Email Project
- Winter 2016 – Established an email task force made up of faculty, classified staff, and management. The objective of the task force is to execute a trial of G Suite and Office 365 for a three-month period to determine if either system would better meet the needs of the college.
- Task force established a weighted list of criteria and will be evaluating using that rubric.
- The email task force member ship will conclude in April 2017 upon completion of a formal recommendation.

Help Desk Software
- Began trial for Heat Service Management (selected vendor from round 3)
- Configuration of Mt SAC trial to be completed in December
- Tech review and testing is anticipated in January 2017. Expectation is to run parallel to SCSM for 2 weeks to determine if the system will meet the needs of Mt SAC users and IT staff.
- Winter 2017 – Evaluation of second trial did not result in the selection of a software. A third round of demos was completed to evaluate 4 different software options. A selection was made and we began a 90 day trial in January. Configuration was completed in January/February and the software was presented to the IT support staff for a 2 week test phase in March.

Budgeting Software for Fiscal Services
- Completed demos with Questica (12/1/2016) and XLerant (12/5/16). Fiscal would like to regroup with their staff to analyze features of both platforms. Also, they have requested we coordinate reference calls with other Banner schools and a possible demo of their configured system.
- Arranging demos with Global Software Inc.to look at their Budget Accelerator product, and MSXGroup to look at their budgeting software and reporting products.
- Winter 2106 - Additional vendor demonstration was requested by Fiscal Services, which is in the process of being scheduled.

Records Retention Schedule Project
- Summer 2016 – Began Phase I, which included a physical inventory of records generated and held by Student Services and Facilities and Construction Services. A classification taxonomy was developed and delivered to the departments for validation. The college received a regulatory research report containing all the state, federal, and agency related regulations that adhere to documents discovered during Phase I.
- Winter 2017 – Began Phase II, which included a physical inventory of records generated and held by Administrative Services, Human Resources, Instruction, and the President's Office. Due to the timing of the consultant visit and start of the Spring semester, we are still in the process of interviewing and documenting records within Instruction.

Computer Replacement
- Windows 7 End-of-Support is Jan 2020 – Have been installing Windows 10 most of this year
- About 200 Academic computers being replaced over Winter Session – Completed except for 1 lab – Waiting on updated software
- Student Services About 50 systems being replaced – Regan Room, Career Transfer/Job Placement – Completed

WiFi Expansion
- Completed Interior upgrades from HP to new Aruba equipment in buildings - 4, 6, & 10
- Completed New Exterior installations on listed buildings 1A, 2M, 2T, 3, 6, 9B, 27A, 28A, 69, the Baseball Field and the Softball Field
- Planning Interior & Exterior for Community Ed Buildings and Courtyard

Two Factor Authentication (2FA)
- Two Factor Authentication adds a second layer of protection that mitigates vulnerabilities related to traditional username and passwords. IT's data security plan includes adding this requirement to systems that contain and store sensitive information.
- Winter 2016 – Still waiting for SSO components to be finalized before 2FA project can start. Ordering 100 licenses with Duo for departmental testing.
- Spring 2017 – SSO components can now support 2FA. Testing to be scheduled soon.

Upgrade Fiber Channel Switches
- This is the long term solution to upgrade the high speed interface to integrate the College's storage area network (SAN) into the other campus systems.
- Fall 2016 – Bid completed and hardware purchased. Awaiting shipment of hardware. Planning upgrade method and schedule.
- Winter 2016 – Completion by end of year. Proof of concept as part of the purchase agreement appears successful. Will move forward with final phase of purchase and acquisition of hardware after existing hardware is 100% decommissioned.
- Spring 2017 – Complete

Implement centralized logging and event correlation
- New open source software exists for this solution. Will require testing and research.
- Winter 2016 – 7 network sensors installed. 2 replacements/upgrades planned. 8 additional new sensor deployments planned. Centralized logging and correlation component changes (preview Siemonster v2)
- Spring 2017 – Complete.
- Will have ongoing expansion as needed.
- Participating in test with CCC Tech Center with their statewide monitoring system with Splunk.

Implement CIS Top 20 Security Controls
- Winter 2016 – Attended ITAC on November 6 to discuss need to update AP3270 and BP3270. Updated policies will provide framework for CIS CSC Top 20 Controls. Topic was well received by committee members.
- Spring 2017 – Tentative invite to ITAC in April.

Review Datacenter Operations
- Hardware failure on 12/24/16 led to datacenter overheating, with eventual power loss on 12/25/16.
- Transfer switch failed – received help and service from Maintenance.
- 20 year old environmental sensor used by IT still provides reliable notification. Working with Facilities to add new sensors to this system to monitor power.
- Will review datacenter power and environmentals with Maintenance.
- Wish list includes more functional monitoring points, out of band communications, UPS monitoring, transfer switch monitoring, generator monitoring, and emergency shutdown software.

HP Xenpack module replacement
- Product is reaching end of life (EOL). Despite lifetime warranty from HP, replacements are becoming scarce as failure rates increase. We currently have equipment with 56 of these modules on campus.
- Completed bid process 3/9/17 for replacing Xenpack modules. Going to board for approval this March.

