Santa Rosa Junior College
Program Resource Planning Process

Information Technology 2016

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.) that support to the District.

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.

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.

College Strategic Plan Goals	College Strategic Plan Objectives	Information Technology Mission Alignment
I. Support Student Success Support development of the whole student from early college awareness through successful completion of educational and career goals	• Expand and sustain access by eliminating barriers, expanding strategic outreach efforts, and delivering services effectively through current technologies • Increase retention and academic progress through student engagement with: academic and student services, faculty and staff, and campus and community activities • Increase the number of students who complete their educational plans and goals • Enhance cultural competency to better serve all student populations with a focus on first generation college students and the increasing Latino/a population	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 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.
II. Foster Learning and Academic Excellence Foster learning and academic excellence by providing effective programs and services	• Support and promote teaching excellence across all disciplines • Engage students and spark intellectual curiosity in learner-centered environments • Integrate academic and student support services across the college • Identify and implement responsive instructional practices that increase the learning and success of our diverse students	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.
III. Serve our Diverse Communities	• Identify the educational needs of our changing demographics and develop appropriate and	Provide technology access to all of the SRJC community that works for our diverse community.

Serve our diverse communities and strengthen our connections through engagement, collaboration, partnerships, innovation, and leadership	innovative programs and services with a focus on the increasing Latino/a population • Contribute to the richness of our multicultural community by promoting cultural initiatives that complement academics and encourage the advancement and appreciation of the arts • Meet the lifelong educational and career needs of our communities (e.g. seniors, emerging populations, veterans, re-entry students) • Provide relevant career and technical education that meets the needs of the region and sustains economic vitality	
IV. Improve Facilities and Technology Provide, enhance, integrate, and continuously improve facilities and technology to support learning and innovation	• Incorporate best practices and innovations for facilities and technologies in order to enhance learning and working environments • Improve and sustain infrastructure, facilities, and technology to proactively support our diverse learning community • Increase District-wide coordination and collaboration to improve facilities and technology access, efficiency, and effectiveness • Provide effective facilities and technology technical training for all employees to ensure operational effectiveness	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.
V. Establish a Strong Culture of Sustainability Establish a culture of sustainability that promotes environmental stewardship,	• Expand, support, and monitor district-wide sustainability practices and initiatives • Infuse sustainability across the curriculum and promote awareness throughout District operations	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

economic vitality, and social equity	• Promote social and economic equity in the communities we serve • Ensure economic sustainability by leveraging resources, partnering with our communities, and contributing to the economic growth of the region	and safety of our facilities leveraging technology.
VI. Cultivate a Healthy Organization Cultivate an inclusive and diverse organizational culture that promotes employee engagement, growth, and collegiality	• Foster an environment focused on collegiality and mutual respect in regards to cultural and individual perspectives • Recruit and hire outstanding faculty and staff and implement an exemplary Professional Development Program for all employees • Establish robust programs to improve the health and wellness of students and employees • Increase safety planning, awareness and overall emergency preparedness	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. The IT team participates in the recruitment and selection of new staff across the SRJC. The IT team participates in business continuity planning and disaster recovery planning as part of the District emergency preparedness.
VII. Develop Financial Resources Pursue resource development and diversification while maintaining responsible fiscal practices and financial stability	• Increase the amount of discretionary, unrestricted general fund local revenue • Increase and maintain the District reserves above the state requirements • Pursue alternative funding sources including grants, partnerships, and scholarships to support our diverse communities and students • Manage enrollment and course offerings to maximize apportionment funding	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. 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. 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.
VIII. Improve Institutional Effectiveness	• Fully implement continuous quality improvement strategies to achieve greater transparency,	The IT team logs all incidents and requests to manage capacity, identify trends, and proactively address District technology needs most effectively with

Continuously improve institutional effectiveness in support of our students, staff, and communities	effectiveness, efficiency, and participation • Enhance internal and external communication systems to ensure effectiveness	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 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. 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.

