

## PIE - Administrative Services: IT - Enterprise Application Systems

### Unit Goal Description: New Systems

Research and implement new systems and modifications to existing systems as required by the College to support students, faculty, and staff.

**Status:** Archive

**Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21

### Map to Goals and College Themes

Old College Goals 2018

**G2** - Ensure fiscal stability and effective use of resources.

PIE - Administrative Services: Information Technology Manager

**Ongoing/Multi-Year Goal** - Emerging Technology - Research and evaluate emerging technologies and implement and integrate new technology as appropriate.

### Unit Goal Description: Provide excellent customer service to the campus community.

Provide training and learning opportunities for IT and campus staff on new and emerging technologies. Provide advanced and real time communication on system events to the campus community.

**Status:** Active

**Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23

#### Report directly on Goal

#### 1. Where We Make an Impact: Closing the Loop on Goals and Resources

**Reporting Year:** 2020-21

05/28/2021

**% Completed:** 25

Ongoing; attended online Ellucian conference. Some IT personnel attended 3CBG, HighEd Web general and accessibility conferences.

### Resources Needed

**Completed** - Academic Applications Systems Specialist (Active)

**Describe Plans & Activities Supported (Justification of Need):** Systems analyst/administrator is needed by the IT Project Implementation team to perform advanced and complex tasks such as:

+ Designs business processes for the maintenance, access, and retrieval of assigned department's data; prepares detailed flow charts and diagrams outlining system capabilities and processes; defines data rules and relationships and develops methods for quality control of the database system; reviews and evaluates database access and reporting software applications to streamline and enhance the assigned

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department's system; creates documentation of processes.

- + Maintain a secure, accessible, and recoverable OnBase operating platform installed in multiple environments (development, test, production, etc)
- + Administrators plan, schedule, test, and execute OnBase software version upgrades on a regular basis
- + Apply a strong understanding of OnBase technology, OnBase Community input, and best practices to insure the health and operational readiness of the OnBase platform.
- + Installs and configures database access applications and troubleshoots database connectivity issues
- + Creates complex custom queries and programs for a variety of assigned department's management needs and reporting requirements; creates queries to analyze and identify data integrity issues.
- + Configures real-time monitoring to identify and resolve service outages and critical resource shortages in a timely and efficient manner

Currently OnBase is on premise but does not have a dedicated resource assigned and is handled by a DBA, Network Administrator, and Business Analyst.

In addition, as we upgrade and purchase additional applications, an AASS will be assigned to maintain such systems.

**Lead:** Monica Cantu-Chan

**What would success look like and how would you measure it?:** Ongoing maintenance and support for OnBase and new systems implemented. Ability to support the campus and IT business analyst to maintain and expand the functionality of OnBase projects in the continuous effort to become a paperless campus.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 150000

**Total Funding Requested:** 150000

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

**Reporting Year:** 2020-21

06/09/2021

**% Completed:** 100

Funded and position has been filled.

### Completed - Data Engineer (Active)

**Describe Plans & Activities Supported (Justification of Need):** In supporting the needs of Research Department, a Data Engineer is needed to create sql scripts and processes to extract, transform, clean and move data and metadata so they can be loaded into a data warehouse or operational data store. Reads and analyzes what MTSAC wants to accomplish with its data, and designs the best possible ETL processes around those goals. This position will also gather, collect, store, do batch or real time processing on the data and serve it via an API for open and easy access. Evaluates Big Data tools, incorporating them into MTSAC's process and educates others on how best to use them.

**Lead:** Antonio Bangloy

**What would success look like and how would you measure it?:** Increased usage of MTSAC's Operational Data Store for better and efficient reporting. Decrease use of BANNER production database for reporting, thus improving its transactional performance. Resident expert in MTSAC's participation in the state-level data warehouse. Creation of different analytics in support of MTSAC's enrollment, 320 Reporting, Guided Pathways and MIS.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 150000

**Total Funding Requested:** 150000

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

**Reporting Year:** 2020-21

06/09/2021

**% Completed:** 75

In the process of hiring; full funding received.

### Completed - Business Analyst (SS support) (Active)

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**Describe Plans & Activities Supported (Justification of Need):** Support Student Services (SS) with the use and implementation of systems, applications and special projects. Currently, project support is split amongst 2 BAs, who primarily support other areas. There is a need to have a resource assigned to Student Services as there are legal, federal, and state laws that are critical to their work; therefore, we have a need to develop an IT subject matter expert that can provide guidance and support to SS.

