under supervision, perform lab duties, as directed.
Technical Writer	15.00	10.00	Technical writing assistance to systems and programming team. Develops user guides and application documentation..
MicroComputer Lab Specialist II	40.00	12.00	STNC backfill for vacant positions.

## 2.2d Adequacy and Effectiveness of Staffing

Recommendation:

### Add one FTE Instructional Computer Systems Coordinator:

Due to budgetary constraints, 31 of the District's over 100 instructional computer labs were established and grew over time without being able to acquire and maintain sufficient technical staff hours to address their ongoing technical support needs. In the last three years, reassigned Instructional Computing technical staff have been striving to assist with some of the support tasks for many of these areas as time permits. Several of these areas are significantly under supported, though, and we do not have the resource power to address all the on-going issues. This now includes a number of noteworthy off-campus facilities like Public Safety Training Center in Windsor, the new Digital Media Lab in Petaluma, Shone Farm, and ESL at the Southwest Center --further limiting our ability to effectively respond to immediate needs.

Added to this demand, in the last two years we have more than doubled computers at instructor presentation stations (currently approaching over 200 total) which require constant attention to be viable for classes in session.

Recommendation:

**Add one (FTE) Network Technician:**

1. Over the past 7 years the number of Cisco managed switches has increased by 66%, the number of copper ports has increased by 87% and the number of fiber ports has increased by 93%.
2. average over the past 4 ½ years the number of systems supported by IT increased by 155 systems per year
3. 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.
4. Between 2011 and 2012, the number of tickets requested and processed has increased for 12% (from 5,384 to 6,021 tickets)
5. The Department is making a major leap into the IT resource virtualization world and network infrastructure provisioning for mobile learning.
6. The Department is about to undertake a three year project to upgrade our entire network hardware and software infrastructure to go from 1 GB capacity to 10 GB and upgradable to 40 GB in the future.

Recommendation:

**Continue to develop and train a Senior Programmer Analyst on Database Administration in order to provide ongoing Student Information System database maintenance, performance monitoring and tuning, and optimization support.**

Database administration is critical to the planning, designing, implementing, maintaining, and improving the Student Information Services (SIS) Database. 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.

Recommendation:

**Add a new Web Developer position in order to support the College's primary web design and perform as the secondary web development expert. This would be a second Web Developer position to augment the current Web Developer. This additional position will ensure that the college web vision (mission), objectives, and strategy meet student, faculty, staff, administration, and the general public needs with respect to information accuracy, ADA compliance, currency, timeliness, design, usability, and functionality.**

Recommendation:

Add a second Web Developer position is critical for the college to effectively develop a vision for the college web presence; ensuring that our Web pages meet all ADA compliance requirements (504 & 508), set website objectives & strategies, and help manage the tactical implementation of the defined strategies within a framework of established District and College policies and procedures. This additional position will provide best practices support, training, guidance, and service to web authors at the College; works collaboratively with Public Relations to establish and maintain web design and development standards with respect to marketing the SRJC brand.

This second position would be changing an existing Information Systems Specialist position to a Web Developer position. The current Information Systems Specialist is retiring and the intent is to not back fill this position, but rather convert this position to a second Web Developer. Current duties of the Information Systems Specialist such as check printing and mailers would be outsource, other duties such as Ad hoc report creation would be absorbed by the programming team.

Recommendation:

### **Add one FTE Technical Writer**

A Technical Writer is necessary to design, edit and maintain the College's IT technical and end-user documentation for administrative applications in both written and web-based format. This includes using various software tools to produce professional on-line and paper documentation, user guides and manuals, installation instructions and training material

Over the past three years approximately 430 software projects have been completed, 84 are in progress (open-active), and 21 have not been started (pending approval). The four Senior Programmer Analysts and three Programmer Analysts have a full-time assignment with the continued development and enhancement of the student information system, institutional software applications, and and meeting our internal and external reporting requirements.. Their full-time assignment includes:

1. Developing, maintaining, and supporting all institutional software packages including: the Student Information System, Business Services and Financial Records packages, and Financial Aid packages.
2. Providing institutional data for internal and external reporting needs. Coordinating and generating reports required by federal and state agencies

## **2.2e Classified, STNC, Management Staffing Requests**

Rank	Location	SP	M	Current Title	Proposed Title	Type
0001	ALL	04	07	Instructional Computing Systems Coordinator		Classified
0002	ALL	04	07	Network Technician		Classified
0004	ALL	04	07	Computer Support Specialist	Web Developer	Classified
0005	ALL	04	07	Technical Writer		Classified

## **2.3a Current Contract Faculty Positions**



Position	Description
Instructional Computing Lab Coordinator	Faculty and student support for 10 Maggini Labs and instructor of record for local positive attendance collection.

2.3b Full-Time and Part-Time Ratios

Discipline	FTEF Reg	% Reg Load	FTEF Adj	% Adj Load	Description
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

The Instructional Computing Lab Coordinator is currently eligible to retire with over 28 years of service. To my knowledge he has no intent of retiring in the near future.

### 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
0001	ALL	00	00		

## 2.4b Rational for Instructional and Non-Instructional Equipment, Technology, and Software

As far as computer equipment goes, Information Technology's mission includes assisting all instructional areas to acquire the hardware and software required to provide approved curricula. Measure A has allowed the District to fund this objective and going forward there appears to be more instructional equipment funding for technology as well. With the passage of Measure H, IT hopes to continue to upgrade the District IT infrastructure to optimize support for students, faculty, staff and administration.