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 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 via the Instructional Computing Interdisciplinary Labs Group in Maggini (includes 12 labs), and for faculty and staff access through the Center for Excellence in Teaching and Learning (CETL) 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.
- 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 over 100 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 over 300 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 50 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. 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.

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 .5 FTE student worker at the helpdesk. 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 resources to support this infrastructure.

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.

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

2.1b Budget Requests

Rank	Location	SP	M	Amount	Brief Rationale
0000	ALL	04	06	$80,000.00	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
0001	ALL	04	07	$40,000.00	Bond Fund- Phone system components, 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., virualization, 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	08	04	$5,000.00	Licensing and recertification testing for technicians
0001	ALL	04	07	$20,000.00	Phone charges AT & T Integra ISDN, Long Distance, Smart Yellow pages etc
0001	ALL	04	07	$450,000.00	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	$30,000.00	Bond Fund - Purchase new physical servers.
0001	ALL	04	07	$100,000.00	Bond Fund - Security- purchase VoIP classroom speakers; InformaCast for broadcasting to phones, CCure cameras and door locks
0001	ALL	04	07	$75,000.00	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	$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	$150,000.00	Bond Fund- Uninterruptible Power Supply (UPS) Batteries. Add UPS's in buildings for VoIP connectivity during power outages.
0001	ALL	04	07	$303,500.00	Annual maintenance agreements for institutional software, e.g., CITRIX $10K, student right to know, netsupport notify, informacast, Neogov $23.5K, edgewave $15K, manage engine $15K, Live Action, e-transcript, CISCO smartnet $150K, Adobe $50K, Turn it in $40K, Virtualization $25K Lumens community ed$11K PowerFAIDS fin aid sw ?
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)$800, Web monitoring tool (Siteimprove) with analytics$16.5K, and Visual Studio source control tools (Beyond Compare)$500
0001	ALL	04	07	$9,000.00	EMS Software renewal V1 & V2 Enrollment Management
0001	ALL	04	06	$2,000,000.00	Bond Fund - IT Infrastructure Upgrade, edge switches and wireless access points and (new units), data cable wiring installation
0001	ALL	01	07	$15,500.00	Annual expected cost for the fiber access to SWCenter
0001	ALL	04	07	$60,000.00	Additional software to manage added computers in labs and classrooms- Ghost licenses $10K, MDM for managing mobile devices and BYOD $50K
0001	ALL	04	07	$15,000.00	Event Management Software EMS for facilities management
0001	ALL	01	02	$11,000.00	Maxient student conduct tracking software
0001	ALL	04	07	$20,000.00	General Fund - Mobil Device Managment software for BYOD access to district resources and support for district owned iPads and other mobil devices.
0001	ALL	04	07	$30,000.00	Bond fund, New firewall at Petaluma Campus to support new CENIC connection
0001	ALL	04	07	$35,000.00	Bond fund Professional services for troble shooting issues with student portal servers
0001	ALL	04	07	$5,000.00	Annual contract for secure certificates through CCCTO InCommon

2.2a Current Classifed 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 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) Job share 2	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.
Technology Procurement Coordinator (1 FTE)	40.00	12.00	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 (1 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 (2 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 Design Specialist (1 FTE)	40.00	12.00	This position provides web design support in conjunction with the Web Developer. Supports 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.
Web Developer (1 FTE)	40.00	12.00	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.

