



## Information Technology Administration Statistics

### IT Overview: June 2022

#### Accreditation

- ITAC formed sub-groups and responded to Accreditation standard IIC 1-5. Technology Resources.
- The draft response and evidence were submitted to the Accreditation Core Team.

#### Technology Master Plan

- Board item approved on May 11 for a contact with BerryDunn to facilitate the process of developing a new Technology Master Plan.
- Deliverables include creating and analyzing a campus-wide survey on technology needs, facilitating input from all constituents including President's Cabinet, ITAC, and the IT Department via meetings and focus groups, and the final, written Technology Master Plan.

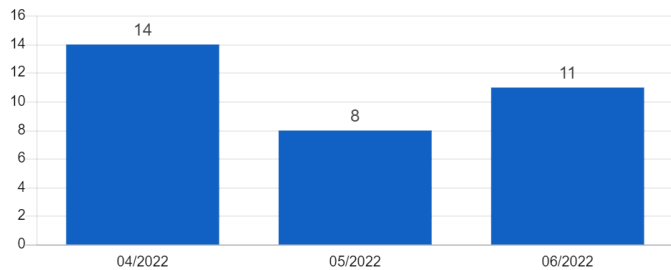
#### Cyber Security Operations Center

- Met with CIS Department on the possibility of creating an opportunity for CIS security students to intern in the IT Department.
- Met with Coast Community College District regarding their Cyber Security Operations Center.

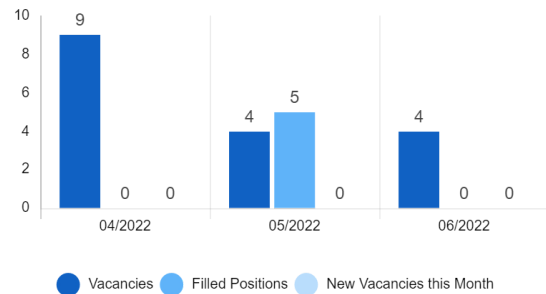
#### TechStats Overview

- Reporting more than 110 data points as monthly statistics for all aspects of IT including infrastructure, web, administration, project management, enterprise systems, and externally hosted systems.

Reported Overtime Hours



Vacancies & Filled Positions



#### Purchases - April

**9**  
Requisitions Entered

**8**  
POs and Change Orders

**24**  
Invoices Approved

**\$8,859.10**  
pCard Expenditures

#### Purchases - May

**1**  
Requisitions Entered

**7**  
POs and Change Orders

**28**  
Invoices Approved

**\$1,169.45**  
pCard Expenditures

#### Purchases - June

**0**  
Requisitions Entered

**2**  
POs and Change Orders

**8**  
Invoices Approved

**\$754.94**  
pCard Expenditures



## Information Technology Infrastructure Statistics

Summary: June 2022

### AWS Use Adoption

- Increased storage use for expanding backups in AWS Storage Gateway, Simple Storage Service, and AWS Backup.
- Used EC2 instance and Simple Mail Service to host phishing platform.
- AWS costs anticipated operational expense from \$1,151.59 to forecasted \$1,362.94.

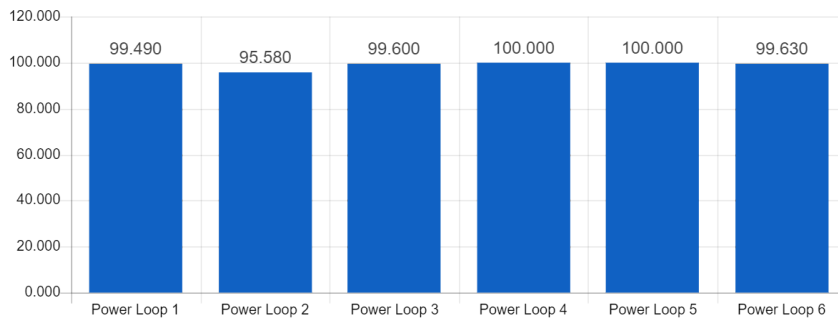
### Microsoft Security A5 Subscription

- Upgraded from Office 365 A3 to Microsoft Security A5 licensing. Includes Microsoft Defender, Advanced Threat Analytics, and other enhancements to better protect the College.