## 2.4c Instructional Equipment and Software Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0001	ALL	04	07	Computer Lab and Classroom Upgrades	285	\$1,000.00	\$285,000.00	Mike Roth	Various	Mike Roth
0001	ALL	04	07	Instructional Server Replacements	2	\$6,000.00	\$12,000.00	Mike Roth	Various	Mike Roth

## 2.4d Non-Instructional Equipment, Software, and Technology Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0005	Santa Rosa	04	07	Ergonomic Office Chair	3	\$500.00	\$1,500.00	Scott Conrad	1467	Scott Conrad

## 2.5a Minor Facilities Requests

Rank	Location	SP	M	Time Frame	Building	Room Number	Est. Cost	Description
0001	ALL	04	07	Urgent	Bussman	1466	\$30,000.00	Add Key locks to the Bussman server room for security and access control. This is a PCI security requirement and cameras in the server room to document who accesses the servers.
0002	ALL	04	07	Urgent	Bussman	1466	\$20,000.00	Replace existing racks with 4 post racks (structurally stronger to survive an earthquake) and bolt racks together to reduce risk of tipping over in an earthquake. Modify electrical to accomodate another row of server racks and move all District critical servers currently in Doyle to Bussman. This will improve earthquake preparedness, security and reduce back up and management costs.
0003	ALL	04	07	Urgent	Maggini	2923	\$5,000.00	Remove 24 feet of wall in room 2923 in order to increase lab computer seats from 20 to 30
0008	ALL	04	07	1 Year	Maggini	2803a	\$70.00	Add a ceiling light in this dark hallway.

## 2.5b Analysis of Existing Facilities

Carpeting in the main IT room in Bussman is over 30 years old and completely worn out. It was supposed to be replaced when IT moved into the area but was not. It badly needs to be replaced.

IT Break room in Bussman- the particle board sink cabinet area is full of dry rot and deteriorating. Needs replacement.

## 3.1 Develop Financial Resources

## 3.2 Serve our Diverse Communities

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

## 3.3 Cultivate a Healthy Organization

We encourage our staff to attend professional events, participate in On-line webinars, take classes and acquire knowledge transfer from our vendors. The Department funds SkillSoft technical online training for employee development. We also provide access to Lynda.com licenses.

## 3.4 Safety and Emergency Preparedness

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

## 3.5 Establish a Culture of Sustainability

## Doyle Server Room

- The 3<sup>rd</sup> floor Doyle server room does not have back up HVAC due to a building design mistake, so if the power fails, there is a backup generator for power to the servers but no HVAC (heating or cooling in the server room). This design flaw will cause the room to overheat if a power failure occurs on a hot day and would cause the servers to shut down or be damaged by the excess heat.
- ACTION NEEDED: Move all business critical servers like the online class servers to the Bussman server room which has adequate power backup and HVAC to allow continued operations during a power failure.

## SERVER VIRTUALIZATION

The IT Department has been actively working on reducing power consumption in our data centers. Through our Server Virtualization Program, we have taken the following steps:

- 1- Consolidate the number of existing server hardware and remove old servers from productions;
- 2- Increase efficiency by installing multiple applications on a single server hardware;
- 3- Purchase a new virtual server farm which, will reverse server hardware proliferation.

The goal of these measure is to considerably reduce our power consumption.

## PAPERLESS INITIATIVES

The IT department has been developing in collaboration with our supported departments, digitized work processes that relied less on paper. The followings are the major initiatives:

- 1- Scanner/Printer deployment: we encourage technology users scan more and print less
- 2- Digital fax system deployment: we offered our technology users the option of sending and receiving fax without having to print hard copy
- 3- The IT department will be working with the HR Department to adopt paperless solutions such as:
  - a. Job application
  - b. NOA
- 4- The IT department is working closely with the A&R department to digitize student forms.

## 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 92 different computer lab facilities number classrooms throughout the District comprising over 1,157 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. There is currently drop-in computer access available for students among these labs from 8:00 A.M. -9:00 P.M. Monday through Thursday and 8:00 A.M. to 3:00 P.M. on Friday. Different locations have different hours that are posted on the Campus Computer Labs Schedule available online each semester.

### Faculty and Staff Computer Support

The Center for New Media in the Doyle Library sponsored by IT- Instructional Computing 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 bi-platform (Mac and Windows) computer lab; audio, video, and production quality printing technologies; a 50-seat presentation and meeting area; and three reservable multi-media editing suites. 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 needs of approved curricula. 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)**

<i>Maggini &amp; Barnett CS, BAD, BOT, MUSIC Digital Media</i>	10	Walt Chesbro	Faculty	1.0 fte certificated	
		Mike Roth	Microcomputer Lab Coord	1.0 fte - 12 mo.	
		Debbie Gonnella	Microcomputer Lab Spec II	1.0 fte - 10 mo.	
		Karen Horri	Microcomputer Lab Spec I	1.0 fte - 12 mo.	
		4x	Student Lab Assistants		
<i>Applied Tech, Elec, Physics</i>	9	Gamal Mansour	Microcomputer Lab Coord	1.0 fte - 12 mo.	
<i>Math/Chem</i>	5	Debra Miller	Microcomputer Lab Coord	1.0 fte - 12 mo.	
<i>Petaluma Campus</i>	17	Marshall McGowan	Microcomputer Lab Coord	1.0 fte - 12 mo.	
		Kyle Calvi	Microcomputer Lab Spec II	1.0 fte - 12 mo.	
		Alex Drake	Microcomputer Lab Spec II	1.0 fte - 11 mo.	
		3x	Student Lab Assistants		
Doyle Library	9	Andre' Siedentopf	Instructional Comp. Sys. Coord	1.0 fte - 12 mo.	<i>Public Access stations, 300 computers + Media Viewing lab + Lecutre Lab + 50 Laptops + iPads</i>
		Mike Roth	Microcomputer Lab Coord	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	Microcomputer Lab Coord	1.0 fte - 12 mo.	<i>Public Access stations, 110 computers + Media Viewing lab + Lecutre Lab + 50 Laptops</i>

