Technology Master Plan 2012-2017

South Orange County Community College District

2012-05-09 Update

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Introduction

The South Orange County Community College District (SOCCCD), founded in 1967, is one of 72 community college districts in California. It is a multi-campus district comprised of Saddleback College in the City of Mission Viejo, Irvine Valley College (IVC) in the City of Irvine, and the Advanced Technology & Education Park (ATEP) in the City of Tustin. The district serves over 40,000 students each semester and employs more than 2,500 faculty and staff.

Technology plays a key role throughout our students' education, from online application and registration to distance education to back-office systems that support student services. Nor will technology stop at the schoolhouse door: the Internet is rapidly becoming the principal means of finding and communicating information, and today's students will encounter ubiquitous use of networks, hardware and software throughout their occupational careers.

The objective of this technology plan is to provide a roadmap by which the district's three Information Technology departments—Saddleback IT, Irvine Valley College IT, and District Information Technology--can effectively and efficiently develop, implement, support and maintain technology systems that support operations and enhance instructional delivery, student learning, and student success. The technology plan outlined in this document is designed to align with and extend SOCCCD's vision, mission, and strategic directions and form the basis for a technology planning process over the next five years.

The SOCCCD Strategic Technology Plan is reviewed and revised annually in order to respond to rapid changes in technology. Items contained in the plan are derived from two main sources: items submitted via the district-wide KACE support portal, and the Program and Administrative Unit Reviews (PRs/AURs) completed by academic and administrative areas.

Vision & Mission

	VISION	MISSION
Saddleback College	Saddleback College will be the first choice of students who seek a dynamic, innovative, and student-centered postsecondary education.	Saddleback College enriches its students and the south Orange County community by providing a comprehensive array of high-quality courses and programs that foster student learning and success in the attainment of academic degrees and career technical certificates, transfer to four-year institutions, improvement of basic skills, and lifelong learning.
Irvine Valley College	Irvine Valley College is an institution of higher learning that seeks to deliver innovative instruction and student services programs, provide opportunities for student success and enter into dynamic community partnerships. The college maintains high educational standards as measured by student learning outcomes including skills and knowledge gained.	Irvine Valley College is committed to serving members of the community who seek to transfer, obtain degrees and certificates, acquire career and basic skills, and pursue lifelong learning. The college also provides student support services, opportunities for cultural experiences, and activities promoting partnerships with the community. The college is dedicated to successful and measurable student learning through the commitment of exemplary faculty and staff who offer a variety of traditional and innovative teaching methods, and provide access to state of the art technologies and facilities. The college is guided by a strategic plan based on data regarding changing student needs, evolving community diversity, and a rapidly changing economy.
District IT	We will lead the nation's community colleges in increasing student success via innovative, user-friendly, intelligent computing systems.	To provide innovative systems and outstanding services to our students, faculty and staff.
SOCCCD	To be an educational leader in a changing world.	To provide a dynamic learning environment and diverse opportunities, fostering student success and contributing to the community.

Goals/Strategic Directions/Strategies

	GOALS/STRATEGIC DIRECTIONS/STRATEGIES
Saddleback	• Improve student preparedness: Saddleback College will ensure that students gain the foundational skills necessary to complete college level work and achieve career goals. • Excel in college transfers: Saddleback College will increase student transfers to four-year colleges and universities. • Enhance resources: Saddleback College will improve its ability to expand and develop alternative sources of revenue to support college priorities. • Foster innovation: Saddleback College will employ innovative ways to enhance programs and meet increasing student and workforce demands.
IVC	• To meet the current and future learning needs of our diverse community. • To foster a college environment that is dedicated to attracting and supporting excellent faculty, staff and students. • To develop and implement curricula that prepare students to transfer, obtain degrees and certificates, improve basic skills, and pursue life-long learning and community education. • To provide exemplary support services focused on student success and retention. • To provide programs and activities that promote economic development and partnerships with the community. • To focus college processes on providing programs and services that educate students to think critically and prepare them for making career and academic choices. • To provide leading edge instructional and administrative technologies to facilitate student success. • To promote IVC as an institution of higher education dedicated to student access and success. • To ensure institutional effectiveness though systematic assessment, intentional dialogue, and continuous improvement. • To continue integrating the strategic planning process with budget development in a systematic cycle of evaluation for effective resource allocation. • To promote environmental stewardship in college planning and decision making.
SOCCCD District-wide Goals	• SOCCCD will create a district-wide culture which is characterized by mutual respect and collaboration and which celebrates the uniqueness of each institution. • SOCCCD will support innovations that result in quantifiable improvement in student preparedness and success and will facilitate the institutionalization of those innovations across the District. • SOCCCD will maintain its technological leadership and will make future advancements which enhance student access and success. • SOCCCD will increase the effective use of all resources by developing and implementing a cycle of integrated District-wide planning. • SOCCCD will develop, document and implement data-driven District-wide decision-making processes that are collaborative, transparent, efficient and effective. • SOCCCD will assess the educational needs of the communities within the District boundaries and will pursue joint venture partnerships with educational institutions and business/industry.

