PROGRESS REPORT of TECHNOLOGY MASTER PLAN 2016 INITIATIVES

AS OF SEPTEMBER 30, 2011

The Tier 1 initiatives were tied to Strategic Plan 2013 and the Program Review & Planning process. They offered desirable benefits with existing resources, no additional funding, and a completion or implementation timeframe estimated to be within the first 3 years of Technology Master Plan 2016. Progress for all Tier 1 initiatives is reported below.

Tier 1 Initiatives	Progress
Access:	
Expand wireless network access to all District owed assets.	All new buildings and the Escondido Center have full wireless coverage and most of the older buildings have at least one access point. Due to the replacement of older buildings, additional access points are added on a needs assessment basis.
Expand wireless network to include access to campus network resources for faculty, staff and students based on security profile.	Awaiting development of computer usage policy.
Improve access to information by providing more self-service functionality in the Student and Faculty eServices systems to facilitate academic advising, prerequisite checking, and degree audit.	Student Services initiated the PeopleSoft Academic Advisement project and implementation of the module is planned in Fall 2011.
Provide more open labs for students, and provide signage so students will know about them.	Need a metric established to determine an acceptable level.
Revise VOIP system auto-attendant processes and caller functionality in the Call Center application.	Researched the Cisco Unity and Call Center applications to implement improved functionality. Plan to test changes at the IS Helpdesk in FY2011-12.
Training and Support:	
Provide training on District security policies and practices, including email security, viruses, phishing attempts, spam, acceptable use of email, and other email-related topics.	Not started. Consider development of training videos using screen capture software such as Jing or Camtasia.
Develop a personal computer backup strategy for all campus computers and publicize its use.	The IS Dept. installed an EMC backup system in the Data Center and will consider installing the client plug-ins to back up desktop computers and laptops.

Evaluation:	
Allocate technical resources to research and evaluate new academic and administrative technologies.	Academic Technology researched Camtasia and informally exercised a Netbook. Consider proposing a formal process.
Create a small evaluation body that can comment authoritatively on use of new software and hardware based on established campus technology specifications.	SPC's acceptance of Technology Master Plan 2016 in November 2010 established a TMP Workgroup.
Disaster Preparedness:	
Keep the Data Center Disaster Recovery plan current.	With installation of the EMC backup system in August 2011, the plan needs to be updated in FY2011-12.
Validate application priorities and redundant hardware strategy for the Escondido Educational Center Disaster Recovery facility.	Application priorities need to be reestablished and the Escondido recovery facility needs to be built-out. The EMC backup system will also be installed at the recovery facility in FY2011-12.
Implement a disaster notification system, such as School Messenger	Signed the County Office of Emergency Services MOA to use their system starting in Fall 2011.
Data Security:	
Implement stronger password requirements and more secure change control procedures.	Partially completed. Implemented stronger password requirements in the PeopleSoft Student/HR system and tested NetWrix's Password Manager for Windows.
Implement Secure Sockets Layer (**SSL**) encryption security on all web servers.	Completed.
Develop an educational initiative on privacy policies and security measures being taken by the District and inform system users.	Not started, but Terry Gray volunteered to provided examples.
Develop data security guidelines and provide orientation for faculty and staff.	Not started, but will include policy decisions made during installation of the EMC backup system.
Ongoing Technology, Maintenance And Replacement:	
Establish an annual budget to support ongoing technology, maintenance and replacement.	Recommended a Non-Discretionary Budget of $3 million be added to the Resource Allocation Model (RAM) to support maintenance and replacement of ongoing technology.
Review end-of-life status of the District's servers, computers, digital projectors, and audiovisual assets to project annual expenditures.	Completed. Annual expenditures for years FY2012-2016 projected to amount to $3 million to maintain and replace the District's existing servers, computers, storage equipment, and audiovisual and data center assets.
Ensure technology needs identified in the annual Program Review and Planning (PRP) process meet established campus technology specifications.	Initiated development of PRP procedures in accordance with the Planning Councils' plans and objectives.

