

IT Overview

February 2022

Anthony Moore, Chief Technology Officer

Change Management

- Change Management ensures a standard set of procedures is used to handle all requests for changes to IT systems including hardware and software. Changes are recorded, assessed, approved, prioritized, and then deployed.
 - [Change Management Request Form](#)
 - Examples of changes include an upgrade to Banner, modification to a firewall rule, or swapping out network equipment. A change is not installing a new laptop or changing a user password.
 - The Change Approval Panel (CAP) provides technical insight for all changes, final approval of all change requests, and reviews and approves emergency changes.
 - CAP Members: Anthony Moore, Antonio Bangloy, Monica Cantu-Chan, Michael Carr, Chris Schroeder
 - The Change Review Group (CRG) includes representatives from all campus teams and meets every other week to review and approve changes. Members invite additional support staff or managers as needed.

Instruction	School of Continuing Education	Human Resources	Student Services	Administrative Services	President's Office
Fawaz Al-Malood	Krystal Yeo	Alexis Carter	George Bradshaw	Brandin Bowman	Uyen Mai
Meghan Chen		Vanessa Ortiz	Manuel Cerda	Rich Lee	Carol Nelson
Loralyn Isomura			Caron Gomes	Chris Rodriguez	
Jaishri Mehta			Koji Uesugi		
Patricia Quinones					

IT Stats

- Defining and collecting Information Technology statistics for metric comparisons and reporting.
- Part of the process includes a monthly Tech Stat meeting with IT technical staff to review and discuss changes and anomalies.
- Goal is to produce a monthly report for sharing with the campus.

Academic Technology and Technical Support

February 2022

Michael Carr, Director Academic Technology

Lee Jones, Manager Technical Support

Student Printing System Project

- Searching for a new student print management system as our previous vendor QCI went out of business during COVID.
- Quick action was taken, and 10 HP Color Laserjet Enterprise M555DN printers were purchased to support students returning for the Fall term.
- The goal is to recommend a new student print system by Spring 2022.
- To assist students with the transition back to campus, and while the selection of a new student print management system is taking place, students are temporarily printing for free. The 10 HP Color Laserjet Enterprise M555DN printers and extra toner to last from now through the Spring 2022 term were purchased with CARES Act/HEERF Funds.

Instructional Technology Upgrades

- IT was invited to work with the Instruction team on technology upgrades for classrooms and labs during the instructional equipment budget ranking meeting held on 10/20.
- This was a great collaboration between IT and Instruction as the teams worked together to decide how 1.3 million dollars in grant funds would be spent across all academic divisions for critical technology upgrades for students.
- The technology upgrade orders were placed in December.

New Helpdesk System

- IT is implementing a new helpdesk system called Freshservice.
- The new system will provide better support request tracking, reporting, customer surveys, asset management, and more.

IT HEERF Purchases

- IT found alternate hardware models for most laptop, desktop, and monitor orders to ensure delivery before the HEERF expenditure deadline.

Support Statistics

IT Help Desk: Student Support Requests

Top Student Request Categories	#
Student Log On Problems (Password, Account Claim)	288
SSLP Equipment Technical Issue	158
Retire or Terminate User	46
Portal / Banner Self-Service Problems	40
Student Software Problems (Adobe, Office, Zoom)	38
SSLP Equipment Appointment	36
Student Email Problems (Gmail, Google Docs)	32
Student Canvas Problems	24
Audio, Video Problems	20
Printer / Copier (Printing) Problems	16

IT Help Desk: Employee Support Requests

Top 10 Employee Request Categories	Count
Desktop / Laptop (Hardware) Problems	161
Enterprise Applications	144
Telephone and Telecommunications problems	96
Email Problems	77
Portal / Banner Self-Service Problems	63
Student Evaluation Surveys	52
Document & File Storage	50
Printer / Copier (Printing) Problems	40
Log On Problems	34
Loaner Equipment	32