**119,994** Total drop-in **student** use, recorded by Timekeeper across all labs throughout the district for Spring 2013 (Library Access and some labs not captured)

**10,874** Total drop-in **student** use, recorded by Timekeeper across all labs throughout the district for Summer 2013 (Library Access and some labs not captured)

**117,014** Total drop-in **student** use, recorded by Timekeeper across all labs throughout the district for Fall 2013 (Library Access and some labs not captured)

## Timekeeper Lab Sign-Ins Summarized by Day/Time

Room: All Room

Hour	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
06:00-06:59	0	66	64	59	60	0
07:00-07:59	0	472	568	643	592	24
08:00-08:59	0	2762	2991	3356	2863	517
09:00-09:59	0	2611	3189	3144	3011	1213
10:00-10:59	4	3909	4276	4812	4122	1149
11:00-11:59	2	3183	3728	3613	3450	1043
12:00-12:59	5	2796	3225	3018	2957	660
13:00-13:59	10	2799	3229	3264	2930	475
14:00-14:59	8	1982	2679	2218	2484	307
15:00-15:59	0	1562	1802	1669	1542	191
16:00-16:59	0	1303	1551	1344	1339	52
17:00-17:59	0	1236	1614	1372	1294	1
18:00-18:59	0	736	1040	779	826	0
19:00-19:59	0	142	194	180	140	0
20:00-20:59	0	31	29	36	34	0
21:00-21:59	0	0	2	3	2	0

## Timekeeper Lab Sign-Ins Summarized by Day/Time

Hour	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
06:00-06:59	20	18	11	15	0	0
07:00-07:59	108	153	126	118	0	0
08:00-08:59	292	197	340	159	0	0
09:00-09:59	539	526	509	399	32	37
10:00-10:59	321	236	320	194	22	18
11:00-11:59	432	317	329	218	5	2
12:00-12:59	368	332	383	284	7	4
13:00-13:59	209	208	208	163	4	0
14:00-14:59	114	155	137	98	12	0
15:00-15:59	157	168	190	161	0	0
16:00-16:59	133	97	103	83	0	0
17:00-17:59	200	165	193	114	0	0
18:00-18:59	59	109	75	82	0	0
19:00-19:59	11	18	18	11	0	0
20:00-20:59	2	15	7	4	0	0

## Timekeeper Lab Sign-Ins Summarized by Day/Time

Hour	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
06:00-06:59	0	57	45	52	54	0
07:00-07:59	0	403	411	457	463	11
08:00-08:59	0	2310	2615	2679	2587	465
09:00-09:59	0	2663	3029	3044	2894	1293
10:00-10:59	0	4138	3783	4567	4043	1135
11:00-11:59	0	3379	3496	3735	3679	1079
12:00-12:59	3	2808	3009	3264	3133	806
13:00-13:59	3	2756	3472	3325	3313	503
14:00-14:59	0	2264	2220	2603	2053	225
15:00-15:59	0	1564	1758	1583	1588	38
16:00-16:59	0	1210	1507	1380	1320	20
17:00-17:59	0	1210	1440	1270	1000	2
18:00-18:59	0	857	1024	891	722	0
19:00-19:59	0	294	271	320	238	0
20:00-20:59	0	26	36	37	21	0
21:00-21:59	0	2	0	0	0	0

## 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, and Mike Roth**

38	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 New Media Lab
	Santa Rosa	Frank P Doyle Library	Doyle Library Public Access areas
	Santa Rosa	Haehl Pavilion	PE Lab
	Santa Rosa	Lark Hall	Aeronautics 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 New Media

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 (10,000 students supported), and other departmental instructional computing needs.

## 5.0 Performance Measures: Network & Telecom Team

### 1. Service requests entered into the Help Desk system.

**Ticket Counts by Month per Year**

	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014 thru May 21
<b>Jan</b>	308	337	393	451	300	441	294	547	762	788	590
<b>Feb</b>	274	275	252	249	227	363	284	308	746	708	493
<b>Mar</b>	340	349	290	374	295	385	282	243	569	517	579
<b>Apr</b>	209	241	228	260	356	470	294	384	758	691	675
<b>May</b>	243	308	313	303	295	301	251	272	564	586	343
<b>Jun</b>	272	259	203	360	284	473	244	257	475	493	
<b>Jul</b>	162	206	239	204	373	276	231	284	485	555	
<b>Aug</b>	262	552	478	547	473	474	579	840	986	799	
<b>Sep</b>	276	323	329	351	446	324	449	682	807	752	
<b>Oct</b>	180	255	329	346	401	329	400	735	783	602	
<b>Nov</b>	191	308	312	194	389	194	312	691	593	422	
<b>Dec</b>	142	179	208	124	291	144	148	549	424	351	
<b>Totals</b>	<b>2859</b>	<b>3592</b>	<b>3574</b>	<b>3763</b>	<b>4130</b>	<b>4174</b>	<b>3768</b>	<b>5792</b>	<b>7952</b>	<b>7264</b>	<b>2680</b>

### 2. Count of managed Cisco Switches, network ports.

	2002-03	2003-04	2004-05	2005-06	2006-07	2008-09	2010-11	2011-12	2012-13	2013-14
Switch Count	126	137	139	139	174	190	211	221	218	227
Copper Ports	3800	4088	4136	4136	5792	7240	7235	7867	7799	8000
Fiber Ports	292	306	310	310	438	590	565	591	660	691