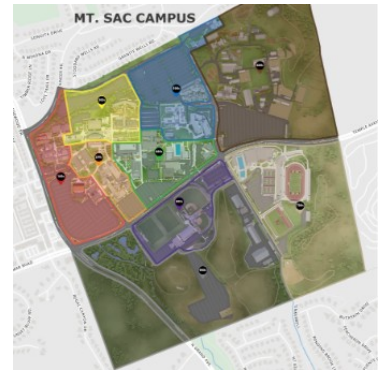
### Information Security

- Awareness training effectiveness are reflected in latest phishing assessment as of May 12, 2022. Participants completing the training performed well compared to their untrained counterparts.

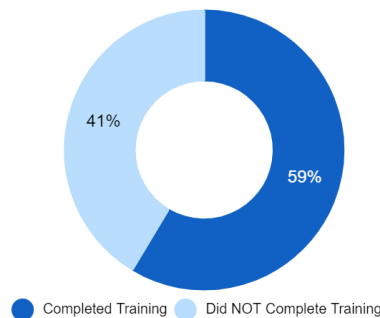
### Network Availability



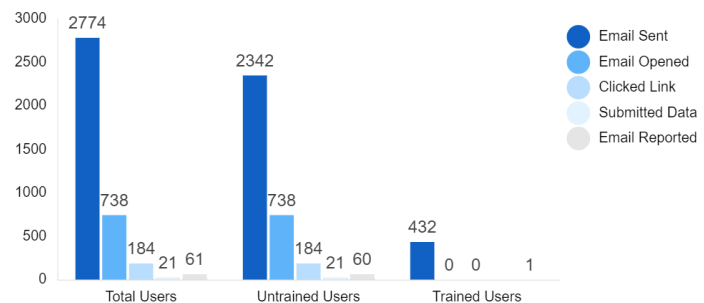
Power Loop Map



Infosec Training: 738 Users assigned as of 5/10/22



Email Phishing Campaign 5/10/22 Statistics



### Phone System

APRIL	MAY
<b>38,576</b>	<b>43,879</b>
# inbound calls	# inbound calls
<b>23,146</b>	<b>23,856</b>
# outbound Calls	# outbound Calls
<b>100%</b>	<b>100%</b>
Phone System Availability/Uptime	Phone System Availability/Uptime

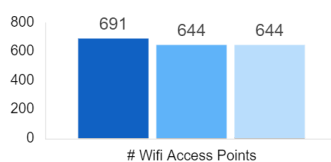
JUNE
# inbound calls
# outbound Calls
Phone System Availability/Uptime

### Zoom

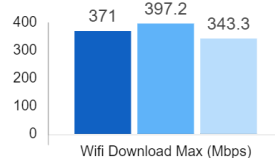
APRIL	MAY	JUNE
<b>1191</b>	<b>1208</b>	<b>1135</b>
Zoom Active Users	Zoom Active Users	Zoom Active Users
<b>14951</b>	<b>14742</b>	<b>11058</b>
Zoom Meetings	Zoom Meetings	Zoom Meetings
<b>55.34</b>	<b>56.59</b>	<b>57.24</b>
Zoom Storage Used (TB)	Zoom Storage Used (TB)	Zoom Storage Used (TB)
	<b>29320</b>	<b>10533</b>
	Zoom Meeting Mins	Zoom Meeting Mins

### WIFI Metrics

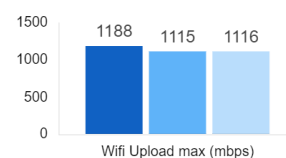
Number of WIFI Access Points



WIFI Download Max (Mbps)



WIFI Upload Max (mbps)



04/2022 05/2022 06/2022

04/2022 05/2022 06/2022

04/2022 05/2022 06/2022

Top 10 By User

Top 10	By User - April	By User - May	By User - June
1	Bldg. 26 a,b,c,d	Bldg. 61	qd-742
2	Bldg. 61	Bldg. 26 a,b,c,d	bldg-6
3	Bldg. 6	Bldg. 66	Bldg. 66
4	Bldg. 66	Bldg-60	Bldg. 61
5	Bldg-60	Bldg. 6	Bldg. 26 a,b,c,d
6	bldg-7	bldg-7	Bldg-60
7	Bldg. 67a	Bldg. 67a	qd-758
8	quad 3,4,5,6,7,11,60,61	bldg-13	bldg-7
9	bldg-13	bldg-2t	bldg-13
10	bldg-11	Quad 3, 4, 5, 6, 7, 11, 60, 61	bldg-31