IT Help Desk: Support Requests By Department

VP / Division	September	October	November
Administration	390	227	222
Facilities	50	19	19
Fiscal	70	42	19
IT	232	130	152
Police & Campus Safety	12	12	12
Research	4	2	0
Risk Management	4	1	0
Technical Services	16	19	20
VP Admin Services	2	2	0
HR	38	32	43
Human Resources	32	15	28
POD	6	17	15
Instruction	816	452	471
Arts	76	35	35
Business	86	53	76
Grants	2	0	3
Humanities	142	88	79
IT	0	1	0
KAD	36	28	27
Library	100	47	40
Natural Science	164	69	81
SCE	104	69	47
Substitues	6	1	2
Tech & Health	72	49	57
VP Instruction	28	12	24
Student Services	228	193	161
Counseling	44	48	47
Student Services	176	143	112
VP Student Services	8	2	2
STUDENT Support	816	443	485
Grand Total	2288	1347	1382

Infrastructure and Security

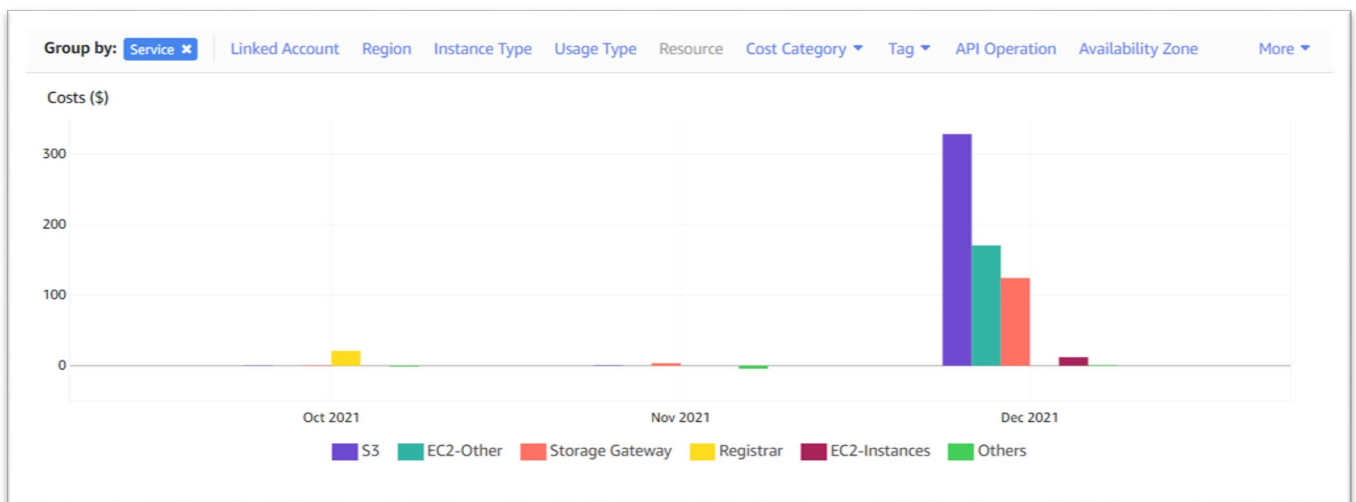
February 2022

Chris Schroeder, Director Infrastructure & Data Security

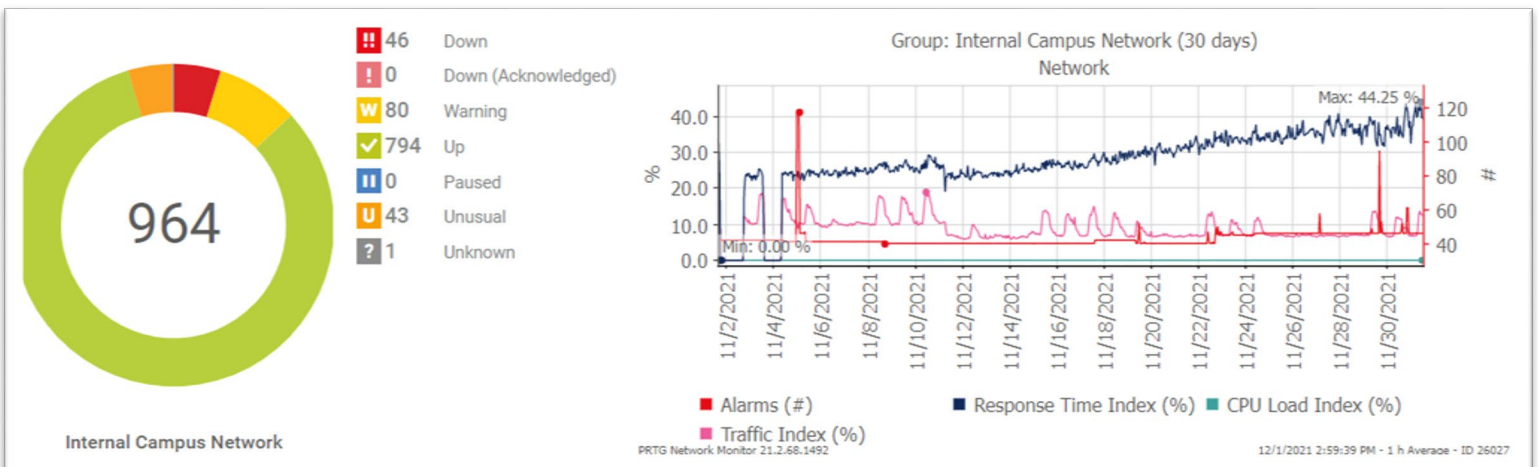
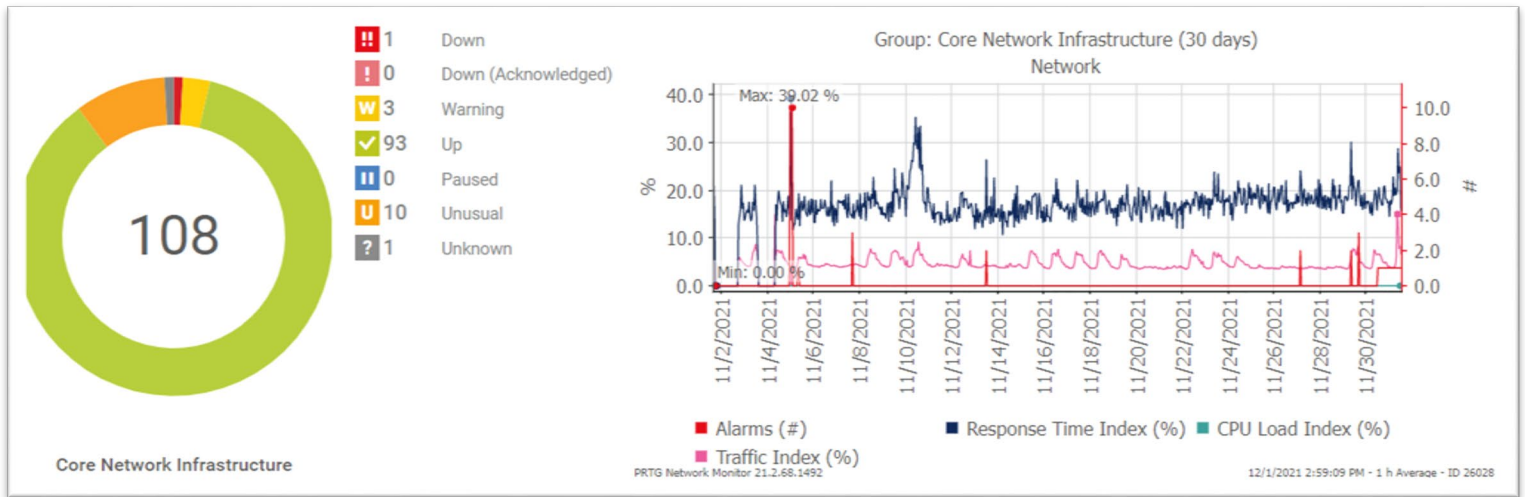
Projects

- The campus-wide wireless assessment is complete. The final report was received from Golden Star Technology. IT is evaluating the results and working with Facilities Planning & Management on options for upgrading and expanding the campus network including parking lots.
- Completed migrating OnBase document storage from on-premise storage to AWS (Amazon Web Services) Storage Gateway service.
- Planning and testing to migrate DNS (Domain Name System) from on-premise systems to AWS Route 53 service underway.
- In partnership with Human Resources and Professional & Organizational Development, Information Security training for meeting cyber liability insurance requirements started in February 2022. The training was rolled-out to Classified Staff and Management groups.
- [Multi-Factor Authentication \(MFA\) how-to video](#) was created by IT's Application Training Specialist, Ken Kawaguchi. It will be used to start onboarding users with MFA starting with Office 365. MFA is a requirement of the College's Cyberliability insurance carrier.

