

IT Overview

July 2017

Dale Vickers, Acting Chief Technology Officer

Email Replacement Project:

- Dale communicated with the email task force, thanked them for their participation and presented the results of Monica's research re to actual cost of each choice.
 - The task force members were very pragmatic and understood that the vast difference made the choice clear. Office 365 will be our primary email and calendaring tool.
 - IT is now exploring vendors to assist with the transition.

FlexDay / Training:

- IT participating in FlexDay with Three Approved Presentations
 - Online Profiles presented by Eric Turner
 - Mt. SAC now offers "mini" webpages for faculty and staff to use as online profiles. If you have a biographical paragraph and a picture, you can create a profile in two easy steps. Profiles allow Mt. SAC to showcase its faculty and allow students to get to know their instructors, even before the first day of class. Come learn best practice examples and how to create your own profile in just minutes by filling in the blanks of a template form.
 - Defending Your Digital Identity in Modern Times presented by Chris Schroeder
 - Defending and safeguarding your digital identity is critical in the modern world. Learn how to spike your chariot to protect yourself from phishing scams, identity theft, malware, and other nefarious online activities that impact our daily lives. Gain valuable insight on how to monitor and protect your digital self.
 - Understanding the Online Student Course Evaluation Process presented by Chuong Tran
 - This workshop is intended to demonstrate how a faculty member can activate a student course evaluation in the portal, designate who will be the receiver of the results (department chair, etc.) , and modify the opening period of the course evaluation after it is active (i.e., inactivating it or changing the dates). In addition, we'll discuss what faculty and students should expect to see after a course evaluation is activated; when and how faculty and/or a department chair can obtain the results of a course evaluation; what the faculty contract says about course evaluations; and how to get support for questions and technical issues regarding course evaluations. Finally, we will have a questions and answers section for the audience.
- Banner 9 Training
 - Banner 9 Sneak Peak
 - IT's trainer, Evelyn Ojeda, and IT programming staff offered a sneak peak of Banner 9 to various campus departments.
 - Demonstrations of Banner 9 will be offered as soon as the TEST environment is ready.

Academic Technology Security & Infrastructure

July 2017

Ron Bean, Assistant Director Academic Technology

Chris Schroeder, Assistant Director Infrastructure & Data Security

Construction:

- Business Technology Center
 - All cables pulled and punched in Building B.
 - All network equipment has been received at the warehouse. Installation to begin as soon as electrical is run to BDF. Probably early next week.
 - Computer, printers and other peripherals goes the Board in August. SEHI was the successful bidder.
 - Computer installation can begin as soon as furniture is installed.
- Natural Science's Laboratory Move
 - NS Lab dismantled as of 7/12. Computers stored in IDF's in Building 11.
 - Installation of computers should happen on 8/23. This is the expected completion date of the remodel to the STEM center.

Partner Projects:

- Configured OEI Project Blue VM adapters for Test and Production for Experis consultants hired by CCC Tech Center.
 - All Mt. SAC tasks have been completed. OEI Team is installing and configuring the adapters needed for communication between Tech Center and Other Colleges. Expect completion 7/31.
 - Testing of adapters begins in August. First courses offered through OEI exchange will be in spring 2018.
- Nuventive TracDat
 - Completed O365 Sharepoint integration with Nuventive.
 - Migrated on premise TracDat to Azure Software as a Services (SaaS) in Nuventive's tenant account.

Security:

- Implement Centralized Logging and Event Correlation
 - Participating in test with CCC Tech Center on their statewide monitoring system with Splunk.
 - Actively participating with CCC Tech Center's Tenable Security Center for vulnerability monitoring.

- Implement CIS Top 20 Security Controls
 - Spring 2017 – tentative invite to ITAC in April.
 - Invited to ITAC for June 5, 2017. Will be starting active policy work with group members assigned from ITAC.

Infrastructure:

- Review Data Center Operations
 - Hardware failure on 12/24/2016 led to overheating, with eventual power loss on 12/25/2016.
 - Wish list includes more functional monitoring points, out of band communications, UPS monitoring, transfer switch monitoring, generator monitoring, and emergency shutdown software.
 - Waiting for feedback on work items.
- HP Xenpack Module Replacement
 - Completed bid process 3/9/2017 and received Board approval.
 - Received shipment of hardware.
 - Installation in progress over summer.
- Ellucian Banner 9 Virtualization Hardware
 - Banner V9 no longer supporting IBM AIX on Power 9 hardware. Ellucian is moving toward multi-tier system on commodity hardware.
 - Received test server from Dell. Will test other server hardware providers such as Lenovo.
- Enterprise SAN Storage
 - Received hardware after successful RFP and purchase.
 - Fiber network wiring being configured for new storage hardware.
- CENIC Internet Bandwidth Upgrade
 - Approved for 10gb circuit. No hard date set on upgrade or if both existing 1gb circuits will be upgraded or just one.
 - Absorbed denial of service (DoS) attack from a connected CENIC customer in education over one hour period. CENIC response to DoS is to increase subscriber bandwidth due to steep costs with DoS filtering appliances.
- Wifi Upgrades
 - Completed exterior access point installations for Buildings 7, 11, 30, 31A, 31B, 32, 35, 36, 38A, 38B, 60, 80.