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. 6. Train users and technical staff as necessary. 7. Supervise technical staff and be able to work well with faculty and staff. 8. Demonstrate sensitivity to, and respect for, a diverse population.
Manager of IT Infrastructure (1 FTE)	40.00	12.00	KNOWLEDGE OF: 1. The telecommunications industry including Local Area Networking. 2. Wide Area Networking. 3. VoIP telephony. 4. Data Center security and communications. 5. Management practices and principles required to supervise classified staff and student employees.
Manager of Instructional Computing (1 FTE)	40.00	12.00	1. Directs the day-to-day operations of Instructional & Interdisciplinary Labs programs and services including classified and certificated employee supervision, evaluation, and work assignments. 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. 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. 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. 5. Oversees the shared campus Instructional Computing Group and provides computer lab access for all instructional departments who do not have sufficient local resources. 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. 7. Provides assistance to departments who have their own instructional computer technical staff with related job assignment development and evaluation as needed. 8. Oversees the purchasing and access to servers and system administration for instructional program applications. 9. Coordinates with Media Services, and other technical support services as required to accomplish related tasks and mutual objectives. 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. 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. 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	8.00	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	12.00	Hrs/Mos vary. Under supervision, perform lab duties, as directed.
Web Design Specialist	25.00	12.00	Department and Faculty Web page Drupal development support.
Project Manager	40.00	12.00	Programming Project Manager to support SSSP Initiatives
Help Desk Student Worker	20.00	12.00	Answer phones and handle walk-in traffic. Provide first tier technology support services to staff.
DBA	2.00	12.00	Don to fill in

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:

6. 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%.
7. average over the past 4 ½ years the number of systems supported by IT increased by 155 systems per year
8. 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.
9. Between 2011 and 2012, the number of tickets requested and processed has increased for 12% (from 5,384 to 6,021 tickets)
10. The Department is making a major leap into the IT resource virtualization world and network infrastructure provisioning for mobile learning.
11. 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.

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	.5 student helpdesk technician		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 eligable to retire with over 29 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 Rationale 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	350	$1,500.00	$525,000.00	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	Egronomic Office Chair	3	$500.00	$1,500.00	Scott Conrad	1467	Scott Conrad
0005	Santa Rosa	04	07	Ergonomic Office Chair	1	$500.00	$500.00	Mike Roth	2803	Mike Roth

2.5a Minor Facilities Requests

Rank	Location	SP	M	Time Frame	Building	Room Number	Est. Cost	Description
0001	Santa Rosa	04	07	Urgent	Flooring replacement in Bussman	IT rooms	$50,000.00	carpet is worn out, tiles peeling up, trip hazzards
0001	Santa Rosa	04	07	Urgent	Break Room in Bussman	Bussman 1463	$50,000.00	kitchen falling apart, counter deteriorating, sink backs up regularly
0001	Santa Rosa	04	07	Urgent	2 one stall bathrooms in Bussman	Bathrooms	$20,000.00	Bathrooms last updated over 30 years ago
0001	Santa Rosa	04	07	Urgent	New Window Blinds in Help Desk and Network Areas	Bussman 1430	$3,600.00	Existing Blinds are failing anf unsightly and make a poor first impression when customers come to help desk area for support, Blinds in Programmer area were recently replaced

2.5b Analysis of Existing Facilities

Carpeting in the main IT rooms 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. The room desperately needs remodeling, estimated cost $50,000.

Flooring tiles are deteriorating at the entrances to Bussman by all doors. Facilities has been adding mats to cover the broken lifting tiles but the problem continues to get worse. These tiles need to be removed and the flooring replaced.

Carpeting in Bussman offices is over 40 years old and completely worn out. We were told it was not replaced because it is glued to potential asbestos tiles. The carpet is so worn it is cut and completely thread bare in many places.

3.1 Develop Financial Resources

IT supports new software for managing room rentals. IT supports the software used for community education. IT is working with the District to evaluate ERP software to help us better manager enrollment, personnel and processes.

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

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

3.5 Establish a Culture of Sustainability

Doyle Server Room

- The 3rd 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

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.

Computer Lab	*No. of Labs*	*Current Employee*	*Computer Lab Technical Position*	*Load*	*Notes*
Instructional Computing Large Labs (54 total labs)					
Maggini & Barnett	10	Walt Chesbro	Faculty	1.0 fte certificated	
CS,Music,English		Kyle Cramer	Microcomputer Lab Coord	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		
Applied Tech, Elec, Physics	9	Gamal Mansour	Microcomputer Lab Coord	1.0 fte - 12 mo.	
Math/Chem	5	Kyle Cramer	Microcomputer Lab Coord	1.0 fte - 12 mo.	
Petaluma Campus	17	Marshall McGowan	Microcomputer Lab Coord	1.0 fte - 12 mo.	
		Kyle Calvi	Microcomputer Lab Spec II	1.0 fte - 12 mo.	