Top 10 By Traffic

Primary	By Traffic - April	By Traffic - May	By Traffic - June
1	Bldg. 23a	Bldg. 23a	Bldg. 23a
2	Bldg. 6	Bldg. 61	Bldg. 61
3	Bldg. 61	Bldg. 6	Bldg. 6
4	Bldg. 26 a,b,c,d	bldg-13	Bldg. 9b
5	Bldg. 60	Bldg. 26 a,b,c,d	Bldg. 26 a,b,c,d
6	Bldg. 13	Bldg-60	Bldg-60
7	Bldg. 9b	Bldg. 66	bldg-13
8	Bldg. 66	Bldg. 9b	bldg-9e
9	Bldg. 7	bldg-7	bldg-66
10	Bldg. 79a	Bldg-78b	bldg-4

Email Traffic Flows

Month/Year	Inbound Email Clean	Inbound Malware Attempts Blocked	Inbound Phishing Attempts Blocked	Inbound Spam Email	Outbound Email Clean
04/2022	1,696,116	793	51,718	74,733	314,642
05/2022	1,825,034	137	65,077	82,799	301,421
06/2022	1,479,648	207	70,367	89,953	232,650

Firewall Statistics

Month/Year	CheckPoint - Attacks prevented against hosts	CheckPoint - Firewall ACL Accept	CheckPoint - Firewall ACL Drop	CheckPoint - IPS Attacks Detected	CheckPoint - VPN Remote Access Tunnels	CheckPoint AntiBot Logs	CheckPoint Antivirus Edge Preventions
04/2022	4,998	104,970,073	19,568,358	40,400	1,011	356	4,700
05/2022	8,794	999,759,045	257,718,363	63,765	1,022	3,712	5,082
06/2022	766	177,000,000	49,801,350	23,100	411	319	969



## Academic Technology & IT Support Dashboard

Summary: June 2022

### Wepa Student Print Management System Update

- IT working on gathering pre-implementation data.
- IT performing site visit where Wepa print stations will be located.
- IT working with Purchasing on contract.
- IT had a conversation with Marketing on branding for Wepa print stations.

### IT Accreditation Support Update

- IT worked with Lianne and Patty on "How to guide" for saving accreditation evidence.
- IT investigating how accreditation evidence will run from USB drive without internet access.

### Windows 11 and Office 2021 Update

- IT is proactively testing Windows 11 and Office 2021 with software used in departments, classrooms, and labs.

### IT Resources

[Mt. San Antonio College Help Desk Portal](#)

[Mt. San Antonio College Information Technology Website](#)

### Top Requests - May 2022

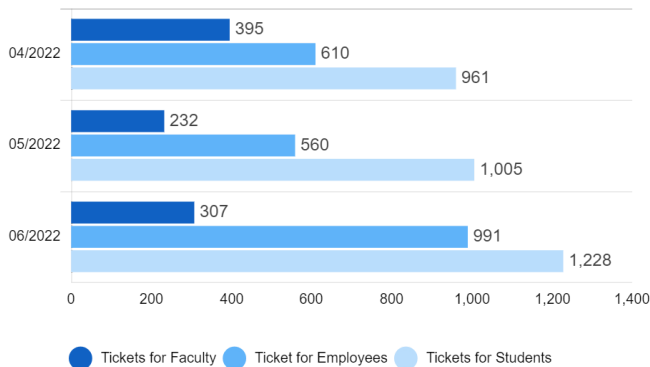
Top Faculty Request  
**Password Reset**  
Top Employee Request  
**Password Reset**  
Top Student Request  
**Student Password Reset**  
Top Requesting Department  
**Adult Basic Education**

### Top Requests - June 2022

Top Faculty Request  
**Password Reset**  
Top Employee Request  
**Computer Support**  
Top Student Request  
**Student Password Reset**  
Top Requesting Department  
**Adult Basic Education**

### Support Services

#### Ticket Intake by Group



#### May 2022

Average Resolve Time (All) **10:17**

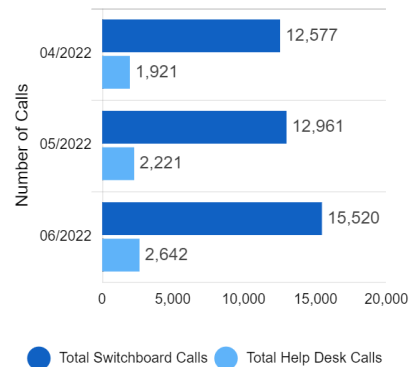
Average Resolve Time (Help Desk) **02:04**