### 3. Managed core devices

Routers			
	Model	Count	Description
	Cisco 7200 Series Router	4	Gateway & Campus Interconnect (3)
	Cisco 861 Series Router	1	Custodial
	Cisco Integrated Service Router	7	(2) SR 2851 (1) Pet 2951 (1) PSTC 2911 (1) TechAcad 1841 (1) SouthWest Center 2911 (1) Shone Farm 2911
Wireless			
	Model	Count	Description
	Cisco Aironet 1230G Series	38	Access Points Campus Wireless
	Cisco Aironet 1242AG Series	122	Access Points Campus Wireless
	Cisco Aironet 1142N Series	45	Access Points Campus Wireless
	Cisco Aironet 350 Series Bridge	2	Point to Point: PSTC-Windsor Warehouse
	Cisco Aironet 1310 Series Bridge	2	Point to Point: SRJC-Shone Farm Backup
	Wireless Control System	1	Centralized Wireless Management
	Wireless Service Module (WiSM2)	1	Core Wireless Controllers
Switches			
	Model	Count	Description
	Cisco Catalyst 1900 Series	1	Access layer switching - End of life
	cisco Catalyst 2900 Series	1	Access layer switching - End of life
	Cisco Catalyst 3500 Series	3	Access layer switching - End of life
	Cisco Catalyst 2940 Series	5	Access layer switching
	Cisco Catalyst 2950 Series	37	Access layer switching
	Cisco Catalyst 2960 Series	60	Access layer switching - PoE
	Cisco Catalyst 3550 Series	27	Access layer switching - PoE
	Cisco Catalyst 3560 Series	2	Access layer switching - PoE
	Cisco Catalyst 3750 Series	84	Access layer switching - PoE
	Cisco Catalyst 4500 Series	3	Distribution level switching Maggini and Doyle Library
	Cisco Catalyst 6500 Series	2	Core level switching - Petaluma and SR
	Brocade ICX 6610-24	2	Edge switch redundancy
Security - Network			
	Model	Count	Description
	Cisco 5500 Adaptive Security Appliance	1	Firewall
	Cisco 5500 Series Security Service Module	1	Intrusion Detection/Prevention
	Cisco Secure Access Control Server	2	Authentication Relay - Wireless, AAA, SSH

	SonicWall SuperMassive 9200 Active/Active DPI	2	Redundant Firewall replacements
<b>Security – Video Surveillance</b>			
	<b>Model</b>	<b>Count</b>	<b>Description</b>
	Server: Cisco Physical Security Multiservices Platform 2-RU	2	Controller / Recording Servers (DVR/NVR)
	Cisco 2621V	5	IP Camera (Indoor) – Culinary
	Axis 233D PTZ	5	IP Camera (Outdoor) - Culinary
	Cisco 2600V	5	IP Camera (Indoor) - Bailey
	Cisco 2621V	5	IP Camera (Indoor) - Bailey
<b>Remote Access</b>			
	<b>Model</b>	<b>Count</b>	<b>Description</b>
	Raritan Dominion SX16 Multiservices Platform 2-RU	1	For console access to core devices
	Cisco 5500 Adaptive Security Appliance VPN module	1	For secure remote access to network
	Phone Proxy	1	For remote access to voice network
<b>VOIP Telephony &amp; Unified Communications</b>			
	<b>Model</b>	<b>Count</b>	<b>Description</b>
	Cisco UCS C210	2	Physical VMWare hosts for UC Applications
	Cisco VoIP Phones in production	1300	User handsets
	Cisco VG224	6	24 port Analog phone gateway
	Cisco Callmanager	2	Phone System
	Cisco Unity Connection	2	Voicemail System
	XmediusFax	2	Fax System/Servers
	Fax Numbers and Devices	118	Custom fax routes and destination devices
	Cisco IM & Presence	2	IM & Presence Applications

#### 4. Average number of new desktop and laptop computers purchased and installed per year.

	2003	2004	2005	2006	2007	2008	2009	2010	2011 (5/15/2010-5/15/2011)	2012 (5/15/2011-5/15/2012)
Win Desktop	131	136	131	366	103	245	48	115	146	14
Win Laptop	29	18	31	69	6	46	8	10	16	1
<b>Total Windows</b>	<b>160</b>	<b>154</b>	<b>162</b>	<b>435</b>	<b>109</b>	<b>291</b>	<b>56</b>	<b>125</b>	<b>162</b>	<b>15</b>
Mac Desktop	30	54	41	21	11	24	21	28	29	
Mac Laptop	21	13	12	12	5	29	7	14	17	1
<b>Total Mac</b>	<b>51</b>	<b>67</b>	<b>53</b>	<b>33</b>	<b>16</b>	<b>53</b>	<b>28</b>	<b>42</b>	<b>46</b>	<b>2</b>

<b>Total Computers</b>	<b>211</b>	<b>221</b>	<b>215</b>	<b>468</b>	<b>125</b>	<b>344</b>	<b>84</b>	<b>167</b>	<b>208</b>	<b>17</b>
InkJet Printers	69	58	33	46	75	30	40	60	0	
LaserJet Printers	10	50	22	32	43	37	21	20	37	
<b>Total Printers</b>	<b>79</b>	<b>108</b>	<b>55</b>	<b>78</b>	<b>118</b>	<b>67</b>	<b>61</b>	<b>80</b>	<b>37</b>	