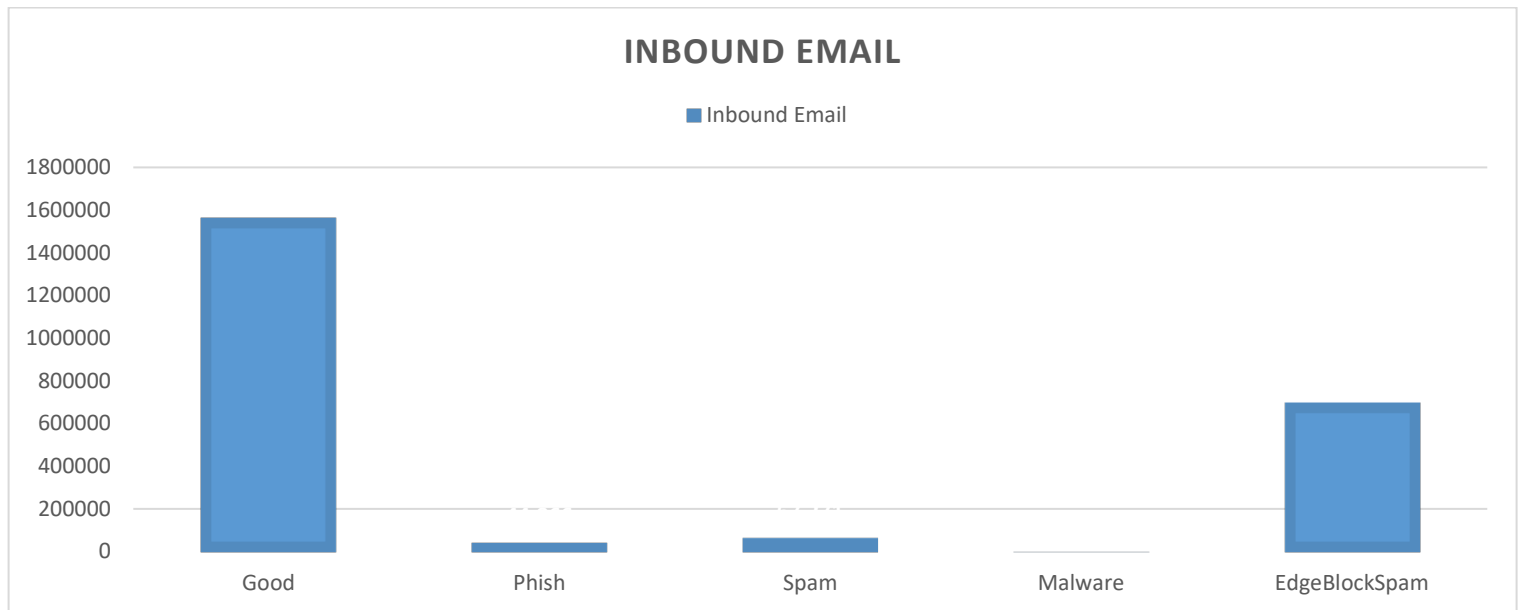
AWS costs from September through November 2021