		Alex Drake 3x	Microcomputer Lab Spec II Student Lab Assistants	1.0 fte - 11 mo.	
Doyle Library	9	Andre' Siedentopf	Instructional Comp. Sys. Coord	1.0 fte - 12 mo.	*Public Access stations, 300 computers + Media Viewing lab + Lecutre Lab + 50 Laptops + iPads*
		Debra Miller	Microcomputer Lab Coord	1.0 fte - 12 mo.	*Public Access stations, 300 computers + Media Viewing lab + Lecutre Lab + 50 Laptops + iPads*
Mahoney Library	4	Marshall McGowan	Microcomputer Lab Coord	1.0 fte - 12 mo.	*Public Access stations, 110 computers + Media Viewing lab + Lecutre Lab + 50 Laptops*
	54				

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)*

SIS260-HS
3/28/2016 4:09:24 PM

Santa Rosa Junior College

Timekeeper Lab Sign-Ins Summarized by Day/Time

Summer 2015

Room: All Rooms

Hour	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
06:00-06:59	12	10	8	11	0	0
07:00-07:59	62	66	57	65	0	0
08:00-08:59	190	221	178	158	3	3
09:00-09:59	628	578	545	387	33	31
10:00-10:59	317	292	291	207	16	14
11:00-11:59	300	274	323	220	1	5
12:00-12:59	458	494	403	222	1	4
13:00-13:59	149	155	153	84	7	3
14:00-14:59	122	126	139	129	10	0
15:00-15:59	148	102	139	78	0	0
16:00-16:59	93	79	69	60	0	0
17:00-17:59	128	97	95	78	0	0
18:00-18:59	20	72	22	40	0	0
19:00-19:59	3	14	4	3	0	0
20:00-20:59	1	1	0	1	0	0

Timekeeper Lab Sign-Ins Summarized by Day/Time

Fall 201

Room: All Room

Hour	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
06:00-06:59	0	31	23	36	25	0
07:00-07:59	0	236	208	264	214	4
08:00-08:59	0	1965	1628	1891	1586	321
09:00-09:59	0	2512	2573	2576	2527	814
10:00-10:59	0	3522	3444	3396	3184	649
11:00-11:59	0	3019	2973	3016	2837	645
12:00-12:59	1	2459	2487	2462	2191	532
13:00-13:59	0	2468	2850	2527	2684	407
14:00-14:59	0	2152	1951	2311	1812	181
15:00-15:59	0	1750	1739	1802	1492	32
16:00-16:59	1	1350	1462	1468	1086	9
17:00-17:59	0	900	1340	923	823	0
18:00-18:59	0	1022	779	1069	922	0
19:00-19:59	0	258	350	326	329	0
20:00-20:59	0	102	91	66	41	0
21:00-21:59	0	0	0	0	1	0
22:00-22:59	0	0	0	0	1	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, Debra Miller, and Kyle Cramer***

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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 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

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016 through April
Jan	393	451	300	441	294	547	762	788	590	1044	847
Feb	252	249	227	363	284	308	746	708	493	743	691
Mar	290	374	295	385	282	243	569	517	579	762	688
Apr	228	260	356	470	294	384	758	691	675	673	552
May	313	303	295	301	251	272	564	586	343	567	
Jun	203	360	284	473	244	257	475	493	556	679	
Jul	239	204	373	276	231	284	485	555	608	554	
Aug	478	547	473	474	579	840	986	799	935	964	
Sep	329	351	446	324	449	682	807	752	792	772	
Oct	329	346	401	329	400	735	783	602	1132	825	
Nov	312	194	389	194	312	691	593	422	744	560	
Dec	208	124	291	144	148	549	424	351	775	457	
Totals	**3574**	**3763**	**4130**	**4174**	**3768**	**5792**	**7952**	**7264**	**8222**	**8600**	**2778**