#### June 2022

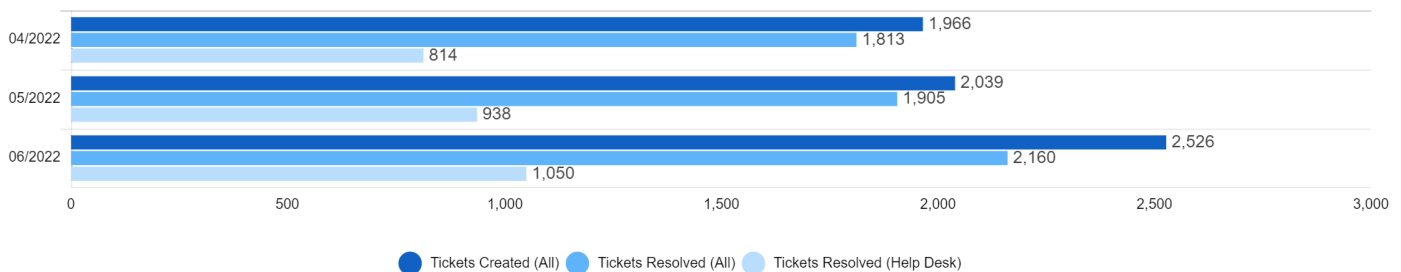
Average Resolve Time (All) **4:35**

Average Resolve Time (Help Desk) **0:45**

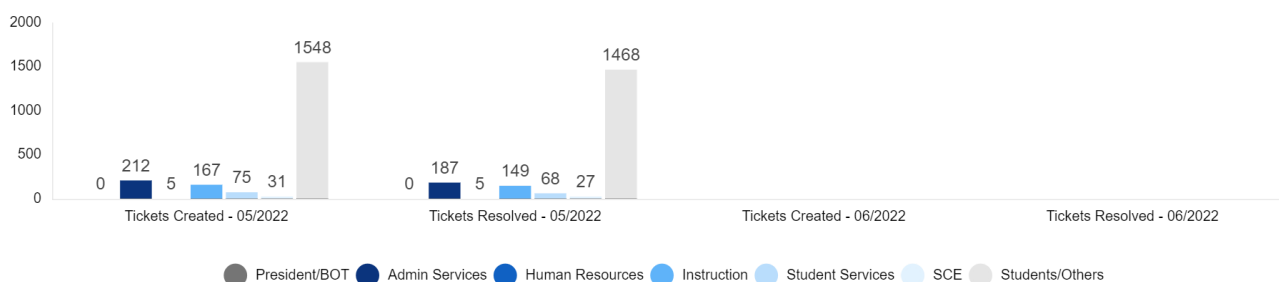
#### Incoming Phone Calls



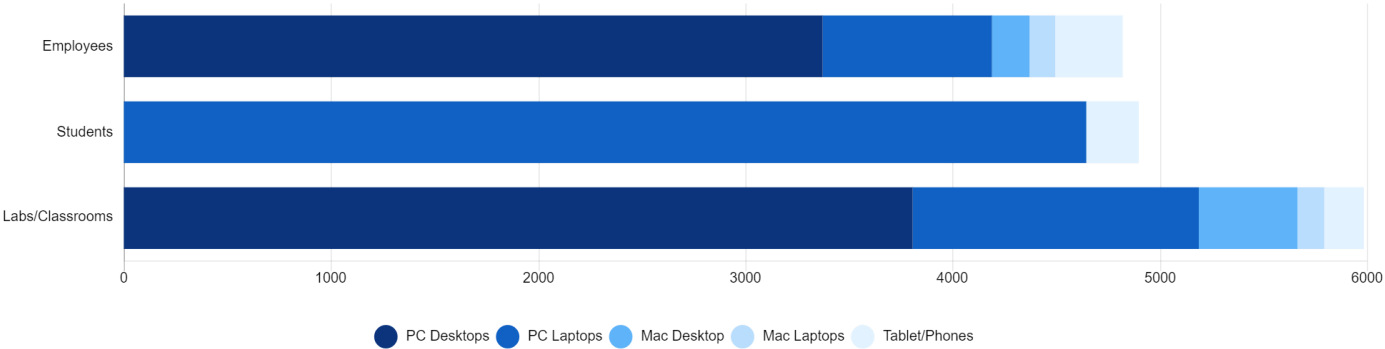
#### Ticket Intake and Resolution



#### Ticket Intake and Resolution by Team



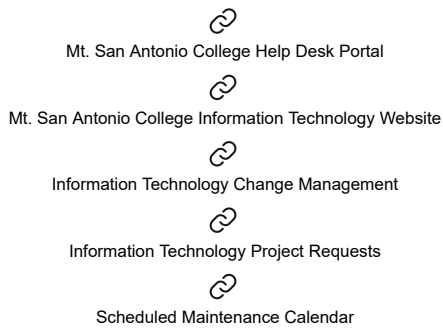
Equipment - June 2022



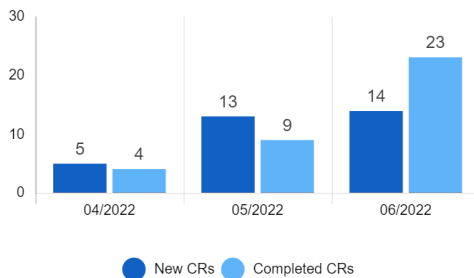


## Project Management & Application Development Support

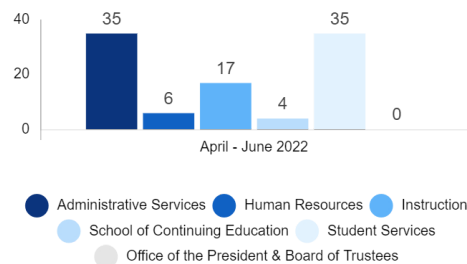
### IT Resources



### Change Management: April - June 2022



### Completed Projects by Division: April - June 2022



### Training - Microsoft Outlook Series

The second video in the Outlook Tips series was released in March 2022. The video walks end user through Archiving. Topics covered are what is archiving, what are the benefits, and how to locate archived items.



#### Microsoft Outlook Tips 2

Mt. San Antonio College

04:39

### Summary June 2022

#### Completed Projects

##### Freshservice (Phase 1)

- The Freshservice help desk and related support services is live as of February 28, 2022. This project was completed within the 16 week contractual period and remained on budget. This project included a collaboration between IT, AV, and FCLT.

##### Dual Enrollment

- Went live with the new Dual Enrollment application process on Monday, 5/9. This process includes some new questions on the supplemental data of the student CCCApply application. These additional questions allow us to determine whether a student is applying as a special admit, and