	TECHNOLOGY GOALS/STRATEGIC DIRECTIONS/STRATEGIES
Saddleback IT	• Develop a collaborative planning process that achieves the College's mission and goals. • Explore technology solutions that improve student success. • Provide up-to-date technology hardware capable of meeting instructional needs. • Provide a data network that is secure, high speed and highly reliable. • Provide excellent IT support, service and training to the College. • Provide students with effective, reliable and flexible means of accessing College information.
IVC IT	• Create a transparent governance structure to guide technology activity and ensure high levels of service. • Develop technology solutions that improve efficiency and augment classroom instruction. • Provide service to college constituents regardless of space and time. • Provide a secure and reliable environment to support students, faculty and staff. • Provide excellent support and service to Irvine Valley College's technology consumers.
District IT	▪ Establish the creative vision and direction for information services, products and programs to serve the needs of students, faculty and staff ▪ Assure the security, reliability and continuity of all district-wide network infrastructure, computer operations and telecommunications ▪ Ensure the accurate and timely analysis, development, implementation and management of management information systems to facilitate decision-making, operational support, program review, research support and analytical study ▪ Develop repositories of historical data to facilitate reporting requirements ▪ Build and maintain relationships with students, staff and faculty user communities.

Areas

This plan is organized into the following six functional areas:

1. Network & Infrastructure
2. Software
3. End User Devices
4. Communications
5. Operations & Support
6. Governance

This plan focuses on future needs. Information on IT accomplishments and Governance can be found in related documents.

1) Network & Infrastructure

Proposed Projects

PROJECT	DESCRIPTION	RESOURCES
Technology Refresh of District Core Network	November 2012 marks the last month of support for key components of the district-wide core network. Migration of core network infrastructure to new hardware is necessary to ensure continued vendor support.	$178,000 for hardware, maintenance, support, project management and contract services.
Technology Refresh of Non-Production Server Infrastructure	Non-production server infrastructure has reached end of life and must be migrated to newer hardware to ensure continued vendor support.	$532,000 for hardware, software, maintenance, support, project management and contract services.
Infrastructure Inventory System	Track District IT infrastructure including hardware and software licenses.	$75,000 for software, project management and implementation.
Refresh Load Balancers	Load balancing hardware is used to manage farms of application servers for SIS, Email, and other critical DIT-hosted services. Our load balancers' capacity has been exceeded and hardware has reached end-of-life.	$168,000 for hardware, software, support, maintenance, project management and contract services.
Technology Refresh of Saddleback and IVC Core Networks	Current Cisco core backend and edge devices are approaching end of life in the next 3 years. New fiber optic cabling between the buildings and network devices provide 10x speed upgrade and provide additional capacity.	$1,240,687 x 2 = $2,481,374.
IVC Clean Access Replacement	The current IVC Clean Access (the system that students and staff log into in order to use the campus wireless) is no longer supported by Cisco.	$6,924
Saddleback Clean Access Replacement	The current Saddleback Clean Access (the system that students and staff log into in order to use the campus wireless) is no longer supported by Cisco.	TBD
Google Search Appliance	Our current software-based search is inadequate; this upgrades to a hardware appliance.	TBD

2) Software

Proposed Projects

PROJECT	DESCRIPTION	RESOURCES
Student Information System (SIS) user-driven feature requests	Since the main SIS project was completed in 2011, the colleges have prioritized numerous requests for new features.	$1,000,000 (current funding for new features is running out; without additional funding, no new features can be added).
Develop Awards Management System	Work with college A&R offices to develop a new Awards Management System (AMS).	$500,000 for contracted resources.
Student Success Scorecard	As mandated in the SSTF report, this software would track key predictors of student success and display them in an intuitive graphical format.	$450,000 for contract software development services and use of consultants for business analysis, software development, database design and quality assurance.
Predictive Analytics	Create a predictive analytics module that will mine the data warehouse and provide data to students and counselors.	$250,000 for software and contract services, including services of an expert in predictive analytics.
Faculty iPad App	Create an iPad app to aid faculty in roster management and classroom presentation.	$250,000 - $500,000 depending on scope.
Degree Audit System	Upgrade MAP to a degree audit system or implement the third party system (contingent on the decision made by the Degree Audit Committee).	$750,000 (amount requested is a place-holder pending a build-or-buy decision by the committee).
MySite Mobile Phase II	Increase the functionality of MySite Mobile using the highest priority items from the Mobile Design Team and Student Design Team.	$450,000 for contracted resources in business analysis, software development, database design and quality assurance.
Online Schedule Refresh Phase II	Modify the online schedule based on high-priority items identified by the Online Schedule Refresh Design Team during Phase I.	$350,000 for contracted resources in business analysis, software development, database design and quality assurance.
Student Success Map	Integrates existing data from MAP, Sherpa, SIS and inFORM to produce an intuitive "visual road map" guide for student success. This project fulfills one of the major goals of the SSTF recommendations.	$500,000 for contracted resources in business analysis, software development, database design and quality assurance.
MAP Upgrade	Upgrade MAP with the highest priority items identified by the MAP design team. Academic planning is one of the major goals of the state-wide Student Success Task Force recommendations.	$250,000 for contracted resources in software development and quality assurance.