2. Count of managed Cisco Switches, network ports.

Managed Switchport Count												
	2002-03	2003-04	2004-05	2005-06	2006-07	2008-09	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16
Switch Count	126	137	139	139	174	190	211	221	218	227	240	258
Copper Ports	3800	4088	4136	4136	5792	7240	7235	7867	7799	8000	7200	8445
Fiber Ports	292	306	310	310	438	590	565	591	660	691	720	750

3. Managed Network Devices

Managed Network 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 1242AG Series	102	Access Points Campus Wireless
	Cisco 1142N Series	88	Access Points Campus Wireless
	Cisco 2700 Series	5	Access Points Campus Wireless
	Cisco 3700 Series	53	Access Points Campus Wireless
	Cisco 1530 Series	3	Mesh Access Points
	Cisco Prime Infrastruture	1	Centralized Wireless Management
	Cisco 8510 Wireless LAN Controllers	2	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	2	Access layer switching - End of life
	Cisco Catalyst 2940 Series	10	Access layer switching
	Cisco Catalyst 2950 Series	34	Access layer switching
	Cisco Catalyst 2960 Series	64	Access layer switching - PoE
	Cisco Catalyst 3550 Series	23	Access layer switching - PoE
	Cisco Catalyst 3560 Series	3	Access layer switching - PoE
	Cisco Catalyst 3560-CX Series	7	Access layer switching - PoE
	Cisco Catalyst 3750 Series	86	Access layer switching - PoE
	Cisco Catalyst 3850 Series	21	Access layer switching - PoE

	Cisco Catalyst 4500 Series	3	Distribution level switching Maggini and Doyle Library
	Cisco Catalyst 4500-X Series	2	Distribution switching Doyle Library
	Cisco Catalyst 6880-X	2	Distibution switching Bussman
	Cisco Nexus 7700	3	Data Center switching
	Brocade ICX 6610-24	2	Edge switch redundancy
Security - Network			
	Model	**Count**	**Description**
	Cisco Secure Access Control Server	1	Authentication Relay - Wireless, AAA, SSH
	SonicWall SuperMassive 9200 Active/Active DPI	2	Redundant Firewall replacements

Security – Video Surveillance	New	Updated	Retired

	Model	**Count**	**Description**
	Server: Cisco Physical Security Multiservices Platform 2-RU	2	Controller / Recording Servers (DVR/NVR)
	Server: Cisco UCSC240 (Physical)	1	Controller / Recording Servers (DVR/NVR)
	Server: Genetec Security Center (Virtual)	2	Controller / Recording Servers (DVR/NVR)
	Axis M3007-PV	17	IP Camera (Indoor)
	Axis P3364-LVE	17	IP Camera (Indoor/Outdoor)
	Cisco 4500E	1	IP Camera (Indoor)
	Cisco 2621V	5	IP Camera
	Axis 233D PTZ	5	IP Camera (Outdoor)
	Cisco 2600V	5	IP Camera (Indoor)
	Cisco 2621V	5	IP Camera (Indoor)

Remote Access

	Model	**Count**	**Description**
	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
	Dell Remote Console	6	For console access to servers
	Citrix XenApp Server	1	For remote accees to network
	Cisco Expressway (In Progress)	2	For remote access to voice network
	Dell Sonicwall Supermassive 9200 VPN	2	For remote access to network

VOIP Telephony & Unified Communications

Model	Count	Description
Cisco UCS C210	2	Physical VMWare hosts for UC Applications
Cisco VoIP Phones in production	1417	VoIP Phones, Softphones, Jabber, Mobility, etc. (Endpoints)
Cisco VG224	7	24 port Analog phone gateway
Cisco Emergency Responder	2	Emergency Responder Servers
Cisco Emergency Responder	1347	Emergency Responder (Endpoints)
Cisco Callmanager	2	Phone System Servers
Cisco Unity Connection	2	Voicemail System Servers
Cisco Unity Connection	1274	Unity (Endpoints)
Informacast	1	Emergency/Notification Paging Server
Informacast	63	Emergency/Notification Paging Server (Endpoints)
XmediusFax	2	Fax System/Servers
Fax Numbers and Devices	118	Custom fax routes and destination devices