if so, whether the student is a non CCAP, CCAP, or regular special admit. Depending on the type of the student, an appropriate cohort and a hold code are assigned. The Dual Enrollment office will then run a process to clear the student's hold when all the requirements are met, and assign CRNs that the student can register.

##### HEERF Reporting

- Created a report for the Financial Aid office that listed students enrolled in 2021 calendar year and their enrollment levels for all 4 terms during the year, their full-time/part-time status, whether they continued, graduated, or no longer attending classes as of the last term of the year, and whether they received Pell grant or eligible for Title IV during the year. Subsequently, we also assist the Financial Aid and Fiscal Services team with identifying discrepancy in the institutional HEERF portion that was awarded to students from the financial aid process.

##### MIS Reporting

- Winter 2022 MIS was successfully submitted: report of student enrollments and their student types as well as their participations in various special and categorical programs.

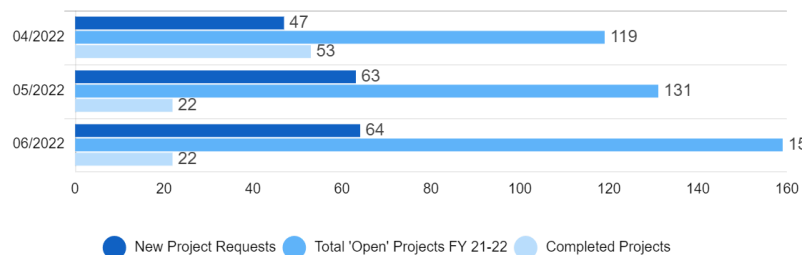
##### Students of Distinction 2021-22

- IT assisted the the Student Life Office for sending various communications to students, faculty, and staff regarding the nomination, submitting required documents, decision letters. We also assist with uploading transcripts of eligible students for committee review, and compile reports of committee members scoring of eligible students, and committee members' final selections for the awards.