**Lead:** Monica Cantu-Chan

**What would success look like and how would you measure it?:** Collaboration between IT and SS to ensure projects are completed in a timely manner and withing budget; including an established timeline, project support team, and documentation.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 120000

**Total Funding Requested:** 120000

## *1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Reporting Year:** 2020-21

06/09/2021

**% Completed:** 25

Position was posted; hiring committee formed June 2021.

**Request - Full Funding Requested -** Add wayfinding to the Campus Map. (Active)

**Describe Plans & Activities Supported (Justification of Need):** The ACCESS Center and others have approached IT about adding wayfinding to the Campus Map. The Mt. SAC building are not sequentially ordered, making it difficult for students and staff to find their way around campus. Wayfinding would give walking and driving directions from one building to another via the Campus Map.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** Students and staff, including those with disabilities, can find their way around campus using the Campus Map with turn by turn wayfinding directions both driving to campus and walking around campus.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** Medium

**On-Going Funding Requested (if applicable):** 1200

**Total Funding Requested:** 1200

## *1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Reporting Year:** 2020-21

06/09/2021

**% Completed:** 0

Funding has not been received.

**Request - Partial Funding Requested -** Training for all EAS and Project Implementation team for equity and racial awareness. (Active)

**Describe Plans & Activities Supported (Justification of Need):** Training needed to bring awareness and understanding to our IT teams on current events, such as those related to equity and racial awareness. We currently have several projects that support these initiatives and lack knowledge related to state and federal laws that govern such initiatives requiring changes to our systems/applications.

**Lead:** Antonio Bangloy

Monica Cantu-Chan

Chuong Tran

Eric Turner

**What would success look like and how would you measure it?:** Teams will be aware and trained on such laws; therefore we will be able to promote and contribute to related projects, bringing new ideas and perspectives to working groups. Also, would allow the team to be more inclusive and innovative in our contributions and development of such projects.

**Type of Request:** PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning

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opportunities for Mt. SAC employees.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 25000

**On-Going Funding Requested (if applicable):** 25000

**Total Funding Requested:** 25000

**Completed - Senior Systems Analyst Programmer (Active)**

**Describe Plans & Activities Supported (Justification of Need):** The Web Team requires a person with higher-technical acumen to help improve the way the Portal communicates to students and to administer the Canvas Learning Management System. After the rise of the COVID-19 pandemic, 95% of all classes are being taught online, and the OEI (Online Education Initiative) is coming. Current resources had to work overtime to meet the new levels of support needed by the Campus. Working our single Academic Application Systems Specialist greater than 60 hours per week is not sustainable in the long term and an additional resource is desperately needed.

This position is responsible for defining, developing, and implementing new software systems and major enhancements to highly complex existing software systems. This classification exercises considerable independent judgment and initiative and collaborates with users and other technical staff through the lifecycle of assigned development projects.

Duties include:

- Providing technical support, analysis, programming, and administration for student systems. 2
- Reviewing user needs and requests and developing proposed solutions for system enhancements
- Designing, developing, and implementing application enhancements while ensuring adherence to standards and procedures for system development, database access, web-based development, change control, and reporting.
- Developing software and systems to optimize the performance of relational database systems, application access, and enhance and support of web applications accessing relational databases. 6
- Writing documentation that describes program development, logic, coding, testing, changes and corrections, and installation and operating procedures
- Learning and implementing emerging technologies.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** With improved communication, students would become more confident and self-sufficient, online classes would run smoothly as they are taught through Canvas. Enrollment would increase as student satisfaction increases. Before and after satisfaction surveys are the best way to measure the impact of this position.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** Urgent

**On-Going Funding Requested (if applicable):** 150000

**Total Funding Requested:** 150,000

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

**Reporting Year:** 2020-21

06/09/2021

**% Completed:** 100

Funding received; position was filled.

**Request - Full Funding Requested - Artificially Intelligent Chatbot (Active)**

**Describe Plans & Activities Supported (Justification of Need):** An artificially Intelligent Chatbot is needed to handle the first line of questions submitted to the website. With artificial intelligence and integration into our Banner ERP systems, students will be able to get answers to their specific questions and circumstances by chatting with the bot. If a question is too hard, the bot will transfer the student to live person. The chatbot will learn more over time and further reduce the need to be transferred to a live agent.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** Student satisfaction and enrollment would increase. The need for students to wait in long lines would decrease since the chatbot answers questions 24 hours per day, 7 days a week.