MySite Help System	Create an online help system that provides user documentation for all services offered through MySite.	$100,000 for contracted resources in business analysis, software development, database design and quality assurance.
Enhance SIS Role Management	Add new user-requested features to role management to streamline role management and improve security.	$400,000 for contracted resources.
Matriculation SEP System	Create the ability for a student to create a one-semester academic plan.	$100,000
Roambi Data Visualization Software	Mobile data visualization software for the inFORM data warehouse	TBD
EOPS System	Create system for EOPS similar to the one DIT created for DSPS.	$200,000
Blackboard Learn Plug-Ins	Extend the functionality of the Blackboard Learn LMS with "plug-ins" such as: • Blackboard Collaborate • Course Evaluations/Surveys • Camtasia Relay • Kultura	$150,000

3) End User Devices

Proposed Projects

PROJECT	DESCRIPTION	RESOURCES
Technology Refresh of District Services Desktops	In December 2013, desktop workstations in District Services will reach the end of their 5-year life expectancy.	$191,000 for hardware, maintenance, support, decommissioning of old desktops, project management and contract services.
IVC Computer Refresh	Replace 25% of the labs, faculty and staff computers.	$465,750
Saddleback Computer Refresh	Replace 25% of the labs, faculty and staff computers.	$867,682

4) Communications

Proposed Projects

PROJECT	DESCRIPTION	RESOURCES
Integrate TracDat with Microsoft SharePoint	TracDat software is used throught the district for SLOs and AURs. This project would integrate TracDat into our district-wide SharePoint system.	$35,000
Unified Communications	Allows voicemails sent to Cisco telephones to be converted to email attachments and delivered via the Microsoft Exchange email system.	$50,000
Videoconferencing	Expand LifeSize HDTV videoconferencing system to support multipoint ad hoc connections from desktop/laptop computers and telephones.	TBD
Lecture Capture	Issue RFP for responses from lecture capture vendors.	TBD

5) Operations & Support

Proposed Projects

PROJECT	DESCRIPTION	RESOURCES
Replace HR & Fiscal Software Systems with an integrated administrative software solution	Work with administrative areas to identify, fund, procure, and implement a new integrated administrative software solution for HR and Fiscal related areas within District Services.	$1,000,000 - $3,000,000. Cost varies depending on whether software is traditionally-licensed (with a large up-front cost) or software-as-a-service (SaaS) (with a smaller up-front cost but larger ongoing costs).
Extend and augment the district-wide Enterprise Content Management (ECM) system	Extend Perceptive Enterprise Content Management (ECM) system to more business units and augment with Business Process Management (BPM) features.	$500,000 for additional software licenses, scanning hardware, and BPM features.
The Scheduling Tool (Proof of Concept project)	Create a schedule-building and scenario tool for VPIs, Deans, and Department Chairs in Excel.	$50,000
Granicus Upgrade	Newer software will improve staff efficiency and provide a higher-quality, more user-friendly product for the public.	$40,000
HRIS Data Migration	Migrate HR Applicant Tracking data to the HRIS system	$20,000
Time/Attendance Automation	Automate the Time & Attendance process in HR.	$200,000
Payroll Record Tracking	Electronic payroll record tracking system for non-bargaining-unit members	$200,000
Paper Scanning & Conversion	Scan paper documents & convert to electronic records usable by the Perceptive Enterprise Content Management system.	$100,000

6) Governance

Information Technology utilizes multiple governance mechanisms. For details, please consult the forthcoming *SOCCCD Information Technology Governance Manual.*

Proposed Projects

PROJECT	DESCRIPTION	RESOURCES
IT governance manual	Creation of a draft manual is underway and will be taken to the District-wide Technology Committee (DTC) for further development before feedback is solicited from additional constituencies.	No cost.
TeamDynamixHE Software	IT Governance and Project Management Software	$50,000

TOP PRIORITIES FOR 2012-2013

The following projects have been prioritized by the District-wide Technology Plan Task Force and the District-wide Technology Committee as top funding priorities for 2012-2013.