#### Upcoming Projects

- Freshservice (Phase II) - Project Management, Change Management, and Asset Management
- Ethos Integration
- Self Service Banner 9
- EAB Navigate One-Click Registration
- Accreditation

### Project Intake Metrics



### Retrieve by Softdocs

The following **NEW** employee forms are now available for campus use:

- [Banner - Finance Account Request](#)
- [Banner - HR/Payroll Account Request](#)
- [Banner - Student and FA Account Request](#)

Forms in development:

- Commencement Ceremony Registration
- Fire/Paramedic Program Applications
- Accreditation Applications
- Fiscal Services Budget Forms

### IT Scheduled Maintenance

The Scheduled Maintenance website and calendar are updated with planned outages for March through June 2022.

Upcoming upgrades include:

- Security patches
- Firmware upgrades
- Banner Quarterly Release Upgrades
- Database Upgrades
- Ethos API Upgrades
- OnBase EP4 Upgrade

### Planning for Institutional Effectiveness (PIE)

The Nuventive Improvement platform user interface upgrade has been completed. As part of this upgrade, there were several enhancements to the UI to allow the PIE process which includes:

- Dashboard tracker which provides analysis of progress for each unit PIE summary.
- Inclusion of the Project Initiation Form (managed by Facilities)
- EZ Calculator for salary/benefit staffing projections
- Top IT Items price list for equipment requests



## Information Technology Enterprise Applications Statistics

### IT Resources

- Scheduled Maintenance Calendar
- Banner Finance Request Form
- Banner HR/Payroll Request Form
- Banner Student and Financial Aid Request Form

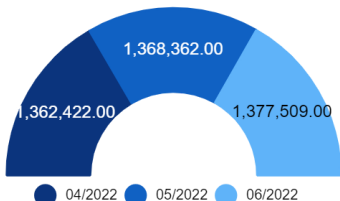
### Summary: June 2022

- Cleared4 - Drops for Non-compliance with vaccine requirement
  - 2/12/2022 : 486
  - 2/17/2022 : 167
  - 2/25/2022 : 73
  - 3/3/2022 : 121
- The first quarter of 2022 included in-person and virtual conference options. Conferences attended:
  - CISOA 2022 (in person) - March 20-23, 2022 at Ontario Convention Center in Ontario, CA
  - Ellucian Live (in-person/online) – April 9-13, 2022 at Denver Convention Center in Denver, CO
  - Omni CMS conference (online) – March 14-16, 2022

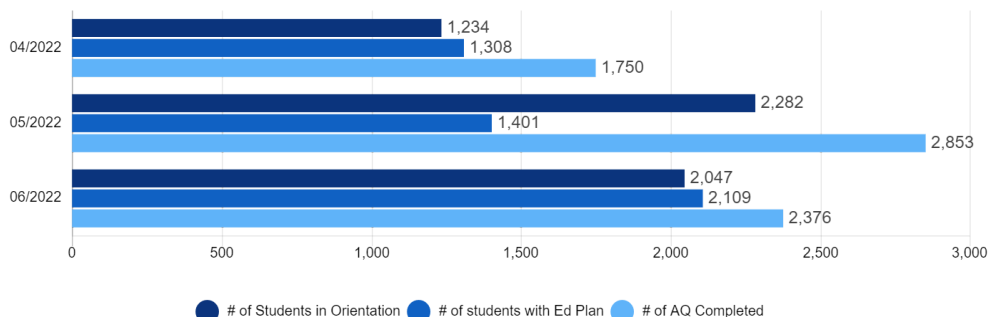
### Enterprise Applications

Banner (Admin Pages & SSB) Uptime	98.19%
Banner Database Uptime	98.19%
ODS Uptime	100.00%
AUTOMIC Uptime	100.00%
DegreeWorks Uptime	98.19%
Ethos Identity (SSO)	100.00%