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**Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 20000

**Total Funding Requested:** 20,000

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

**Reporting Year:** 2020-21

06/09/2021

**% Completed:** 25

Pilot program with free version; pending funding to add integration with Canvas and Banner.

**Completed - Camera Equipment (Active)**

**Describe Plans & Activities Supported (Justification of Need):** To take campus photographs in low light and remotely for long periods of time, a flash kit and battery pack are needed.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** More quality photos of students and campus visitors would appear in our publications and social media.

**Type of Request:** NON INSTRUCTIONAL EQUIPMENT: Tangible property with useful life of more than one year, other than land or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes.

**Planning Unit Priority:** Low

**One-Time Funding Requested (if applicable):** 1500

**Total Funding Requested:** 1,500

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

**Reporting Year:** 2020-21

06/09/2021

**% Completed:** 100

Fully funded

## Map to Goals and College Themes

Old College Goals 2018

**G2 -** Ensure fiscal stability and effective use of resources.

**G3 -** Provide professional development that advances the contribution of College personnel in achieving the College mission.

## Unit Goal Description: Compliance with Federal, State, and Vendor Mandates

Ensure campus systems meet mandated Federal, State and Vendor mandates.

**Status:** Active

**Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23

## Resources Needed

**Request - Full Funding Requested -** Professional services (third-party consultants) to conduct an accessibility audit. (Active)

**Describe Plans & Activities Supported (Justification of Need):** Consultant was funded by Information Technology general fund budget.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** The report will show significant improvement over time with the goal of achieving a score of less than 5% ( which is in acceptable range) identifiable accessibility issues.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/

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leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 8000

**Completed** - Conduct an on campus training session for all web site content owners on how to ensure their content is accessible. (Active)

**Describe Plans & Activities Supported (Justification of Need):** Training session will be funded by IT general fund budget.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** At least 50 members of the campus community attend the workshop. Future audits of the campus website reveal that all content is accessible.

**Type of Request:** PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.

**Planning Unit Priority:** High

**Total Funding Requested:** 0

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

**Reporting Year:** 2020-21

06/09/2021

**% Completed:** 100

Conducted multiple training sessions. Recorded materials are now available through POD.

**Completed** - Professional services for DegreeWorks 5.0 required upgrade (Active)

**Describe Plans & Activities Supported (Justification of Need):** To stay current with the new Banner technologies, our Degreeworks system will need to be upgraded to the latest version as soon as possible. The latest version of Degreeworks, version 5.0.1-2, has provided new tools and features that will significantly improve system performance and maintenance, user accessibility, and seamless integration with Banner system as well as other third-party vendors. For example, Composer is a tool in Degreeworks 5.0.1-2 that enables the localization of Degreeworks much simpler, much more efficient, and more user-friendly. More significantly, Degreeworks 5.0.1-2 is now integrating with Banner 9 registration seamlessly which would enable students to automatically bring in classes on their Student Educational Planner to register for a particular term.

**Lead:** Chuong Tran

**What would success look like and how would you measure it?:** Localization of Degreeworks will be more efficient. Future upgrades will be done much easier. Less system interruptions as changes applied during the day don't require system downtime as they do now. This version of Degreeworks will be more compliant with user accessibility requirements. It would help students register for the classes on their Ed Plan much easier, and would help the college to forecast course demand more accurately.

**Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

**Planning Unit Priority:** Medium

**One-Time Funding Requested (if applicable):** 0

**Total Funding Requested:** 0

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

**Reporting Year:** 2020-21

06/09/2021

**% Completed:** 0

Degreeworks has been upgraded to 5.0. Training is TBD.

**Request - Full Funding Requested** - Professional services and training resources for required system upgrades (Active)

**Describe Plans & Activities Supported (Justification of Need):** Provide remote support and training for required system upgrades to applications, systems, and firmware/hardware.

+ ODS



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- + OnBase
- + Banner 9 Self Service
- + DegreeWorks
- + Ethos Integration (Chrome River, SoftDocs)
- + Integration Learning Platform (ILP)
- + Cloud computing training