Software and Hardware:	
Implement new functions and features in the District's Student and Administration Information Systems (PeopleSoft) to improve eServices, streamline administrative tasks and comply with federal and state regulations.	Installation and certification procedures for PeopleSoft Payroll and Financial Aid regulatory releases have been routinized. PeopleSoft projects in progress include implementation of the Asset Management and Academic Advisement modules, separation of the Campus Solutions and HR databases and upgrading HR to version 9.1. Other projects planned in FY2011-12 are implementation of the PeopleSoft Position Management and Commitment Accounting modules and the PeopleAdmin system.
Implement new versions of District standard operating systems, applications, and desktop productivity software, where appropriate, and maintain currency by applying software patches when available.	Installation procedures for Windows patch releases have been routinized. 85% of faculty and staff computers have been upgraded to MS Windows 7, Office 2010, Web Expression, and Adobe C55. Except for the ESL, Reading and Fashion labs, all student labs and classrooms have been upgraded to these product versions.
Implement new functions, features and software upgrades in the District's library management system (SirsiDynix).	The Library updates the SirsiDynix system annually each Summer.
Implement a system whereby laptop computers with docking stations can replace faculty desktop computers.	Should be reclassified as a Tier 3 Initiative. After further review, the Workgroup recommended a feasibility study to determine if this Initiative would reduce District costs.
Implement a system of electronic signatures in order to move manual business functions online.	Not started, but a pilot project with an existing paper form in conjunction with PeopleSoft Workflow processing was suggested.
Network Infrastructure:	
Provide the bandwidth necessary to keep the District's systems stable and secure and robust enough to support current technology.	This initiative was successfully met in FY 2010-11and is an ongoing requirement for the IS Dept.
Increase CENIC (Corporation for Education Network Initiative in California) building and off-site center connections as demand dictates.	The California Community College systems 4C network was absorbed into the CENIC network which serves the entire K-20 educational community in California. The San Marcos campus cutover to CENIC's multi-tiered fiber optic infrastructure in 2003 and a CENIC connection was installed at the Escondido Center in 2009. When ready the North and South campuses will be connected to CENIC.
Replace the Data Center infrastructure to support increase in bandwidth requirements.	IS staff are currently reviewing the Cisco core switch replacement options to provide 10 Gigabit service across the District's network infrastructure.
Ensure the conduit/cable infrastructure and network systems in all buildings comply with District standards to support access, software applications, telecommunications, audiovisual solutions, and security.	To ensure architects and contractors comply with the District's telecommunications cable system and infrastructure standards when constructing new buildings, the Governing Board established a District standard for telecommunications products at the April 2011 meeting. This is an ongoing requirement for the IS Dept.

Telecommunications:	
Implement new versions of network operating systems and applications, where appropriate, and maintain currency by applying software patches when released.	Normally, installation of new network system releases is performed over the Winter break. Cisco Call Manager, IPC, and Unity are at current 8.x release levels. SARS Call is current with 8 telephone lines.
Implement an emergency notification system capable of immediately contacting all students and staff via multiple, optional means of communication, including calls, text messaging, an email.	The District signed the San Diego County Office of Emergency Services MOA in September, 2011. The IS Dept. must provide the contact information necessary to enable use the emergency notification system.
Complete roll-out of Berbee paging system and add phones in all classrooms which can be utilized with the system.	The District licensed InformaCast, previously owned by Berbee, which provides on-campus mass notification and paging services. It has been installed and tested, but needs executive sponsorship for implementation.
Add emergency phone systems District-wide.	The District's blue-phones are outdated and some are installed in obscure locations. Facilities reviewed Talk-A-Phone, but a new standard is still required.
Implement E911 system.	E911 service is installed on the District's network, but in order to active it, E911 service must be added to the AT&T PRI circuits.
Add redundancy to phone systems.	A Redundant Call Manager was added to the Escondido Center DR site. Need to add a redundant AT&T PRI circuit along with redundant VOIP services at the Escondido Center.
Audiovisual Solutions:	
Develop standards for network-based AV devices and systems to simplify the selection, ordering and support of AV equipment.	The AV Dept. selected Extron Electronics products and central management system for the MD building and plan to upgrade the older buildings with the same products and systems. The estimated cost was between $3,000 and $4,000 per classroom.
Secure all technology equipment to prevent theft and operational damage.	This initiative was not started.
Develop a sound system standard for classrooms based on need.	This initiative was not started.
Create an ongoing, line-item budget for replacement of digital projector lamps.	Audiovisual assets were included in the recommendation to add $3 million of Non-Discretionary Budget to the Resource Allocation Model (RAM) to support maintenance and replacement of ongoing technology.
Other Related Processes And Services:	
Allocate proper facilities and workspace for technical staff.	IS technicians were permanently relocated to the ST building, the TSA trailer was converted to workspace and the Training trailer was converted to storage space.
Complete the segmentation of network infrastructure and client services in Information Services.	A second Network & Technical Services Manager position was approved by the Governing Board at the April, 2011 meeting and a candidate selected to fill the position.

The Tier 2 initiatives were tied to the Educational and Facilities Master Plans, required additional funding, assessment or planning, and were envisioned to be completed or implemented in the last 3 years of Technology Master Plan 2016. As a result, progress was made on only a few initiatives and that progress is reported below.

Tier 2 Initiatives	Progress
Training and Support:	
Implement a remote desktop support application such as WebEx.	The IS Dept. installed WebEx and the Helpdesk uses it to provide support for staff at the Escondido Center and Academic Technology uses JoinMe.
Consider a chat feature for student help with the District's PeopleSoft and Blackboard applications.	Academic Technology provides a chat tool for Blackboard.
Increase quality and quantity of training and support for Apple computers.	The IS Dept. now has Apple certified technicians which has enabled it to improve its Apple technical support.
Disaster Preparedness:	
Develop a system of campus digital signage for emergency notifications.	A pilot project at the Student Union has been initiated and funding for it will be shared between the Student Affairs and Prop M Technology budgets.
Network Infrastructure:	
Add building automation for facilities functions.	With each new building, automation systems are being added to monitor HVAC, electrical and other facilities.
Audiovisual Solutions:	
Implement a central control system that would network all digital projectors and provide software control of all critical projector functions available from any computer.	Initiated by the AV Departments' selection of Extron Electronics central management system for the MD building.