## 5. Spam E-Mail Vs. Legitimate E-mail

Primary Filters				
Fiscal Year	Annual (M)	Type	Monthly (M)	Daily (K)
13/14	33.6	Gross Incoming	na	na
	3.5	Quasi-Legitimate	na	na
	30.1	Known or Rejected as Spam	na	na
	90%	Spam	na	na
12/13	20.8	Gross Incoming	na	na
	2.5	Quasi-Legitimate	na	na
	18.3	Known or Rejected as Spam	na	na
	88%	Spam	na	na
11/12	36.7	Gross Incoming	na	na
	na	Quasi-Legitimate	na	na
	32.5	Known or Rejected as Spam	na	na
	86%	Spam	na	na
10/11	36.5	Gross Incoming	3	100
	4	Quasi-Legitimate	0.3	11
	32.5	Known or Rejected as Spam	2.7	89
	89%	Spam		
09/10	47	Gross Incoming	3.9	128.8
	4.9	Quasi-Legitimate	0.4	13.4
	42.1	Known or Rejected as Spam	3.5	115.3
	90%	Spam		
08/09	55	Gross Incoming	4.6	150.7
	5.1	Quasi-Legitimate	0.4	14
	49.9	Known or Rejected as Spam	4.2	136.7
	91%	Spam		
07/08	73	Gross Incoming	6.1	200
	4.5	Quasi-Legitimate	0.4	12.3
	68.5	Known or Rejected as Spam	5.7	187.7
	94%	Spam		
06/07	120	Gross Incoming	10	328.8
	4.8	Quasi-Legitimate	0.4	13.2
	115.2	Known or Rejected as Spam	9.6	315.6
	96%	Spam		
05/06	36	Gross Incoming	3	98.6

	4.2	Quasi-Legitimate	0.4	11.5
	31.8	Known or Rejected as Spam	2.7	87.1
	88%	Spam		

## 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

A visit happens when someone or something (robot) visits your site. It consists of one or more page views/ hits. One visitor can have many visits to your site.

Fiscal Year	Annual Totals			Annual Monthly Average		
	Visits	Page Views	Hits	Visits	Page Views	Hits
13/14	8,045,075	114,803,816	325,044,963	618,852	8,831,063	25,003,459
12/13	6,597,859	50,273,738	263,706,196	507,528	3,867,211	20,285,092

11/12	7,074,894	42,307,680	175,468,634	544,223	3,254,437	13,497,587
10/11	6,649,521	37,572,804	174,801,883	554,127	3,131,067	14,566,824
09/10	5,768,734	31,790,528	138,203,153	480,728	2,649,211	11,516,929
08/09	5,670,419	30,349,934	124,216,826	472,534	2,529,161	10,351,402
07/08	4,710,911	19,788,497	74,530,245	523,435	2,198,722	8,281,138
06/07	5,887,783	25,240,331	86,803,332	490,649	2,103,361	7,233,611
05/06	5,101,164	18,545,141	66,125,748	425,097	1,545,428	5,510,479

2013-2014			
Month	Visits	Page Views	Hits
April	533,819	4,564,373	27,417,744
May	848,081	42,772,595	63,257,940
June	424,322	3,634,418	16,648,612
July	504,387	3,997,747	17,433,708
August	579,575	4,589,259	23,217,957
September	507,170	4,563,197	23,104,004
October	532,152	4,764,454	24,415,482
November	477,586	4,625,162	19,291,702
December	563,619	5,468,198	19,377,580
January	647,392	5,835,252	22,830,582
February	470,422	4,479,389	16,923,091
March	903,885	11,663,502	23,482,359
April	1,052,665	13,846,270	27,644,202
Totals	8,045,075	114,803,816	325,044,963
Monthly Avg	618,852	8,831,063	25,003,459

2012-2013			
Month	Visits	Page Views	Hits
April	542,529	3,416,018	14,076,106
May	596,647	3,758,823	14,206,404
June	466,830	3,559,915	14,758,925
July	471,641	4,587,446	19,260,930
August	573,332	3,957,297	22,003,403
September	515,924	4,008,421	22,864,970
October	558,480	4,342,201	26,185,843
November	583,760	3,967,011	29,551,845
December	543,323	4,153,829	18,649,589
January	621,058	4,955,349	27,152,351
February	487,678	3,993,960	23,163,191
March	456,088	4,029,770	22,315,896
April (partial)	180,569	1,543,698	9,516,743
Totals	6,597,859	50,273,738	263,706,196

Monthly Avg	507,528	3,867,211	20,285,092
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2011-2012			
Month	Visits	Page Views	Hits
April	577,485	3,273,806	15,209,447
May	637,542	3,688,859	15,892,848
June	485,006	2,878,285	10,774,582
July	487,463	3,024,082	11,396,419
August	568,722	3,524,518	14,061,679
September	521,554	3,177,736	13,483,478
October	536,188	3,156,651	13,616,563
November	566,204	3,214,665	14,388,322
December	565,582	3,116,876	13,112,228
January	600,813	3,587,543	14,506,353
February	510,163	3,209,035	13,054,943
March	475,643	3,039,606	11,895,666
April	542,529	3,416,018	14,076,106
Totals	7,074,894	42,307,680	175,468,634
Monthly Avg	544,223	3,254,437	13,497,587

2010-2011			
10/11 Monthly	Visits	Page Views	Hits
July	481,699	319,578	12,420,513
August	602,415	3,869,634	16,846,475
September	519,235	3,134,582	14,397,249
October	533,939	3,292,937	14,981,801
November	577,571	3,919,160	16,130,844
December	566,055	3,478,794	14,393,053
January	614,831	3,580,308	15,874,945
February	514,225	3,006,742	13,588,182
March	539,518	3,130,119	14,291,944
April	577,485	3,273,806	15,209,447
May	637,542	3,688,859	15,892,848
June	485,006	2,878,285	10,774,582
Totals	6,649,521	37,572,804	174,801,883
Monthly Avg	554,127	3,131,067	14,566,824

## 7. Count of Staff E-Mail Accounts, listservs, and aliases.

Staff (busxis3)	13/14	12/13	11/12	10/11	09/10	08/09	07/08	06/07	05/06
Email Accounts	9,273	3,022	2,871	3,146	3,101	2,967	2,556	2,100	1,600
Disk Space	344.3GB	328.7GB	342.5GB	na	262GB	252GB	153GB	100GB	60GB
Classified	451	449	470	451	444	446	423	420	410
Faculty-Adj	1,368	1,274	1,255	1,196	1,271	1,270	893	500	300
Faculty-Reg	281	286	283	276	323	324	327	320	315
Management	95	103	92	95	92	95	93	90	87
STNC	160	132	179	151	223	235	226	175	150
Generic	501	369	331	na	271	350	210	100	60
Disabled/Other	543	373	na	na	477	247	384	495	278
Cloud Accounts (O365)	339								
Cloud Accounts Staff (Gmail)	111								
Cloud Accounts Students (Gmail)	5,271								