Enterprise Application Systems

IT Project Management

July 2017

Antonio Bangloy, Interim Director Enterprise Application Systems

Monica Cantu-Chan, Director IT Projects

Chuong Tran, Interim Manager, Application Support and Development

Eric Turner, Manager Web and Portal Services

New Development:

- APEX replaced the Blumen system as a contact management system for the ACES program. ACES program staff is now able to track and provide services to the ACES students.
 - Benefit: Avoids duplicate entry of data for students due to real time integration with BANNER. It also helps the ACES program streamline their business processes.
 - Partners: ACES, part of TRIO Program
- Per new US Department of Education's Cash Management regulations, IT created a program to automatically generate student enrollment records required for reporting. This monthly report is generated by IT and retrieved by BankMobile, our student refund processor.
 - Benefit: This process will allow BankMobile and Mt SAC to comply with Department of Education requirements. In addition, students who are identified in the enrollment file will not be charged any fees for their BankMobile Vibe account.
 - Partners: Fiscal Services, Bursar's Office, BankMobile
- IT modified Banner to send waitlist text notification/SMS along with the standard email notification.
 - Benefit: Able to reach out to students both via EMAIL and TEXT to register for the courses they are waitlisted for before they expired (72 hours) in an effort to increase enrollment.
 - Partners: Instruction, Admission and Records

Integrations:

- Completed the scrambling SSN and addresses information in development databases.
 - Benefits: Help to protect personally identifiable information (PII) in the development environment as we prepare to allow our partner from OEI project to access our databases for testing purposes.
 - Partners: Information Technology, OEI Implementation Team

Reporting:

- Created two reports for Marketing, Failure to Appear and Failure to Return students for spring 2017 and summer 2017.
 - Benefit: Identified potential students that we can use marketing strategies to help increase enrollment.
 - Partners: Marketing

- Completed the generation of the Gainful Employment Programs Information using the new GE Disclosure Template. Please click on individual programs in <http://www.mtsac.edu/gainful-employment/>
 - Benefit: To meet the federal requirement of using the new GE Disclosure Template by July 1, 2017.
 - Partners: Financial Aid

Upgrades:

- OnBase database and clients (4) were upgraded from version 14 to version 16 beginning June 2 through June 4. On Monday, June 5, selected campus users completed testing to identify and correct issues that were a result of the upgrade. Although there were no major issues, A&R did identify an XML issue that was corrected by release 16.0.02.83 and placed in our production environment on June 19.
 - Benefit: OnBase database and clients are up to date, including releases provided to correct bugs/issues.
 - Partners: Financial Aid, Admissions and Records, OnBase User Community
- Completed the build of the first Banner 9 test environment.
 - Benefit: Allows campus users to preview Banner 9. In addition, IT is able to collaborate with department to plan timing, testing, and training of upgrade.
 - Partners: Information Technology
- Installed Hotfix 5.3.0.92 and custom programming on the Portal
 - Benefit: Colored flags are now shown to students to help them know financial aid status and where they are in the process
 - Partners: Financial Aid
- Online Campus Directory Upgrade
 - Benefit: Professional Experts and people with EE class of HR will now be listed in the Online Campus directory as long as they have a phone extension
 - Partners: Human Resources and Payroll

Professional Development:

- Programmers and business analysts attended Power BI training. In addition, two members of the IT department attended the Nuventive users conference.
 - Benefit: Broader understanding of data use by the campus. Attendees participated in workshops to gain a broader understanding of reporting tools used for PIE, strategic planning and outcomes assessments.
 - Partners: Nuventive, Instruction
- General session training and follow-up hand-on training was taught by the Web Team at the OmniUpdate Editor's User Group meeting
 - Benefit: Over 70 Mt. SAC staff members were trained on how to use latest features and customized website snippets
 - Partners: All campus staff who edit the website

Special Projects:

- Email Task Force voting was completed and the final score was calculated using a weighted average. The assigned weight was predetermined by task force members and assigned to each feature based on the level of importance. The final scores show there is a tie between Google Suite (79.2) and Microsoft Office 365 (78.6).
 - Benefit: The advantages of cloud based services include file storage space, document management, collaboration tools, and mobile accessibility. When adopted, these services can lead to greater productivity for many Mt. San Antonio College employees.
 - Partners: Mt. SAC faculty and staff
- In collaboration with Marketing, developed BP/AP 3750 – Text Messaging. The new BP/AP was approved by the Board of Trustees in May.
 - Benefit: Established a Board and Administrative policy to address and define the uses of text messaging to students.
 - Partners: Marketing
- In collaboration with Public Safety, developed a new online Crime Log (http://www.mtsac.edu/_sandbox/_security/index.html)
 - Benefit: In accordance with the Clery Act, the public is now able to see Mt. SAC's daily crime incidents in one place
 - Partners: Public Safety
- Class Schedule snippet developed for professors to add to their online profile pages
 - Benefit: Students and other website users can see their instructor's class schedule at a glance