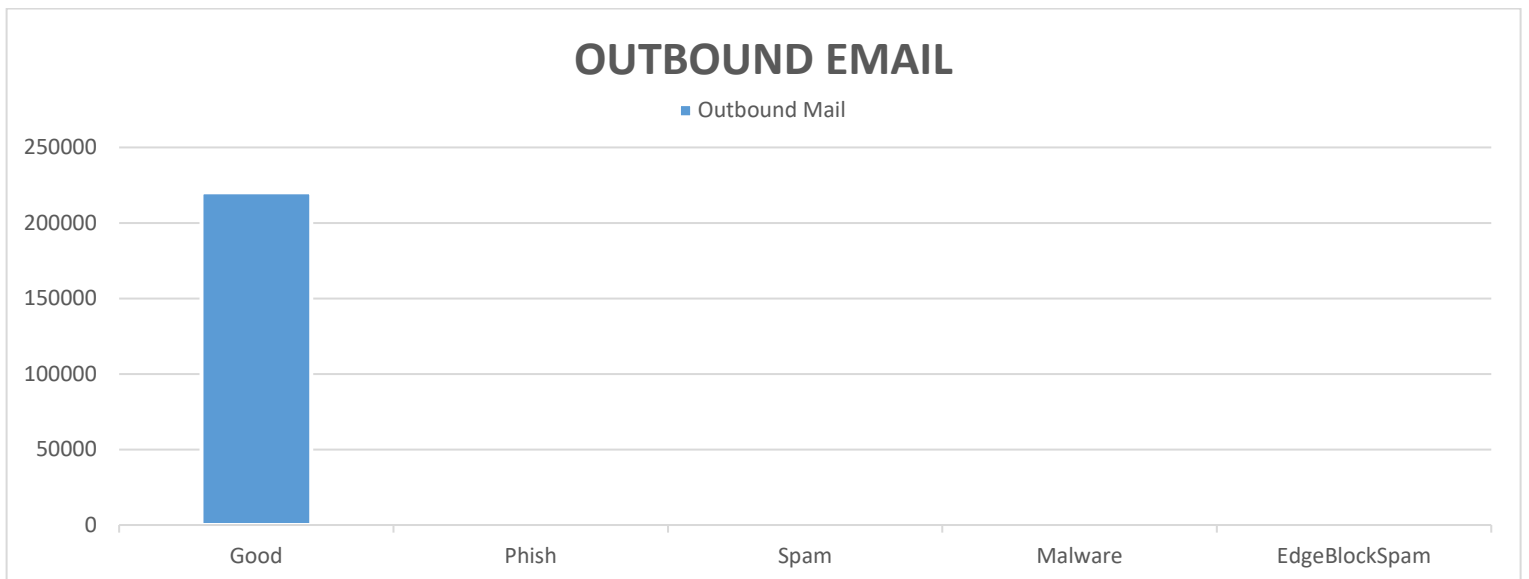
Network availability snapshots for November 2021