**Lead:** Antonio Bangloy

**What would success look like and how would you measure it?:** Banner 9 - Admin Pages - installed and implemented before 12/31/18. Users will be well versed and comfortable using the new Banner 9 Admin Pages and all its new features.  
ODS 9 - installed and implemented. Currently in the testing phase. Research will be able to start using Oracle Data Integrator.  
The Oracle Warehouse Builder has been deprecated.  
Evisions - installed and implemented. Some of the features are, (1) Cloud Connector option that can be used to pull data from 3rd-Party web applications. (2) Removed legacy support for the Java launcher.  
OnBase- Users will have the ability to leverage new tools and features provided with OnBase EP2.  
Single Sign On - ETHOS Identity installation and implementation. Password recovery and support for Microsoft Authenticator.  
Banner 9 Self Service - installed and implemented. Users will be able to easily use the new look/feel and features of Self Service.  
DegreeWorks - installed and implemented. Users will be able to easily use the new features.  
Ethos Integration - install and implement 2019-2020. Ethos will allow us to support integration of all applications certified under ETHOS (i.e. SoftDocs, Chrome River, Cornerstone, OnBase).  
Integration Learning Platform (ILP) - Need to replace the Canvas adapters.  
Cloud computing training - Attend AWS training and conferences in order to learn about cloud migration, maintenance, and support.

**Type of Request:** PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 25000

**On-Going Funding Requested (if applicable):** 50000

**Total Funding Requested:** 75000

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

**Reporting Year:** 2020-21

06/09/2021

**% Completed:** 0

Due to the pandemic, the requested upgrades have not been completed. Planning to determine date in 2021-22.

**Request - Full Funding Requested** - Funding for IT staff to attend training, conferences, and workshops pertaining to regulatory requirements for community colleges (Active)

**Describe Plans & Activities Supported (Justification of Need):** It's essential for IT staff to attend conferences and workshops such as Federal Student Aid Conference, CACCRAO, CCCApply Workshop, National Clearing House workshop, etc.. to learn new legislative information, knowledge, skills, ideas, and good practices that would enable them to provide support for the college to meet Federal and State regulatory requirements.

**Lead:** Chuong Tran, Monica Cantu-Chan, Eric Turner

**What would success look like and how would you measure it?:** All mandated reports are submitted promptly and the college is in full compliance with all regulatory requirements and receive full funding from the state and federal.

**Type of Request:** PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 40000

**Request - Full Funding Requested** - Attend the different conferences sponsored by Vendors, Chancellor's Office and 3CBG. (Active)

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**Describe Plans & Activities Supported (Justification of Need):** Attend the following conferences:

- + Ellucian Live
- + 3CBG Conference
- + Hyland
- + Chancellor's Office Technology Center (MIS Reporting, 320 Funding Formula, Security and OEI)
- + Instructure (Canvas)
- + OmniUpdate
- + Educause

**Lead:** Antonio Bangloy

**What would success look like and how would you measure it?:** + Ellucian Live - both functional users and technical personnel will be able to implement the new features delivered in baseline Banner. Allows collaboration and networking with peers in Higher Education which leads to application/code sharing with other schools.

+ 3CBG Conference - both functional users and technical personnel will be able to implement the new features delivered in California Banner (CALB). Allows collaboration and networking with peers in Higher Education which leads to application/code sharing with other California Community Colleges.

+ Hyland - allows collaboration and networking with peers from other Higher Education institutions, learn new skills/techniques for implementation of OnBase features, best practices, tools/features for OnBase, etc.

+ Chancellor's Office Technology Center - both functional users and technical personnel will be able to implement and learn about the new rules in MIS, 320, OEI and other State related matters in Higher Ed.

+ Instructure - new features and best practices for CANVAS.

+ OmniUpdate

+ Educause

+Adobe Acrobat Pro DC/Adobe Sign

+SoftDocs

+Smartsheet

**Type of Request:** PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.

**Planning Unit Priority:** Medium

**One-Time Funding Requested (if applicable):** 80000

**Total Funding Requested:** 80000

**Request - Full Funding Requested - Intelligent Learning Platform (ILP) (Active)**

**Describe Plans & Activities Supported (Justification of Need):** Ellucian's Intelligent Learning Platform is an enterprise-level solution that provides two-way integration between Banner and Canvas, allowing courses, enrollments, and user data to flow seamlessly and automatically between Banner and Canvas. Mt. SAC currently has a home-grown adapter, created by a single programmer, that handles these tasks. While this work-around solution is currently working, it is risky to rely on it, especially now that 95% of all classes are being taught online. If something goes wrong with the adapter and/or if changes are needed, Mt. SAC's ability to offer classes online could be in jeopardy. In other words, this approach is not sustainable and should not be relied upon long-term. We need an enterprise-level solution, such as ILP, to handle our course integration long-term.