Staff (busstaff)	13/14	12/13	11/12	10/11	09/10	08/09	07/08	06/07	05/06
Linux Accts	907	900	878	na	850	862	508	675	600
Disk Space	112.4GB	108.7GB	na	na	66GB	60GB	37GB	45GB	40GB
Home	3.4GB	5.7GB	3.5GB	na	11GB	11GB	3.1GB	5GB	4GB
Web	108GB	103GB	68GB	na	55GB	49GB	34GB	40GB	36GB

Students (busstudent)	13/14	12/13	11/12	10/11	09/10	08/09	07/08	06/07	05/06
Linux Accts	6,869	6,250	5,528	na	6,700	5,427	2,003	4,000	3,000
Disk Space	44.1GB	37GB	23.5GB	na	24GB	13.4GB	4.7GB	10GB	6GB
Home	29GB	22GB	18GB	na	3GB	2.4GB	0.9GB	2.0GB	1.5GB
Email	N/A	0	5.6GB	na	7GB	5.6GB	0.9GB	4GB	3GB
Web	24GB	17GB	18GB	na	14GB	11GB	2.9GB	4.0GB	2.5GB

Other Items	13/14	12/13	11/12	10/11	09/10	08/09	07/08	06/07	05/06
File Depot	12.21GB	14.94GB	14.2GB	na	7.5GB	7.4GB	615MB	0	0



Current Files Hosted	5,348	6,455	5,516	na	2,759				
Total Files Hosted	75,272	58,739	46,110	na	33,986				
CWIS	44GB	43GB	38GB	na	28GB	13GB	8.3GB	6GB	4GB
Aliases	7,651	7,177	7,007	na	5,096	4,897	6,074	4,000	3,000
Listserv lists	83	93	106	na	113	109	79	50	30
Listserv disk space	na	na	3.8GB	na	3.5GB	3.4GB	1.9GB	1GB	500MB

## 8. Programming tasks

Information Technology identified approximately 539 programming projects that are defined in the "Systems & Programming Projects" list that can be reviewed from the Information Technology website at: <http://www.santarosa.edu/administration/administrative-services/information-technology/projects/programming/>.

During the past 12 months 69 Projects were completed. There are currently 94 programming projects that are actively being worked on and 19 additional projects that are pending approval since the last reviews in February held with each component administrator. Because programmers can only develop one solution at a time, many projects are in programmer's queues but have not been started.

Every quarter a project review meeting is held with each VP. This process lets everyone prioritize the current listing of requests as well as approve new programming requests. The previous quarterly meetings in May allowed component administrators to review their pending projects requests, prioritizing them, and approve new programming requests. This process is helping Information Technology deliver first what is needed the most.

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 misc. other data requests.
5. PCI compliance. We are currently PCI compliant. However, our current credit card vendor has proven unreliable and we are in the process of changing vendors. Once the migration to the new vendor "First Data" is completed, we will need to be re-certified PCI compliant.
6. Provide software changes to meet state compliance regulations such as Title 5 and SSSP.

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

Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
0001	ALL	01	06	Upgrading SIS to a next generation commercial product	Work with planning teams and Sig Consulting to help define next generation ERP needs	36 months	<ul style="list-style-type: none"> <li>- Three business process analysis sessions completed last year.</li> <li>- Survey being developed to collect inputs on needs from the college community</li> <li>- Management BPA and Finance area BPA's fall 2015</li> </ul>
0002	ALL	04	07	Upgrade Network Infrastructure from 1 GHz backbone to 10 GHz backbone	Year 1 - Upgrade the core router and switches \$2M project. Buy Nimble Network storage appliance. Year 2- Upgrade wiring and switches, upgrade wireless access points. Year 3- Upgrade wiring and switches and access points and expand adding new access points.	36 months	<ul style="list-style-type: none"> <li>- 3 Year plan developed</li> <li>- Year one plan approved and equipment purchased (board approved)</li> <li>- Implementation of year 1 equipment starting now</li> </ul>
0003	ALL	01	07	PCI Compliance	Upgrade card readers to be compliant to new standard for chip on card credit cards. Make sure all vendors are compliant	12 months	<ul style="list-style-type: none"> <li>- SRJC credit card vendor changed</li> <li>- SRJC purchased and installed new readers</li> <li>- Working to make sure vendors that provide credit card processing are compliant: bookstore, culinary, theater, community ed, etc.</li> </ul>
0004	ALL	07	02	Replace obsolete Financial Aid system with a new system	Transistion to a new Fin Aid system to replace the discontinued Regent Fam system	24 months	<ul style="list-style-type: none"> <li>- Negotiated 1 year of continued FAM support</li> <li>- Trying to negotiate a second year of support</li> <li>- Investigating and evaluating alternatives</li> </ul>
0005	ALL	01	06	Migrate to CC Portal	Replace SIS student and faculty portals with CCC standard	12 monrhs	<ul style="list-style-type: none"> <li>- Don Webb part of CCC planning committee for new portal</li> <li>- Vendor selected</li> <li>- Transition planning under way</li> </ul>
0006	ALL	02	02	Adopt CCC Common Assessment Tool	Adopt CCC common assessment tool when available	12 months	<ul style="list-style-type: none"> <li>- Don Webb on state planning committee</li> <li>- Working with Student Services and Academic Affairs on impacts for class placement</li> </ul>
0007	ALL	02	01	Adopt CANVAS for online learning	Migrate CATE and MOODLE online classes to CANVAS	12 months	<ul style="list-style-type: none"> <li>- Canvas picked as new state standard for online learning</li> <li>- Migration plan being developed to move CATE and MOODLE classes to CANVAS</li> <li>- Working with Distance Ed on planning and migration</li> </ul>
0008	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	24 months	<ul style="list-style-type: none"> <li>- Standard hardware and software system developed and deployed this past year on SR site.</li> <li>- Expanding deployment in SR and Petaluma</li> </ul>