Summary

	2012-2013 Project	*Description*	*Estimated Cost*
1.	End-of-Life Core Network/Tech Refresh	November 2012 is end of support for key components of district-wide core network; computing trends necessitate increased network speed and capacity, which also paves the way for cost savings via virtualized desktops.	$2,500,000
2.	Campus Desktop Refresh (25%)	Replace 25% of the lab, faculty, and staff computers district-wide.	$1,500,000
3.	Student Information System (SIS) User-requested Enhancements	Add/upgrade features to SIS from the colleges' prioritized lists.	$1,500,000
4.	HR/Business Services Systems/ Time and Attendance Automation	Replace aging, outdated HR/Business Services software systems.	$3,000,000
5.	Degree Audit/MAP Upgrade	Degree Audit provides Admissions staff an automated process to help determine students' eligibility for degrees, certificates and transfer certification. This project is dependent on a decision from the Degree Audit Committee.	$ 750,000
6.	Awards Management System	Develop a new Awards Management System (AMS).	$ 500,000
7.	Predictive Analytics	Create a predictive analytics module that will mine the data warehouse and provide student success data to students and counselors.	$ 250,000
8.	Blackboard Plug-ins	Extend the functionality of the Blackboard Learn LMS with "plug-ins" such as Blackboard Collaborate, Camtasia Relay, and Kultura. Similar one-time funding has proven successful by providing the colleges with a low-risk means of deploying and evaluating new products.	$ 150,000
9.	Enterprise Content Management (ECM) Expansion	Extend Perceptive Enterprise Content Management (ECM) system to more business units and augment with Business Process Management (BPM) features.	$ 150,000
10.	Matriculation SEP System	Create the ability for a student to create a one-semester academic plan.	$ 100,000
11.	HRIS Data Migration System	Migrate HR applicant tracking data to the HRIS system.	$ 20,000
12.	TeamDynamixHE Software for IT Governance	IT governance and project management software.	$ 50,000
13.	TracDat Integration with SharePoint	Integrate TracDat into our district-wide SharePoint system.	$ 35,000
14.	District-wide Infrastructure Inventory System	Track District-wide IT infrastructure including hardware and software licenses.	$ 75,000
15.	MySite Help System (partial funding)	Begin creating an online help system that will provide user documentation for all MySite services.	$ 20,000
16.	Unified Communications System	Allows voicemails sent to CISCO telephones to be converted to email attachments and delivered via the Microsoft Exchange email system.	$ 50,000
SUBTOTAL			$10,650,000
Contingency (10%)			$ 1,065,000
TOTAL			$11,715,000

IT Large-level Project List
Tier B

	Project	*Description*	*Estimated Cost*
1.	Student Success Scorecard	As mandated in the SSTF report, this software would track key predictors of student success and display them in an intuitive graphical format.	$ 450,000
2.	Faculty iPad Application	Create an iPad application to aid faculty in roster management and classroom presentation.	$ 500,000
3.	MySite Mobile Phase II	Increase the functionality of MySite Mobile using the highest priority items from the Mobile Design Team and Student Design Team.	$ 450,000
4.	Online Schedule Refresh Phase II	Modify the online schedule based on high-priority items identified by the Online Schedule Refresh Design Team during Phase I.	$ 350,000
5.	Student Success Map	Integrates existing data from MAP, Sherpa, SIS and inFORM to produce an intuitive "visual road map" guide for student success. This project fulfills one of the major goals of the SSTF recommendations.	$ 500,000
6.	MAP Upgrade	Upgrade MAP with the highest priority items identified by the MAP design team. Academic planning is one of the major goals of the state-wide SSTF recommendations.	$250,000
7.	MySite Help System (additional funding)	Finish creating an online help system that will provide user documentation for all MySite services.	$ 80,000
8.	Enhance SIS Role Management	Add new user-requested features to streamline role management and improve security.	$ 400,000
9.	Roambi Data Visualization Software	Mobile data visualization software for the inFORM data warehouse.	TBD
10.	EOPS System	Create a system for EOPS similar to the one DIT created for DSPS.	$200,000
11.	Videoconferencing	Expand LifeSize HDTV videoconferencing system to support multipoint ad hoc connections from desktop/laptop computers and telephones.	TBD
12.	Lecture Capture	Issue RFP for responses from lecture capture vendors.	TBD
13.	Enterprise Content Management (ECM) - further expansion and augmentation of the system	Further expand the ECM system to more business units and augment with Business Process Management (BPM) features.	$350,000
14.	The Scheduling Tool (Proof of Concept project)	Create a schedule-building and scenario tool for VPIs, Deans, and Department Chairs in Excel.	$50,000
15.	Payroll Record Tracking	Electronic payroll record tracking system for non-bargaining-unit members.	$200,000
16.	Paper Scanning & Conversion	Scan paper documents and convert to electronic records usable by the Perceptive Enterprise Content Management system.	$100,000
TOTAL			$3,880,000*

*The cost of some projects has yet to be determined and is, therefore, not included in the total.

Detail

1) End-of-Life Core Network Refresh

This is a multiyear project. The first phase of this project will include:

- A refresh of College Campus wireless access controllers. The controllers provide wireless network access at both College Campuses for faculty, staff, and students.
- A refresh of network switches which provide interconnects between each location.
- Replacing College Campus fiber between buildings to accommodate increased network capacity.
- A refresh of College Campus and District IT core switches.
- A refresh of network load balancers which provide fault tolerance and capacity for critical district-wide services such as SIS and email.
- Begin replacing campus network edge switches.