A side benefit is the synchronization of the grade book in Canvas with the grade book in Banner. This capability of ILP allows instructors to post grades quickly and efficiently, and avoids manual grade transfer errors.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** Mt. SAC will be able to efficiently deliver online courses to its students using the parameters and data provided by integration with Banner. Success is measured by the ability for course shells to be generated each term without manual intervention.

**Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

**Planning Unit Priority:** Urgent

**On-Going Funding Requested (if applicable):** 33000

**Total Funding Requested:** 33,000



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**Request - Full Funding Requested - Web Portal Replacement (Active)**

**Describe Plans & Activities Supported (Justification of Need):** The road map for our current portal delivery system (Luminis) is uncertain and has not been upgraded to keep up with emerging technology trends. It would be wise to switch to another solution such as Engage or OneCampus to ensure communication with the students in uninterrupted. These enterprise solutions bring student engagement to the next level by giving them a single place to interact with the many applications and systems offered by Mt. SAC.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** Students would be engaged, knowledgeable about what is going on at the campus, and student sanctification and enrollment would increase.

**Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 15000

**Total Funding Requested:** 15,000

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

**Reporting Year:** 2020-21

06/09/2021

**% Completed:** 25

Participated in vendor demos of multiple products:

1. Ellucian Experience
2. Engage
3. rSmart

A task force will be commissioned for product selection.

## Map to Goals and College Themes

Old College Goals 2018

**G1** - Expand and support innovation in teaching, learning, support, and management within the College.

## Unit Goal Description: Implement Innovative Systems

Research and implement new systems and modifications to existing systems as required by the College to support students, faculty, and staff.

**Status:** Active

**Goal Year(s):** 2018-19, 2019-20, 2020-21, 2021-22, 2022-23

**Goal Entered:** 05/22/2018

## Resources Needed

**Request - No Funding Requested** - In collaboration with Fiscal Services (Purchasing and Accounts Payable), create an automated process for the retrieval or request/purchase order backup and workflow for invoice approvals. This include development of workflow to allow the campus community to approve invoices within OnBase, as well as retrieve back up related to the purchase. (Active)

**Lead:** Monica Cantu-Chan

**What would success look like and how would you measure it?:** Success is measurable by the increased number of invoices processed and the time savings resulting from automation.

**Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

**Planning Unit Priority:** High

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## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

Reporting Year: 2020-21

06/09/2021

% Completed: 50

Implemented a solution for document storage and retrieval. Workflow TBD.

**Request - No Funding Requested** - Implement Student Tracking System (EAB) (Active)

**Describe Plans & Activities Supported (Justification of Need):** Soft application funded from Student Services. Support required for content management, training and ongoing maintenance.

**Lead:** Antonio Bangloy

**What would success look like and how would you measure it?:** Functional areas that support students (example: Counseling, Admissions and Records and Special Programs) will be able to effectively counsel and guide students to become successful in achieving their goals.

**Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

**Planning Unit Priority:** High

**Total Funding Requested:** 0

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

Reporting Year: 2020-21

06/09/2021

% Completed: 50

Task force to identify new business process is being formed. Anticipated go live date is Spring 2022.

**Request - Full Funding Requested** - Cloud computing services (Active)

**Describe Plans & Activities Supported (Justification of Need):** Cloud services initiative to allow for placement of various applications, systems, and other services on the cloud rather than maintaining them on site.

**Lead:** Antonio Bangloy

**What would success look like and how would you measure it?:** This will allow IT to run various applications and systems on the cloud service's platform, eliminating the need to purchase and/or perform maintenance on hard drives and servers.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** Medium

**On-Going Funding Requested (if applicable):** 60000

**Total Funding Requested:** 60000

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

Reporting Year: 2020-21

06/09/2021

% Completed: 0

In the discovery stage.

**Request - Full Funding Requested** - Service Desk software system that includes HelpDesk, Change Management, Project Management and Inventory Management functionality. (Active)

**Describe Plans & Activities Supported (Justification of Need):** IT needs an integrated application that will allow the various IT functions to streamline processes as well as promote collaboration through the use of one tool. This will promote a higher level of service to our campus community, as well as allow us to better report on operational and budget decisions.