Office 365 Email statistics for November 2021 – Inbound



Office 365 Email statistics for November 2021 – Outbound



Enterprise Application Systems IT Project Management

February 2022

Antonio Bangloy, Director Enterprise Application Systems

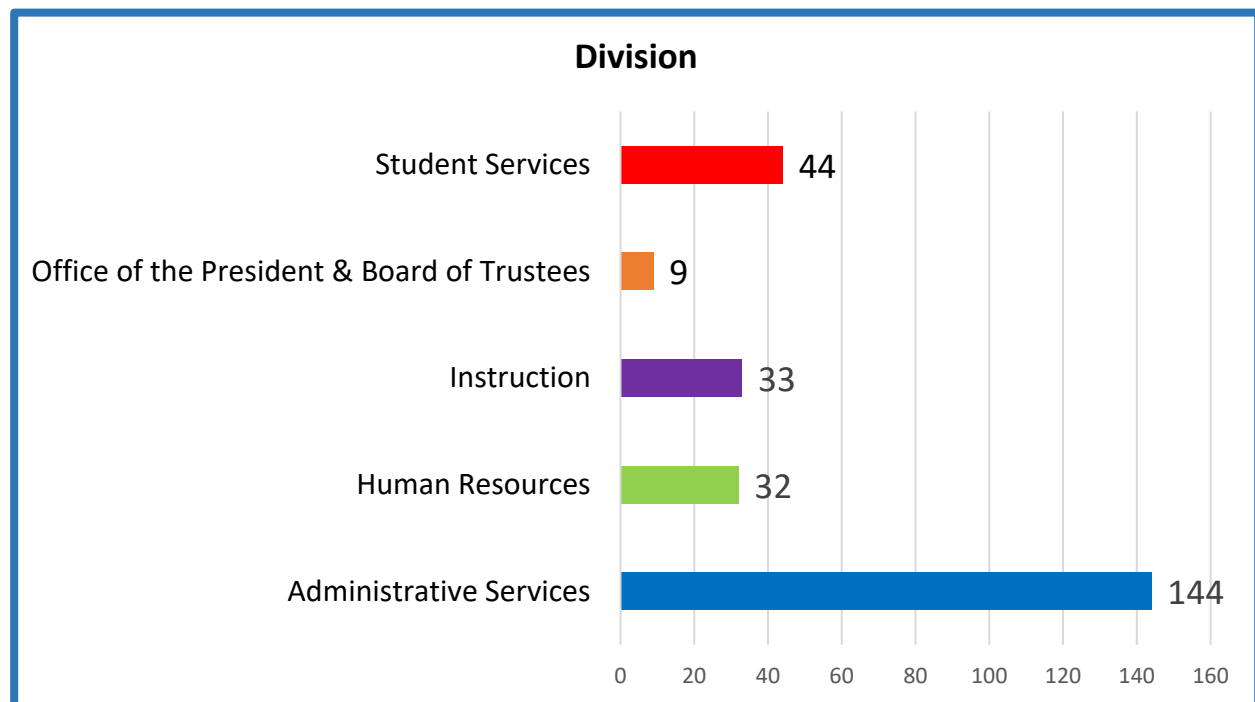
Monica Cantu-Chan, Director IT Projects

Chuong Tran, Asst. Director Application Support and Development

Eric Turner, Asst. Director Web and Portal Services

Project Request and Support Activities Completed

October 2021 to January 2022



Projects

- To improve access to commonly used applications, we redesigned the **Banner** homepage. The **Information Technology Applications** homepage delivers a new look and feel, new tools and resources, the IT scheduled maintenance calendar, and essential information related to commonly asked questions. Please visit <https://banner.mtsac.edu/>.
- The 2021-22 PIE Planning and Program Review is open. Training is recommended as the application has been upgraded to have a more modern and enhanced look and feel. Enhanced Unit PIE Training sessions are now available through POD. To register, please visit [POD Connect](#).
- The [first video in the Outlook Tips series](#) was released in January 2022. The video shows *Creating New Items with Drag and Drop* and *Natural Language Date*

Selection. Provide feedback and suggestions for future sessions by completing the [Outlook Tips Survey](#).

- CVC-OEI Phase 2 went live on 12/14/2021. This means the College can now accept instant enrollments and class registrations in specific eligible Mt. SAC online courses seamlessly via the Exchange to Banner. The joint project included Instruction, Student Services, Fiscal Services, IT, and the CA Community College Chancellor's Office.
- Completed the drops of students who are not compliant with the College's vaccine requirements on 12/16/2021 and 01/02/2021.
- Completed the Pass/NoPass and the grade roll processes for Fall 2021.
- The [Academic Calendar](#) website was redesigned and consolidated to show multi-day events in a single entry instead of listing multiple entries for each day. In time, the updates will be rolled out to all calendars.
- A Retiree tab was added to the portal. It gives retirees access to their pay stubs and tax forms.
- "Preferred Name" was replaced by *Chosen Name* throughout the Mt. SAC website, portal, and in Banner.
- The College [org chart](#) and [profiles](#) were updated to reflect current trustees and staff.

Upgrades

- The [Scheduled Maintenance website and calendar](#) are updated with planned outages for December 2021 through February 2022.
 - Oracle 19C upgrade for Banner and Luminis databases was completed on December 19.
 - Banner HR, Financial Aid, and Finance upgrades were completed on January 23.
 - Nuventive Platform (used for PIE) user interface upgrade was completed in December 2021.

Online Forms

- As we build online solutions for campus forms, the following NEW student and employee forms are now available for campus use in an effort to move forms entirely online.
 - Student Parking Permit – Winter 2022
 - Dual Enrollment Student/Guardian Packet
 - Medical Accommodation Request Form for COVID-19 Vaccination
 - Religious Accommodation Request Form for COVID-19 Vaccination
- The following forms are being tested and will be live in 2022:
 - Appropriation Transfer
 - Budget Revisions
 - Business Card Request