There are three primary reasons for this project:

1. Key network components are reaching end-of-life/end-of-support. November 2012 marks the end of support for key components of our district-wide core network. Before the devices listed below are no longer supported, we need to begin a strategic migration to new core systems.
    a. Cisco core network components will no longer be support by Cisco after November, 2012.
    b. The College Campus wireless controllers are no longer supported by Cisco.

2. Nationwide computing trends necessitate expansion of network speed and capacity. These trends include:
    a. *Consumerization*: the replacement of human-mediated services with services delivered directly to end users (e.g., similar to the way ATMS have revolutionized banking, more computer services are now delivered directly to students).
    b. *Bring-Your-Own-Device (BYOD)*: consumers now expect to be able to use their consumer devices (e.g., tablet computers, smartphones) everywhere included the at district campuses.
    c. *Multiple devices*: users now expect to be able to maintain simultaneous wireless connections to multiple devices (e.g., laptop, table computer, smartphone).
    d. *Multimedia and rich content*: cloud services, audio, video and high resolution graphics are increasing in enhance the learning experience. Increasing the network capacity will allow for such content growth.

3. Virtual Desktops: large-scale efficiencies are beginning to be realized as organizations transition away from individual desktop computers to "thin client" server-based (virtualized) desktops. This project will uniformly increase the core network by to ten times existing speeds, enabling the transition to virtual desktops.

There will be additional costs associated with the network refresh in subsequent years.

2) Campus Desktop Refresh (25%)

The transition to virtualized desktops is a multiyear effort; therefore, we will need to continue our four-year desktop computer refresh cycle for at least one more year. In order to keep computer hardware current, this project would replace 25% of lab, faculty and staff computers (primarily older Dell 745 and earlier iMac computers) with newer models. In anticipation, favorable bulk pricing has been negotiated.

3) Student Information System (SIS) User-Requested Enhancements

Since the four-year SIS project was completed two years ago, District IT has received over 130 requests for new functionality. A process is in place for the colleges to prioritize these requests, and this project would extend or upgrade SIS with the highest-priority enhancements as identified by the colleges.

4) Degree Audit/MAP Upgrade

A Degree Audit system will allow staff in the Admissions office to more quickly and efficiently determine student eligibility for degrees, certificates and transfer certification. This is currently a manual process which leads to significant delays for our students.

The Degree Audit Committee is performing analysis to determine if a commercial degree audit system should be purchased or if MAP should be upgraded to perform full degree audits. This project is combining two funding requests – one for a degree audit system and one for expanded MAP capabilities. If the committee selects a commercial product then a portion of these funds will be set aside for the highest priority items from the MAP Design Team. The full cost of a commercial degree audit system is not known at this time.

Since its completion several years ago, *My Academic Plan* (MAP) has been used by Saddleback and IVC students to create over 115,000 academic plans. Now, pursuant to the statewide Student Success Task Force Recommendations, it is anticipated that every California community college student will be required to complete an academic plan.

5) Awards Management System

The Awards Management System (AMS) assists the Admissions and Records evaluators with the task of assisting students through the process of graduating with a degree or certificate and/or transferring to a four year institution. The existing AMS is several years old and needs to be redeveloped to work more effectively with the evaluator's current workflow. Additionally, the new system will work more directly with students, allowing them to apply for graduation online and monitor their status within the graduation process.

6) Predictive Analytics

The ability to use data to improve student success is a major focus of current educational initiatives from the statewide Student Success Task Force to national efforts sponsored by the Bill & Melinda Gates Foundation. Gartner, the leading IT consulting organization, says:

> "Next generation analytics will expand beyond measuring and describing the past to predicting what is likely to happen, and optimizing what should happen, based on an increasingly varied set of data sources and types…organizations that deliver next generation advanced analytics to an

expanded set of users will realize significant value in terms of innovation, productivity and growth."

This project will unite the inFORM data warehouse, student information system, and Sherpa to data mine computer records to ascertain correlates of student success, and then make that data available to students, counselors and student services staff.

7) Blackboard Plug-Ins

Saddleback and IVC have used the industry leader, Blackboard Learn, as their Learning Management System (LMS) for over a decade. Blackboard is not a single product; rather, it provides an architecture or ecosystem for third-party products designed to extend its functionality. Faced with a plethora of possible products with no advance way of knowing which will be most supportive of teaching and learning, colleges can be risk averse. In the past, SOCCCD has been successful in using one-time basic aid funds to provide the colleges with a low-risk way of evaluating multiple Blackboard plug-ins so that only those with the highest return-on-investment can be selected for ongoing college funding.

8) Enterprise Content Management (ECM) Expansion

Last year, after a rigorous selection process, SOCCCD selected *Perceptive's* enterprise content management (ECM) system as a common district-wide platform for electronic documents and workflow. Today, deployment is underway in selected business units. Next year, we plan to extend Perceptive to more business units. In addition, we plan to begin using the product for data-driven business process management (BPM) to re-engineer business processes and workflows for increased efficiency and cost savings.