- Help Desk

- o Integrated Service Catalog that allows users to choose a list of our available services

- o Ability to have campus-wide use (Facilities, Student Services, other departments that take in requests)

- Change Management

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- Project Management
- Inventory Management
- o Will allow 5-year forecasting
- o Will allow for easier management of refresh cycles (even if funding is not available)

**Lead:** Monica Cantu-Chan

**What would success look like and how would you measure it?:** Improve communication and collaboration of IT across the various teams through the use of a cloud based tool. Will allow campus users a self service tool, better reporting of incidents, service requests, and projects; as well as the ability to implement a proper change management process.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 35000

**On-Going Funding Requested (if applicable):** 60000

**Total Funding Requested:** 215000

**Request - Full Funding Requested - Accessible, mobile friendly class search tool (Active)**

**Describe Plans & Activities Supported (Justification of Need):** The current class search tool is not accessible, is not user friendly, and will not fit aesthetically with the new look and feel of Banner 9. The search tool demonstrated by one vendor satisfies all these criteria and more.

Note: Reliance on the Class Search website has increase significantly since the removal of the online Schedule of Classes, which was deprecated due to an abundance of accessibility issues.

**Lead:** Eric Turner, Chuong Tran

**What would success look like and how would you measure it?:** All students, even those who use assistive technologies, would be able to search for classes on the website. The class search webpage would have a consistent look and feel with the rest of the website and with Banner 9. The Marketing Office and IT Help Desk would get less complaints from students.

**Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 68000

**On-Going Funding Requested (if applicable):** 48000

**Total Funding Requested:** 116000

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

**Reporting Year:** 2020-21

06/09/2021

**% Completed:** 0

Project on hold.

**Completed - Consultant (Active)**

**Describe Plans & Activities Supported (Justification of Need):** Development and implementation of Certificate or Degree calculations. Identification of how many courses away a student from completing certificates or degrees.

**Lead:** Antonio Bangloy

**What would success look like and how would you measure it?:** Personalized communication or guidance to individual students with regards to steps in completing possible certificates or degrees.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 50000

**Total Funding Requested:** 50000

# PIE - Administrative Services: IT - Enterprise Application Systems

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

**Reporting Year:** 2020-21

06/09/2021

**% Completed:** 100

Completion report implemented in 2020. Solution developed in house.

**Completed - Camera Equipment, including camera body and flash kit (Active)**

**Describe Plans & Activities Supported (Justification of Need):** IT is regularly asked to photograph the campus. A new camera, flash kit, and lens would give our staff increased storage, faster shutter speeds to capture movement, mark pictures with their GPS location and reliable flash. Also, the built-in Wifi would allow the sharing of an event in real-time as the event is happening. IT has one functioning camera, this would give us a second camera with different lens allowing us to capture different aspects, or allow two IT staff members to take photos at the same time, which is needed in larger events such as Commencement.

1. Canon EOS 5D Mark IV DSLR Camera Body - \$2,799

[https://www.bhphotovideo.com/c/product/1274705-REG/canon\\_eos\\_5d\\_mark\\_iv.html](https://www.bhphotovideo.com/c/product/1274705-REG/canon_eos_5d_mark_iv.html)

- Increased megapixels
- faster shutter speeds
- GPS Location
- Built-in Wifi, to share event photos to Phone or Wifi network for immediate sharing.
- Current camera shutter is stuttering since repair.
- Ideal to have second camera for important photoshoots like Commencement when using multiple lenses.
- (Currently includes Battery Grip for easier portraits)

2. Canon Speedlite 600EX Wireless Two Flash Kit - \$1,168.50

[https://www.bhphotovideo.com/c/product/1304453-REG/canon\\_speedlite\\_600ex\\_ii\\_rt\\_essential.html](https://www.bhphotovideo.com/c/product/1304453-REG/canon_speedlite_600ex_ii_rt_essential.html)

- Current Flash is old and not always reliable.
- New camera model compatibility
- Lighting in Marketing Studio is mounted, heavy, and fragile, requires AC power

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** A back up camera would be available in case the primary camera is in service or is unavailable due to a second person needing to take photos at the same time.

**Type of Request:** MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media.

**Planning Unit Priority:** Medium

**One-Time Funding Requested (if applicable):** 4000

**Total Funding Requested:** 4000

**Completed - Camera Lens (Active)**

**Describe Plans & Activities Supported (Justification of Need):** IT is regularly asked to photograph the campus in specific low light situations. This lens would allow photography in those situations. Such as commencement and other special events indoors. Such as close-up photos of board members and other staff.

Canon EF 400mm f/2.8L USM Lens \$7,999.00

- Low light Telephoto
- Ideal for Commencement, close-ups of Board Members, President, speakers, etc.
- Very good optics for telephoto.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** Would allow spectacular photography indoors and special events.

**Type of Request:** MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information,

# PIE - Administrative Services: IT - Enterprise Application Systems

communication and social media.