	Cisco IM & Presence	2	IM & Presence Application Servers

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

	2006	2007	2008	2009	2010	2011	2012	FY 13-14	FY 14-15	FY 15-16	Grand totals	Average
Win Desktop	366	103	245	48	115	146	142	412	201	250	2028	203
Win Laptop	69	6	46	8	10	16	14	57	62	98	386	39
Total Windows	**435**	**109**	**291**	**56**	**125**	**162**	**156**	**469**	**263**	**348**	**2414**	**241**
Mac Desktop	21	11	24	21	28	29	5	0	5	15	159	16
Mac Laptop	12	5	29	7	14	17	16	0	6	50	156	16
Total Mac	**33**	**16**	**53**	**28**	**42**	**46**	**21**	**0**	**11**	**65**	**315**	**32**
Total Computers	**468**	**125**	**344**	**84**	**167**	**208**	**177**	**469**	**274**	**406**	**2722**	**272**
InkJet Printers	46	75	30	40	60	0				2	253	36
LaserJet Printers	32	43	37	21	20	37		5		4	199	25
Total Printers	**78**	**118**	**67**	**61**	**80**	**37**		**5**		**6**	**452**	**57**

5. E-Mail Statistics: Actions on Incoming Mail from Outside Sources

	Accept	Markup	Quarantine	Block	Discard	Total	Size
1-Jul-14	202,267	57,934	186,850	5,042	95,283	547,376	26GB
1-Aug-14	226,083	61,867	211,441	6,819	93,378	599,588	27GB
1-Sep-14	251,470	63,003	198,789	9,152	102,456	624,870	32GB
1-Oct-14	271,813	72,684	248,002	5,012	123,307	720,818	37GB
1-Nov-14	212,981	60,398	206,390	2,464	102,200	584,433	30GB
1-Dec-14	216,346	63,205	204,716	4,459	113,245	601,971	32GB
1-Jan-15	231,275	51,487	203,927	2,109	89,744	578,542	31GB
1-Feb-15	365,644	48,931	203,449	2,838	128,725	749,587	32GB
1-Mar-15	265,207	57,353	229,833	5,643	140,184	698,220	35GB
1-Apr-15	264,273	56,710	222,739	7,835	137,298	688,855	41GB
1-May-15	247,132	55,739	198,909	8,139	121,038	630,957	35GB
14/15 Totals	**2,754,491**	**649,311**	**2,315,045**	**59,512**	**1,246,858**	**7,025,217**	**358GB**
1-Jun-15	200,807	58,423	198,924	2,398	121,734	582,286	30GB
1-Jul-15	203,626	51,205	228,503	3,397	128,030	614,761	29GB
1-Aug-15	244,965	51,927	228,993	3,069	130,923	659,877	32GB
1-Sep-15	267,192	56,558	226,679	4,087	184,041	738,557	38GB
1-Oct-15	289,737	58,278	231,223	2,845	185,808	767,891	41GB
1-Nov-15	255,346	63,712	216,882	4,399	149,612	689,951	40GB
1-Dec-15	250,596	71,864	231,978	11,604	165,072	731,114	42GB
1-Jan-16	271,883	62,271	230,690	3,924	125,334	694,102	39GB
1-Feb-16	313,964	61,346	267,329	8,653	147,360	798,652	46GB
1-Mar-16	306,906	70,609	363,435	63,128	301,398	1,105,476	50GB
1-Apr-16	321,559	61,420	237,339	34,623	240,602	895,543	54GB
1-May-16	110,671	23,451	101,928	49,665	128,507	414,222	23GB
15/16 YTD	**3,037,252**	**691,064**	**2,763,903**	**191,792**	**2,008,421**	**8,692,432**	**464GB**

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.