## 6.2a Program/Unit Conclusions

Location	Program/Unit Conclusions
ALL	SIS- develop and train a Senior Programmer Analyst to provide database administration to meet District needs- Database administration is critical to the ongoing maintenance, performance monitoring and tuning of our Student Information Services Database (SIS). 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. In addition, continue to contract a Database Analyst Professional Expert to provide database analysis, system design, and performance optimization of our Student Information Services (SIS) Database until the Senior Programmer Analyst can develop sufficient knowledge and experience to perform this role.
ALL	Upgrade network infrastructure to convert District to 95% VOIP, support IP security cameras and classroom media technology in all class rooms.
ALL	Maintain and upgrade instructional and staff computers and software as appropriate to District business needs- need to invest in software tool to manage software updates and upgrades through the network, e.g., Filewave.

## 6.2b PRPP Editor Feedback - Optional

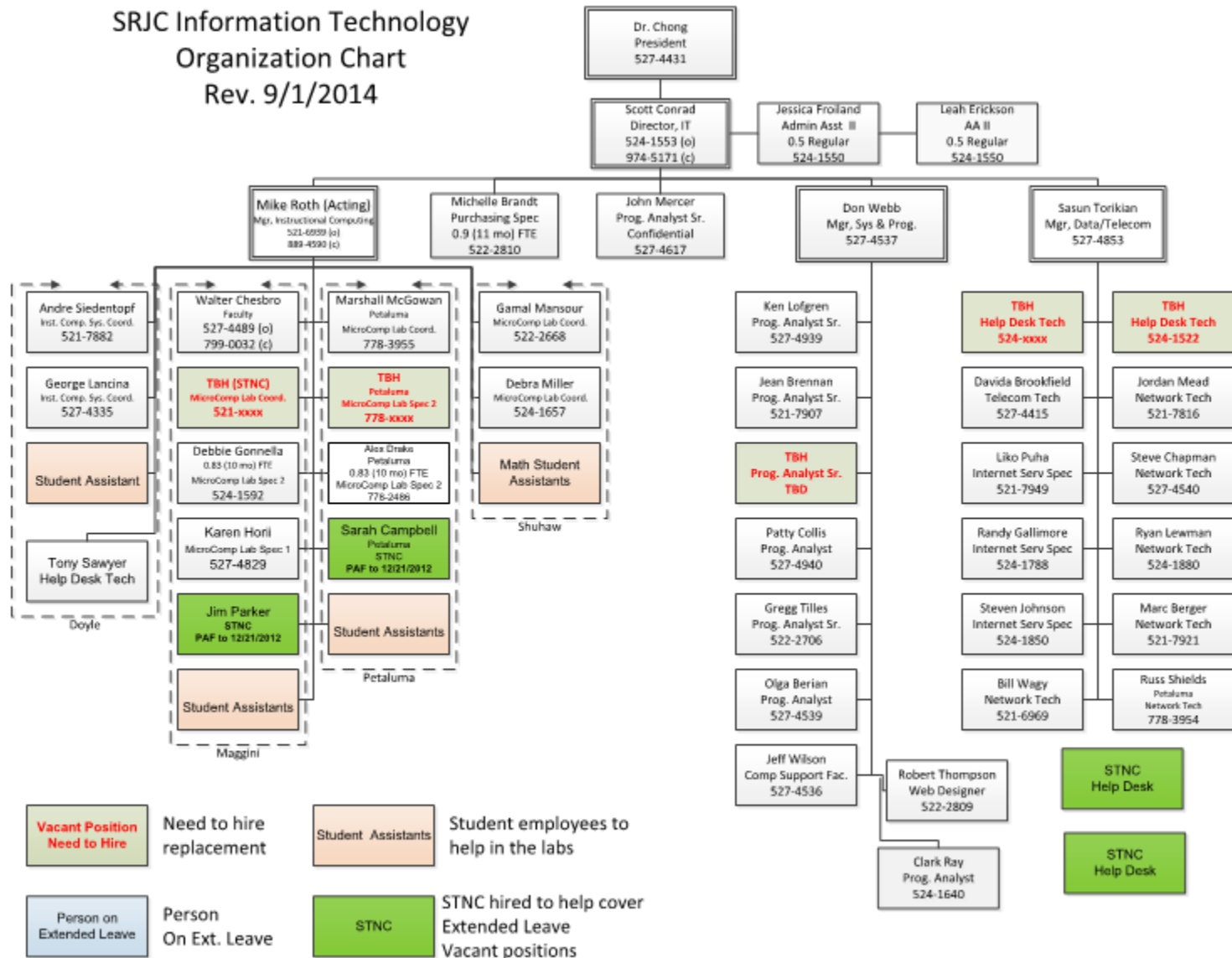
The highest priority is an additional Instructional Computer Systems Coordinator to support Instructional Computing. This person would help us keep up with classroom, library and computer lab support needs to better respond to student and faculty needs.

The next greatest need is for a Senior Programmer analyst with Database Administration skills for the Systems and Programming team. The SIS database needs more regular maintenance and management for efficient performance. We do not have anyone on staff with these skills and engage an STNC on an as needed basis to fix things as they break. This is high risk approach as the database will likely continue to become less stable over time without someone to full time manage it.