Enterprise Application Systems

03/14/2017
Bob Hughes**,** Director, Enterprise Application Systems
Antonio Bangloy, Manager, Application Support and Development
Eric Turner, Manager, Web and Portal Services

Recent System Enhancements:

The Mt. SAC Portal was upgraded to version 5.3 the first week of January. The portal is now fully responsive and easy to use on mobile devices. The upgrade was far more challenging than anticipated. We originally planned on having service restored the morning of January 3, but full availability didn't occur until the afternoon of January 4. We also encountered performance issues the first two days of Spring semester. Ellucian support was of little help in resolving the issues. Both situations were resolved internally by tuning and adding additional resources to the servers supporting the software. Lessons were learned to avoid outages in the future.

The Mountie Academic Plan (MAP) has been in production since January with the new 'Plans' functionality. The new plans include the ability to store multiple academic plans for a student, the ability to place notes on multiple components of the plans, and improved navigation for counselors and students. The new Plans functionality will also integrate with Banner 9, where a student's registration "cart" can be pre-populated with courses from their academic plan. The counseling staff was instrumental in the successful rollout of the new plans due to dedicated testing and training last fall.

The Radiologic Technology Application has been placed into production. Like the Associate Degree in Nursing application, students can complete the application and submit the required supplemental information online for this highly-impacted program. The staff in Rad Tech have already reported an increase in the number of applications received compared to when the application was only available in paper form.   The application is available at http://www.mtsac.edu/radiologic/radiology/ (click the 'Program' dropdown menu).

Past Due Holds are now configured in Banner to rely on student attributes for preventing registration activity in only credit classes. Students with Past Due holds are now able to register into non-credit classes, including non-credit labs that may be required for successful completion of credit courses.

The Canvas Distance Learning Platform has been extended to provide course shells for all classes offered in Banner as of Spring 2017. Faculty who are not teaching online courses can use Canvas for grade books, posting course materials, discussions, etc. In order to include the CRN in the name of the course (a requirement for faculty teaching multiple sections of the same course), IT moved to an automated file upload process that sends course registration activity to Canvas every 6 hours. We encountered issues in the receiving and processing for files by Instructure during the first week of the semester. A batch update of all class rosters was initiated and completed last week, and the automated process of updating canvas has been resolved. IT staff has been working with faculty on reconciling any remaining issues with class rosters.

The ARGOS reporting system has been upgraded to the latest version. The new version contains an enhanced user interface.

Document Imaging in Fiscal Services is currently being phased in. Staff is testing and developing procedures to scan and process purchasing files and other supporting documentation using the OnBase document imaging system.

A new Campus Directory has been rolled out to the campus community, with presentations to Cabinet, the Division Administrators, Associated Student Services, ITAC and at Faculty Flex Day. IT staff has worked to create integrations with Banner. See www.mtsac.edu/webdesign/pdf/campus-directory.pdf

Employee Profiles have also been rolled out in conjunction with the campus directory. See www.mtsac.edu/webdesign/pdf/employee-profiles.pdf. A page was created in employee self-service to provide the ability for faculty and staff to update their directory information, securely edit their profiles for the web, and choose whether or not to activate their profile page.

Ask Joe Mountie – a new contextualized search engine is being developed for the website. It was recently demonstrated at a Student Services Managers meeting to applause. The tool will provide the ability for students to ask a question, such as "How do I register for classes?" and receive an appropriate response. A catalog of typical questions and responses is being developed to provide a foundation for the contextual search engine.

A Banner Security Review is currently underway. A consultant from Ellucian met via WebEx with IT staff last week, and WebEx sessions are being conducted with each functional area this month. The end result would be a security configuration in Banner that is clean, auditable and easier to maintain.

Staff Development and Training:

Pattie Duffy started as the new Business Analyst for Fiscal Services and the President's Office in January. She is working closely with staff in the document imaging rollout in Fiscal Services.

Researchers were provided with a week of training in Structured Query Language via Evisions February 14 – 16.

JAVA training: Mary Johnson (retired CIS instructor) has been conducting classes on JAVA for 10 IT staff members twice a week. This training will be critical for our Banner 9 implementation.

Evelyn Ojeda attended the Qualtrics Insight Summit 2/28 – 3/3 and completed the Qualtrics Insight Professional Bronze certification.

Upcoming:

Ellucian DegreeWorks Forum 3/17 – 3/19: Chuong Tran will be representing Mt. SAC at this conference.

Ellucian Live 3/19 – 3/22: Three team members from Enterprise Application Systems (EAS) will be attending this conference.

CISOA/3CBG Conference 3/26 – 3/29: Seven team members from Enterprise Application Systems will be attending this conference. A presentation entitled **"Tales from the Field: Moving from Paper and Pencil Program Application to an Online System"** will be given highlighting the collaboration between the Bridge Program and Enterprise Application Systems in the development of an APEX system to support the Bridge Program.

CalWORKs Institute Workshop 3/29 – Beverly Heasley will be co-presenting a session demonstrating the APEX application that was used to support the CalWORKs program at Mt. SAC.

OnBase System Administration Training 4/3 – 4/7 – Pattie Duffy (Business Analyst) will be attending this training. Chris Riley (Database Administrator) will be attending the training on-line.

OmniUpdate User Training Conference 4/2 – 4/6: Six team members from the Web and Portal team will be attending this conference.

Open CCCApply and eTranscript CA Workshop 4/12-4/13: Two team members will be attending this workshop