9) HRIS Data Migration System

This project will develop extract, transformation and load (ETL) database routines for regularly exchanging data between the PeopleAdmin software (used by Human Resources for applicant tracking, position management, performance management and onboarding) and the current and future Human Resources Information System (HRIS). This project will improve productivity by eliminating duplicate data entry.

10) HR/Business Services Systems/Time and Attendance Automation

The current software systems by Human Resources and the Financial areas are antiquated and inadequate, which greatly increase the time necessary to perform vital functions such as hiring and issuing purchase requisitions. This project would fund a Request-for-Proposal (RFP) process culminating in the selection and implementation of new software systems for Human Resources and the Financial areas.

11) TeamDynamixHE for IT Governance in Higher Education

The TeamDynamixHE system enables colleges and universities to prioritize efforts, adapt to change, and manage resources. Acquiring this system will help the district and colleges streamline our technology planning efforts and provide a more open and transparent process.

12) Unified Communications System

The district-wide voicemail system is currently isolated from the data network. By implementing unified communications, the district-wide voicemail system will be linked to the district-wide faculty and staff email system. This will allow faculty and staff to listen and manage voicemail through email clients such as Microsoft Outlook.

13) TracDat Integration with Microsoft SharePoint

This software option would integrate TracDat, used for Student Learning Outcomes and Administrative Units Reviews, with the emerging Microsoft SharePoint standard used for intranets within the district. This will allow users to utilize TracDat within a familiar online productivity environment.

14) Matriculation SEP System

Students emerging from the matriculation process are required to have at least a one-semester educational plan. We are not currently in compliance with this requirement. This project will provide a "MAP Lite" system that will enable students to create a one semester plan that then will easily evolve into a full academic plan using MAP.

15) District-wide Infrastructure Inventory System

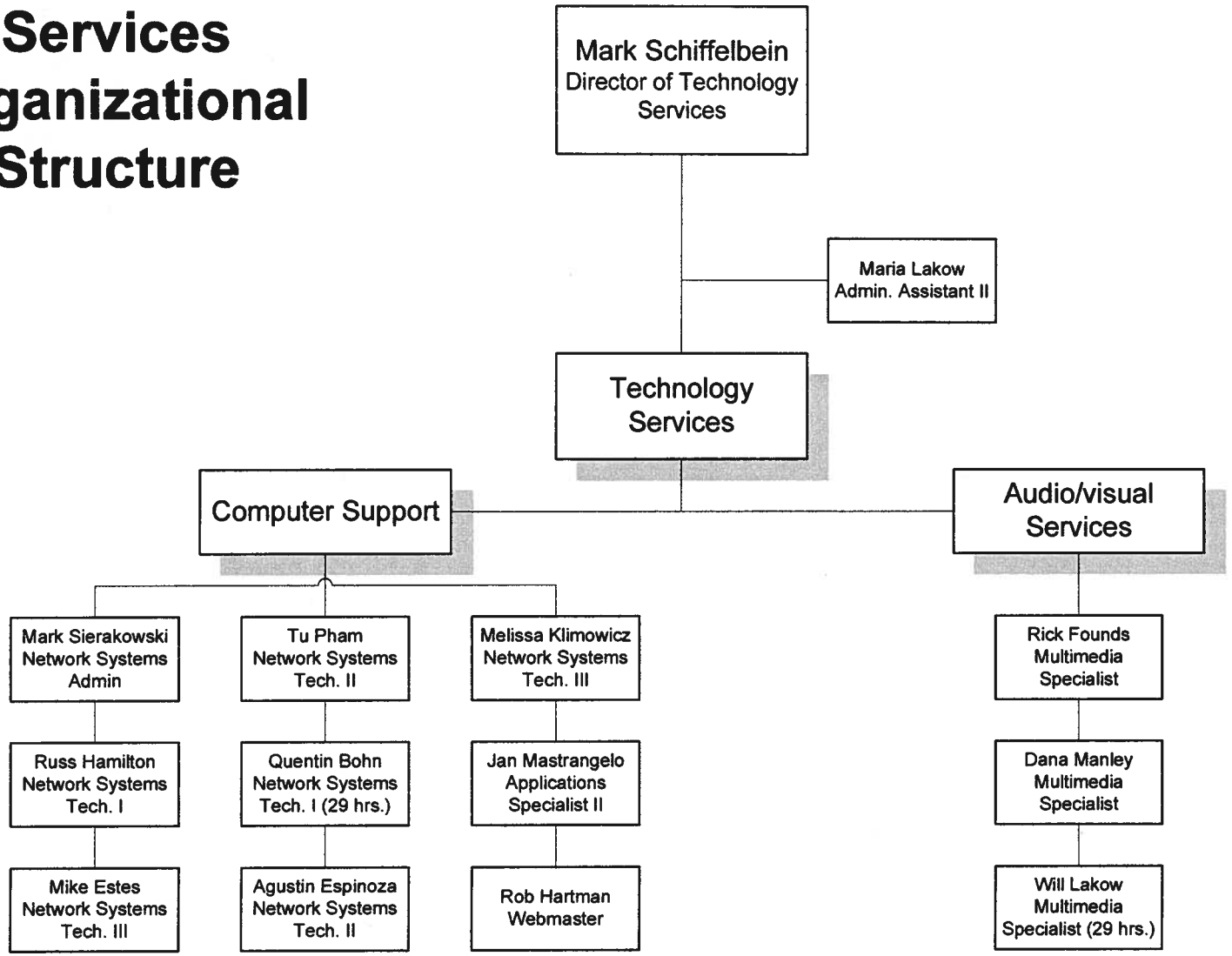
Currently District IT and the Campus IT departments independently manage and track IT assets such as software licenses and hardware. This project will implement a district-wide IT asset tracking system, allowing for district-wide asset tracking and ensuring software license compliance.