As we convert the District to DRUPAL and use the web more as a communication tool with our students and community we will need a second Web Developer to support the District. This will likely rise to our #1 or #2 need by the end of 2015 as our faculty and staff increase the usage of the DRUPAL version of the SRJC web.

The last headcount need is an additional Network Technician to help the team address the ongoing and growing backlog of infrastructure support projects. As the demand for more bandwidth and more access grows across the District, more labor is required to upgrade and maintain our IT infrastructure. Currently we are not staffed to keep up with the demand.

**SRJC Information Technology  
Organization Chart  
Rev. 9/1/2014**



## **Permanent Employee Position Losses Not Restored:**

1. Joanne Gaglionni to Petaluma Media Services, not replaced
2. John Hemenway, retired, not replaced
3. Shirley Davis, retired, not replaced
4. Elona Russell, re-engineered to Music out of IT, not replaced
5. Alex Drake's former English support position eliminated by re-engineering and IT absorbed the work.
6. Debra Miller's old position in Petaluma, re-engineered and not replaced, Debra moved to SR to replace Danny Walton when he retired

## **Pending key challenges to address:**

**1. Aging and incomplete network and telecom infrastructure.** Over 1/3 of our network switches are past their five year design life. Over 1/3 of our 100+ servers running all of the District business and on-line education and other software are beyond their design support life and need replacement and upgrading. We are still working on replacing the obsolete Mitel phone system. The bandwidth in our high usage buildings is at maximum capacity, e.g., Doyle Library, most of the semester. We need to increase the bandwidth available to all high usage buildings as demand is continuing to grow geometrically as students bring laptops and smartphones with them where ever they go on campus.

**2. PC's aging.** Our staff and instructional computers are aging and need replacement at a faster rate. The use of used computers has lowered our costs in the short term but also reduced the cycle for replacement. We are now finding new computer prices and performance are such that we will start buying new computers instead of used for labs since this gives the District a better ROI.

**3. Software costs escalating.** While hardware costs have declined by buying used equipment, software costs have continued to escalate. We are spending \$250K/year on software and the costs are rising 5-10% per year.

**4. SIS support and maintenance.** With a limited number of programmers and a lot of hard work we are able to make it work. The state continues to add more reporting requirements (MIS changes, Student Success, etc.), freedom of information act requests on purchasing, grades, enrollment, employment salaries, etc., are growing and we are unable to keep up. Within the next 2-4 years we will need to add more programmers, or face missing MIS deadlines and/or failing to meet other regulatory/reporting deadlines that will adversely impact the District. We need to start planning for SIS Phase 2 and appropriate staffing (related funding for purchase and staff time, planning and implementation). Should we migrate to a standard new system like Datatel/Banner (what 90% of the CCC's in CA use today) or continue to invest in SIS?

**5. Implement productivity improvement technology.** Implement bar code asset management. Implement digital imaging for records management. Implement on-line forms to reduce paper forms for faster, more efficient work transactions. Implement easier access to data by end-users to create tracking and business performance management reports. Implement paperless employee recruiting systems. Implement less printing and more digital records management.

**6. Update and Upgrade our Web Usage.** The SRJC needs to improve the usability and effectiveness of our web site. We need to implement a content management system and revise our web standards so our web pages are easier to navigate, update and search, particularly on mobile devices. We need to engage in using social media to more effectively and efficiently reach our studentss and the community. The DRUPAL implementation this year is the first big step in this direction but will need more support than a single tech as usage increases over the next year and beyond.

**7. Support District Accreditation Process.** The upcoming site visit will need extensive IT support for evidence, e.g., web sites and share point sites for collecting and sharing evidence for the reviewers. With our current limited staff this will be a difficult challenge.

## 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 Sig Consulting 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>
0002	ALL	04	07	Upgrade Network Infrastructure from 1 GHz backbone to 10 GHz backbone	Year 1 - Upgrade the core router and switches \$2M project. Buy Nimble Network storage appliance. Year 2- Upgrade wiring and switches, upgrade wireless access points. Year 3- Upgrade wiring and switches and access points and expand adding new access points.	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>
0003	ALL	07	07	PCI Compliance	Upgrade card readers to be compliant to new standard for chip on card credit cards. Make sure all vendors are compliant	12 months	<ul style="list-style-type: none"> <li>- Staff time to manage compliance checking</li> <li>- Network Techs to enable new credit card swipers</li> <li>- Programmers to implement in SIS</li> </ul>
0004	ALL	07	02	Replace obsolete Financial Aid system with a new system	Transistion to a new Fin Aid system to replace the discontinued Regent Fam system	24 months	<ul style="list-style-type: none"> <li>- Fin Aid team</li> <li>- IT Manager and project manager</li> <li>- Funding for new system and migration</li> </ul>
0005	ALL	01	06	Migrate to CC Portal	Replace SIS student and faculty portals with CCC standard	12 months	<ul style="list-style-type: none"> <li>- Academic Affairs manage change</li> <li>- Programmers to interface with SIS</li> <li>- IT Project manager</li> </ul>
0006	ALL	02	02	Adopt CCC Common Assessment Tool	Adopt CCC common assessment tool when available to replace discontinued Compass Assessment tool	12 months	<ul style="list-style-type: none"> <li>- Academic Affairs math and english to set up new tool and cut scores</li> <li>- Programmers to interface with SIS</li> <li>- IT Project manager</li> </ul>
0007	ALL	02	01	Adopt CANVAS for online learning	Migrate CATE and MOODLE online classes to CANVAS	12 months	<ul style="list-style-type: none"> <li>- Academic Affairs to redesign and update classes</li> <li>- IT for project management and web related migration</li> </ul>
0008	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	24 months	<ul style="list-style-type: none"> <li>- ITG Bond funding for new workstations</li> <li>- Staff time to image and implement</li> </ul>