**Planning Unit Priority:** Medium

**One-Time Funding Requested (if applicable):** 8000

**Total Funding Requested:** 8000

**Request - Full Funding Requested -** Cloud computing services for OnBase (Active)

**Describe Plans & Activities Supported (Justification of Need):** As the landscape of how we work has changed, the need for OnBase has drastically increased. With limited support (no dedicated system administrator) for an on-premise enterprise content management (ECM) system, we do not have the necessary resources to properly maintain the system as well as keep up with storage needs. By moving to the cloud, we could shift hardware maintenance and installations, data center costs and backups, server software and installation, disaster recovery, and IT staff training to OnBase support teams, in collaboration with our internal support.

**Lead:** Monica Cantu-Chan

**What would success look like and how would you measure it?:** Full ECM in the cloud, performance optimization including load - balanced application and web servers, centralized server management and upgrades, business continuity, greater performance and availability.

**Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 80000

**Total Funding Requested:** 80,000

## Map to Goals and College Themes

Old College Goals 2018

**G1 -** Expand and support innovation in teaching, learning, support, and management within the College.

## Unit Goal Description: Staffing

Maintain adequate staffing levels.

**Status:** Active

**Goal Year(s):** 2020-21, 2021-22

**Goal Entered:** 05/28/2021

## Resources Needed

**Request - Full Funding Requested -** Web Programmer (Active)

**Describe Plans & Activities Supported (Justification of Need):** Multiple service areas, including Credit and Noncredit, are requesting real-time dynamic webpages that pull data from multiple sources to provide viewers with a rich and updated experience. Construction of these pages is not trivial and requires advanced knowledge to manipulate Application Programming Interfaces (APIs). A Web programmer is needed to create these connections and pull in the data. Once the connections are made this same programmer is expected to maintain the Web services and add new features.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** The new dynamic pages are created and connected with interesting real-time data. The IT Web Team has staff to maintain and expand the functionality.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 140000

**Total Funding Requested:** 140000

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## **Request - Full Funding Requested - Quality Assurance Analyst (Active)**

**Describe Plans & Activities Supported (Justification of Need):** A Quality Assurance Analyst is needed to perform testing and validate IT has developed a quality product and is ready to be placed in production. The QA Analyst is needed to ensure all development/configuration is tested for problems, documenting any issues and ensuring errors are corrected. They are a crucial component to any software development process.

This person would be responsible for the following tasks:

- + Reviewing requirements specifications and other technical documents to provide timely and meaningful feedback.
- + Create detailed, comprehensive, and well-structured test plans and test cases.
- + Estimate, prioritize, plan, and coordinate testing activities.
- + Design, implement, and execute automation scripts.
- + Identify, log, and track bugs; identify risks.
- + Perform thorough regression testing.
- + Remain up-to-date with new testing tools and test strategies.

**Lead:** Monica Cantu-Chan, Antonio Bangloy

**What would success look like and how would you measure it?:** Decrease in production related support as deliverables are tested and vulnerabilities are documented and corrected prior to being released to the campus user.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 140000

**Total Funding Requested:** 140000

## **Request - Full Funding Requested - Business Analyst (HR) (Active)**

**Describe Plans & Activities Supported (Justification of Need):** Support Human Resources (HR) with the use and implementation of systems, applications and special projects. Currently, Human Resource project support is split amongst 2 BAs, who primarily support other areas. There is a need to have a resource assigned to Human Resources as there are legal, federal, and state laws that are critical to their work; therefore, we have a need to develop an IT subject matter expert that can provide guidance and support to HR.

**Lead:** Monica Cantu-Chan

**What would success look like and how would you measure it?:** Collaboration between IT and HR to ensure projects are completed in a timely manner and within budget; including an established timeline, project support team, and documentation.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 120000

**Total Funding Requested:** 120000

**Request - Full Funding Requested - A Project /Program Specialist is needed to ensure webpages and online documents are compliant with the refreshed accessibility regulations of the Office of Civil Rights. (Active)**

**Describe Plans & Activities Supported (Justification of Need):** This person would be responsible for the following tasks:

- + Perform scans of the website and online documents
- + Identify non-compliant pages and documents
- + Fix non-compliant pages and documents and/or coordinate fixes with document owners and the Web Team
- + Create compliant pages and documents for campus departments and programs
- + Format and post messaging to the digital signage around campus
- + Assist faculty and campus departments with web accessibility training, and content.