16) MySite Help System

One of the top items for District IT that emerged from the recent District Services survey was a request for more training and documentation. This project will enable every page in MySite to have context-sensitive help to assist users with the functions on that page. Though only partially funded in this request, this allocation will enable the project to begin and further funding will be requested next year for its completion.

APPENDIX A: IT ORGANIZATIONAL CHARTS

Saddleback IT Services Organizational Structure



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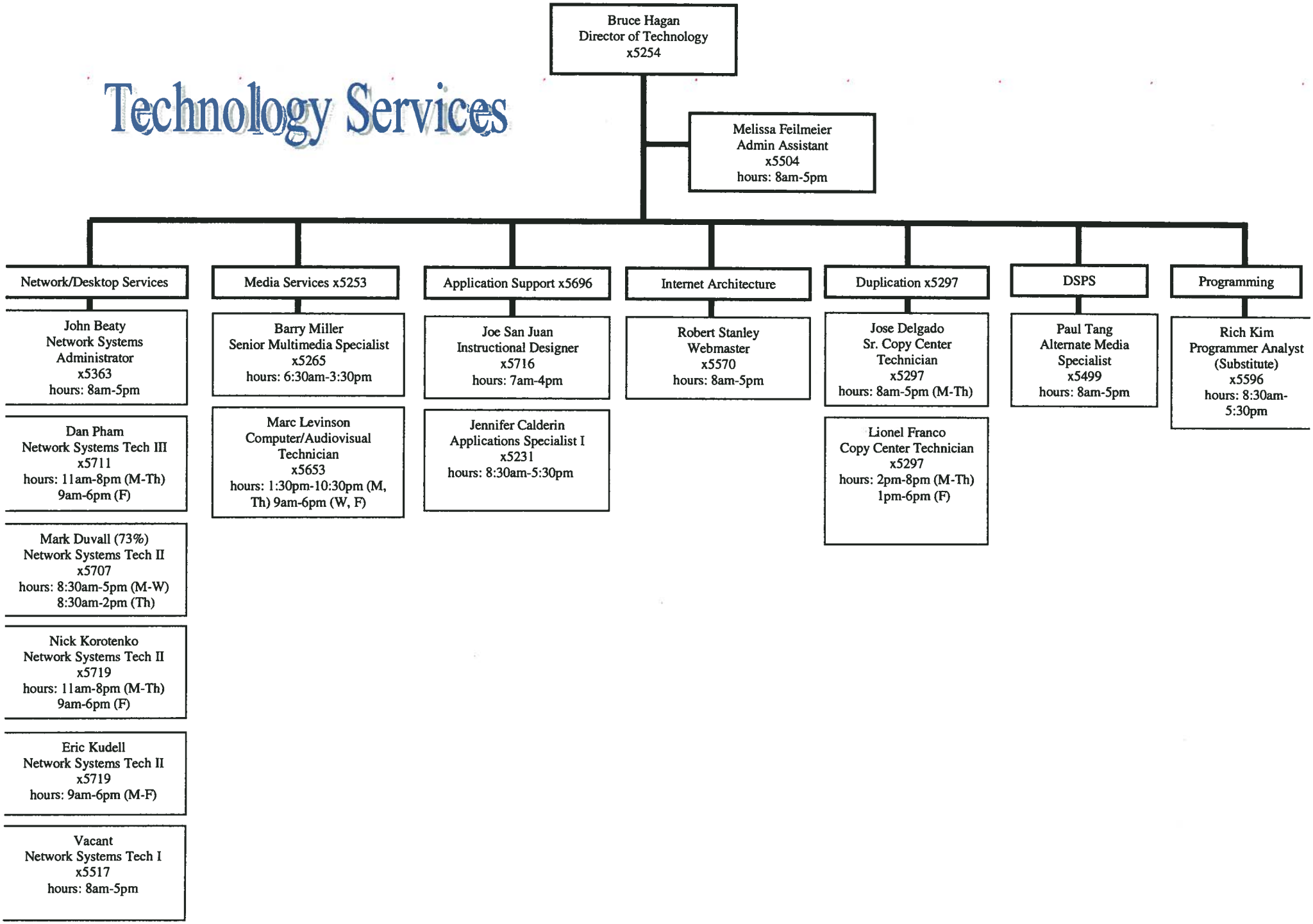