	Annual Totals			Annual Monthly Average		
Fiscal Year	Visits	Page Views	Hits	Visits	Page Views	Hits
14/15	9,012,329	70,100,419	227,701,941	693,256	5,392,334	17,515,534
13/14	8,045,075	58,100,816	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

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 646 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/information-technology/projects/programming/

During the past 12 months 104 Projects were completed. There are currently 92 programming projects that are actively being worked on and 17 additional projects that are pending approval since the last quarterly reviews held in February & March 2016 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 many other data requests.
5. PCI compliance. We are currently PCI compliant. However, our previous credit card vendor MeS 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.
7. Implement California Community Colleges Education Planning and Student Success Initiatives as a pilot college for Common Assessment (CAI), Online Education (Canvas), Education Planning and Degree Audit (Hobson/Starfish), State Portal, Online Orientation and Career Assessment.

6.1 Progress and Accomplishments Since Last Program/Unit Review

Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
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	- SIG Corp for consulting help to define needs via business process analysis and surveys. Also, use SIG for procurement management - SRJC staff and faculty participation in planning and implementation - IT Staff for planning and implementation - $15-25M in bond funding
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 wiriing and switches and access points and expand adding new access points.	36 months	- $2M in bond funding for equipment and consulting - Network Tech time to plan, install and test - Coordination with Facilities and Capital improvement
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	- Staff time to manage compliance checking - Network Techs to enable new credit card swipers - Programmers to implement in SIS
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	- Fin Aid team - IT Manager and project manager - Funding for new system and migration
0005	ALL	01	06	Migrate to CC Portal	Replace SIS student and faculty portals with CCC standard	12 months	- Academic Affairs manage change - Programmers to interface with SIS - IT Project manager
0006	ALL	02	02	Adopt CCC Common Assessment Tool	Adopt CCC common assessment tool when available to replace discontinued Compass Assessment tool	12 months	- Academic Affairs math and english to set up new tool and cut scores - Programmers to interface with SIS - IT Project manager
0007	ALL	02	01	Adopt CANVAS for online learning	Migrate CATE and MOODLE online classes to CANVAS	12 months	- Academic Affairs to redesign and update classes - IT for project management and web related migration
0008	ALL	02	06	Implement standard instructor work station on all SRJC sites	Work with Media and Academic Affairs to develope and implement a single standard hardware and software configuration for a consistent instructor station standard for the SRJC	24 months	- ITG Bond funding for new workstations - Staff time to image and implement
0009	ALL	07	06	Upgrade PRPPto VB.NET	Improve usability of system for resource planning. Move from VB6 to VB.NET for sustained support (VB6 no longer supported by Microsoft)	12 months	- Code rewritten, Changes in formatting, Easier editting, upgrade to user interface

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

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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 Sig Consulting to help define next generation ERP needs	36 months	- SIG Corp for consulting help to define needs via business process analysis and surveys. Also, use SIG for procurement management - SRJC staff and faculty participation in planning and implementation - IT Staff for planning and implementation - $15-25M in bond funding
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 wiriing and switches and access points and expand adding new access points.	36 months	- $2M in bond funding for equipment and consulting - Network Tech time to plan, install and test - Coordination with Facilities and Capital improvement
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	- Staff time to manage compliance checking - Network Techs to enable new credit card swipers - Programmers to implement in SIS
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0005	ALL	01	06	Migrate to CC Portal	Replace SIS student and faculty portals with CCC standard	12 months	- Academic Affairs manage change - Programmers to interface with SIS - IT Project manager
0006	ALL	02	02	Adopt CCC Common Assessment Tool	Adopt CCC common assessment tool when available to replace discontinued Compass Assessment tool	12 months	- Academic Affairs math and english to set up new tool and cut scores - Programmers to interface with SIS - IT Project manager
0007	ALL	02	01	Adopt CANVAS for online learning	Migrate CATE and MOODLE online classes to CANVAS	12 months	- Academic Affairs to redesign and update classes - IT for project management and web related migration
0008	ALL	02	06	Implement standard instructor work station on all SRJC sites	Work with Media and Academic Affairs to develope and implement a single standard hardware and software configuration for a consistent instructor station standard for the SRJC	24 months	- ITG Bond funding for new workstations - Staff time to image and implement