The knowledge and skill to make the thousands of pages that make up the Mt. SAC website accessible is not within the scope of duties or skill sets of most college employees. These are the duties and skills of web designer and developer professionals. The solution, then, is for a campus-wide commitment to developing a Web Team staffed by professionals



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who can serve the campus community and, most importantly, the students, to ensure visitors to the website not only have a well-designed, easy to navigate website but one that is also accessible to all people regardless of ability.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** The large number of non-compliant pages and documents would diminish and new documents and pages would be posted without error. Mt. SAC will be able to achieve our certificate of accessibility compliance by passing the automated scans by the end of the 2020 calendar year.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 82000

**Total Funding Requested:** 82000

**Request - Full Funding Requested** - Junior Programmer is needed for critical State/Federal reporting and operations. (Active)

**Describe Plans & Activities Supported (Justification of Need):** The position would be responsible for the following tasks:

1. All MIS reporting activities
2. State compensation report
3. Merging Duplicate PIDM)
4. State/Federal report mandates

Justification of Need:

During the last few years, there have been many new state initiatives and programs created for California community colleges in support of increasing student access, student diversity, student success, and student skills readiness to enter the workforce. For example, Promise-Plus, Rising Stars, DREAMS, AB 540, AB 705, AB 30, to name just a few.

Since Mt. SAC has received funding for these new programs, we are required to report data about these programs to the Chancellor's Office in our quarterly and/or annual MIS report. Currently, the task of reporting MIS data is divided among 6-7 programmers each of whom also supports many Banner and other applications. Therefore, as changes in MIS become more frequent and more data need to be collected, validated, and reported, it is becoming a big challenge to monitor the changes and coordinate with the appropriate functional units to collect and report the data accurately. Having this position would help, as the person will be a single point of contact for the business units and be dedicated to perform the required tasks.

Having this position would also provide additional resource much needed by the team to accommodate the college's needs.

First, with the significant growth of the dual enrollment (DE) and noncredit students, our team typically needs to submit MIS and roll grades at least twice each term: one at the end of the regular term and another one for resubmission to report the data for dual enrollment classes as these classes are typically extended to the next term (i.e, Winter DE classes end in May instead of February).

Second, because our students are generally not required to provide social security number (SSN) and many are not required to have a residence address (homeless students), if students mis-spell their name or the administrative staff are not careful, it's prone to create duplicate student records in the Banner system. This problem would affect MIS submission and other federal and state mandated reports. In addition, it also affects many integrated systems. Merging duplicate records requires a great deal of analysis and consumes a lot of time of one of our senior programmers, taking away her time in supporting other areas of her main responsibilities. Therefore, we would like to have a person in this new position to do this task.

Last, but not least, there has been an increasing number of requests from outside organizations requesting the college to provide student data for their research purposes. Having a person in this position to handle those requests would be more efficient and allow the programmers to focus on their primary responsibilities.

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**Lead:** Chuong Tran

**What would success look like and how would you measure it?:** 1. Will be able to keep track of MIS and other federal and state mandated reports' new requirements and coordinate with the functional units to collect, validate, and report the required data in an accurate and timely manner.

2. Will be able to have more accurate students and employees data by merging duplicate records in a timely manner.

3. Will be able to respond to external organizations' data request in a timely manner.

4. Will enable other programmers to perform their main responsibilities.

5. Will achieve better efficiency and results.

6. Will achieve better customer satisfaction.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 0

**On-Going Funding Requested (if applicable):** 130000

**Total Funding Requested:** 130000

**Request - Full Funding Requested - Project Coordinator (Active)**

**Describe Plans & Activities Supported (Justification of Need):** The Project Coordinator is needed to assist the Project Implementation team in planning, prioritization, executing, and finalizing campus projects according to deadlines and within budget. This includes working with upper management and stakeholders to properly define project scope, timeline, resources, and deliverables. The Project Coordinator will also work with third-party contractors or consultants to develop full scale project plans and associated communication documents. The Project Coordinator will also define the project's objectives and oversee quality control throughout its life cycle.

**Lead:** Monica Cantu-Chan

**What would success look like and how would you measure it?:** Monica to complete

**Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

**Planning Unit Priority:** High

**Total Funding Requested:** 0

**Request - Full Funding Requested - DevOps Manager (Active)**

**Lead:** Antonio Bangloy

**What would success look like and how would you measure it?:** Antonio to provide

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**Total Funding Requested:** 0

## Map to Goals and College Themes

Old College Goals 2018

**G2** - Ensure fiscal stability and effective use of resources.