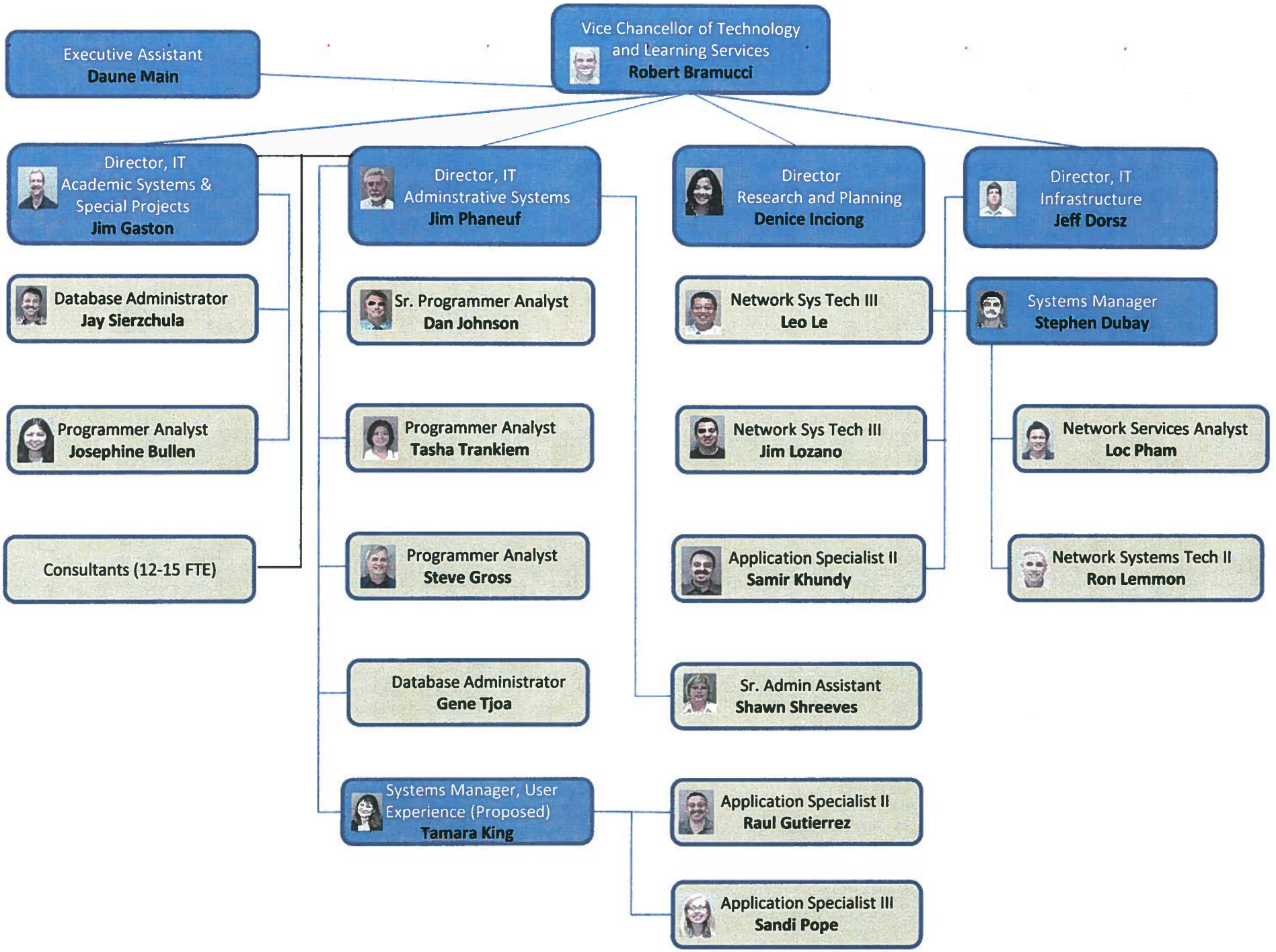
Executive Assistant
Daune Main
Vice Chancellor of Technology and Learning Services
Robert Bramucci
Director, IT Academic Systems & Special Projects
Jim Gaston
Director, IT Adminstrative Systems
Jim Phaneuf
Director Research and Planning
Denice Inciong
Director, IT Infrastructure
Jeff Dorsz
Database Administrator
Jay Sierzchula
Sr. Programmer Analyst
Dan Johnson
Network Sys Tech III
Leo Le
Systems Manager
Stephen Dubay
Programmer Analyst
Josephine Bullen
Programmer Analyst
Tasha Trankiem
Network Sys Tech III
Jim Lozano
Network Services Analyst
Loc Pham
Consultants (12-15 FTE)
Programmer Analyst
Steve Gross
Application Specialist II
Samir Khundy
Network Systems Tech II
Ron Lemmon
Database Administrator
Gene Tjoa
Sr. Admin Assistant
Shawn Shreeves
Systems Manager, User Experience (Proposed)
Tamara King
Application Specialist II
Raul Gutierrez
Application Specialist III
Sandi Pope