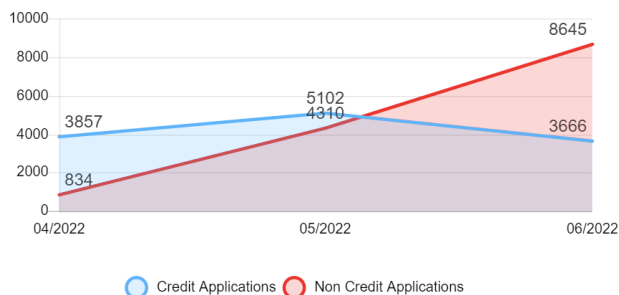
### Active Student Count



### Assessment Questionnaire Statistics



### Credit and Non-Credit Applications



### Credit/Non-Credit Registration Statistics

Month/Year	Credit Registration	Non-Credit Registration	CVC/OEI Registration
04/2022	1184	5681	6
05/2022	22752	5858	0
06/2022	10418	50307	4



## Information Technology Web & Portal Statistics

### IT Resources

- Request a Portal Announcement
- Accessibility Help Request
- Mt. SAC Portal
- Canvas

### Summary: June 2022

- Mt. SAC Portal, Canvas, and Website uptime have been consistent.
- We made substantial progress fixing PDF documents. There are just over 2,500 PDFs remaining, down from over 3,000 in May.
- Ocelot has been selected as our chatbot vendor. Our Financial Aid (FA) pages will be the first to offer the new *Ask Mt. SAC* automated chatbot features. If the FA pilot is successful, other departments and programs will follow.
- Ellucian Experience has been chosen to be our new portal vender, pending Board approval.
- Chosen names now appear wherever first names are displayed in SARS.

### PDFs Stats Report

Month/Year	PDFs to Fix
02/2022	3,198
03/2022	3,155
04/2022	3,137
05/2022	3,122
06/2022	2,540

### System Uptime - April

**100%**

Portal Uptime

**99.99%**

Canvas Uptime

**99.99%**

Website Uptime

### System Uptime - May

**100%**

Portal Uptime

**99.94%**

Canvas Uptime

**100.00%**

Website Uptime

### System Uptime - June

**100%**

Portal Uptime

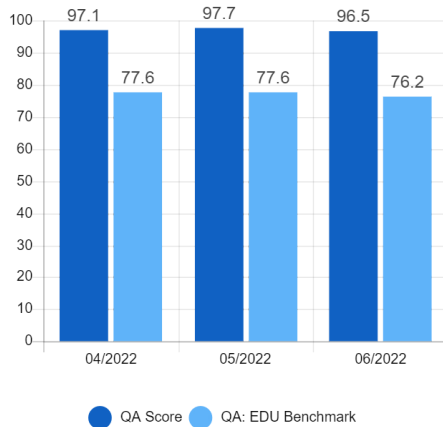
**99.99%**

Canvas Uptime

**100%**

Website Uptime

### Accessibility Scores



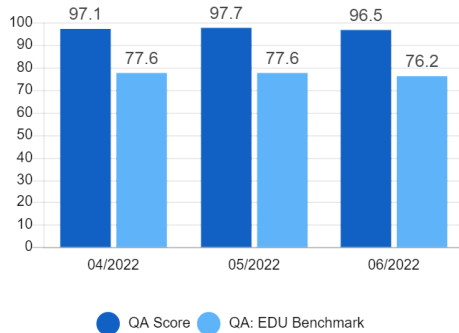
### Top 10 Pages Report

Score	Mar - 2022	April -2022	May - 2022	June - 2022
1	Home	Home	Home	Home
2	Portal	Portal	Portal	Portal
3	Students	Mt. SAC Online	CE Summer Classes	Students
4	Campus Map	Students	Mt. SAC Online	Schedule of Classes
5	Schedule of Classes	Library	Students	Navigate
6	Library	Canvas	Schedule of Classes	CE Summer Classes
7	Navigate	Apply Now	Library	Mt. SAC Online
8	Mt. SAC Online	Navigate	Schedule of Classes - Summer	Apply Now
9	Apply Now	Schedule of Classes	Apply Now	Library
10	Canvas	Schedule of Classes   Summer	Class Search	Class Search

### Website Visits Report

Month/Year	Web Visits	Unique Visitors	Returning Visitors	Page Views	Average Response Time
03/2022	648,212	284,119	46,108	1,527,319	434 ms
04/2022	548,416	260,387	41,983	1,309,536	633 ms
05/2022	619,029	301,449	46,346	1,547,710	508 ms
06/2022	622,534	304,498	44,501	1,598,473	477 ms

### QA Score (%)



### DeviceType

