

IT Overview

October 2017

Dale Vickers, Chief Technology Officer

New Year, New Systems!

- O365
 - Campus wide announcement sent last week; IT receiving positive feedback about the change.
 - Contract with PCM-G for conversion services pending October Board of Trustees approval; Conversion expected to take five to six weeks.
 - Go Live will be Jan/Feb 2018.
 - Email/Calendar training sessions coordinated with POD; Information campaign coordinated with Marketing.
 - O365 Project information at <http://www.mtsac.edu/it/o365/>
- Banner 9
 - Upgraded hardware for IT Test environment and it is live.
 - Production hardware installed and environment is being configured.
 - Go Live for Student module is summer 2018.
 - Go Live for FA/Fiscal Services modules will be either March/April or Sept/Oct 2018.
 - Ellucian ending maintenance/support for Banner 8 effective December 2018.
 - Training sessions coordinated with POD.
 - Banner 9 Project information at <http://www.mtsac.edu/it/banner9/>
- Other New Systems
 - BoardDocs
 - Pending Nov/Dec 2017 Go Live.
 - Additional hands-on training sessions scheduled with POD.
 - Student Support System
 - In the design phase.
 - Budget Software
 - Pending October Board of Trustees approval.
 - Implementation will take 12 months (per vendor guidelines).

Academic Technology Security & Infrastructure

October 2017

Ron Bean, Assistant Director Academic Technology

Chris Schroeder, Assistant Director Infrastructure & Data Security

Construction

- **Business Technology Center**
 - Cable certificate for the fiber cables is in process. The copper testing has begun and should be completed by end of October for Bldg. 78.
 - Furniture has been installed in classrooms in Bldg. 78. (Furniture and monitor arms need to be installed before computers can be installed).
 - Classrooms have been keyed to the Mt. SAC key (not the construction key), so rooms are secure.
 - All computers for Bldg. 78 have been delivered to the building.
 - Computers have been installed in one classroom. Expect to have all Bldg. 78 classrooms installed by end of October.
 - Once the cabling is certified, we can commence with imaging the computers.
 - Faculty and staff offices are scheduled to move to the new building on December 20.
 - Furniture is being installed in Bldgs. 77 & 79.
- **Natural Sciences – Laboratory Move**
 - Moved computer lab from Bldg. 11 to the 3rd floor of Bldg. 61, adjacent to the STEM Center. 28 computers are in place and available for student use. 10 computers are used for the GIS program.
 - New furniture is scheduled to be installed on December 19 which will require removing the computers on December 18 and replacing them on December 20.
 - The former lab in Bldg. 11 is now used as a classroom.

Partner Projects

- **OEI Project**
 - The team from the CCC Technology Center finished installing the adapter that will check that the student meets eligibility requirements for the Exchange. Currently they are doing internal testing on the adapter.
 - Testing the transfer of financial aid data between schools is scheduled for October.
 - Full end-to-end User Acceptance Testing is scheduled for November.
 - Mt. SAC plans to offer courses through the Exchange in Spring 2018.
- **SARS Anywhere / Cranium Cafe**
 - SARSGrid application, which is used in more than 30 departments, has been upgraded to SARS Anywhere. This is a web-based version of the application that can be accessed from anywhere.
 - Currently installing the integration software that will allow SARS Anywhere Counselors to keep records of the Cranium Café counseling sessions. Testing of these applications is beginning the week of October 16.

Device Security

- Apple Mobile Device Management (MDM)
 - Implemented Apple's MDM which allows for remote device shutdown/wipe.
 - Led to stolen Apple computer being made inoperable, no loss of data, and contact with end-user who purchased it from Craigslist; information shared with Campus Safety.
 - Able to reset devices to factory default and wipe all data and settings without device passwords, thereby preventing devices from becoming inoperable if passwords are not known.

Implement CIS Top 20 Security Controls

- Working on draft BP3270 with group. AP32xx to be worked on after completing BP3270 rewrite and presentation to next ITAC meeting.
- Identified existing PAC approved Social Media BP/AP from 2016. Will review with Marketing and how it compares to proposed guideline in the CCC Security Center templates at <https://www.cccsecuritycenter.org/policy/ar-templates/category/4-ccc-information-security-center-documents>
 - Marketing Department acquired Meltwater to search social media for reputation status and reporting functionality. Access and Wellness Department looking into its use for social media threats. Can be used for searching posts about Mt. SAC (will look into additional costs with existing tool).

Implement centralized logging and event correlation

- Participating in test with CCC Tech Center with their statewide monitoring system with Splunk.
- Statewide alerts and report sharing – best handled through REN-ISAC. Exploring membership benefits.
 - <https://www.ren-isac.net/membership/benefits.html>

Information Security Outreach

- Presented at CPD Day and FLEX Day.
 - Next presentation in November to management staff.
- Participating in National Cyber Security Awareness Month with weekly emails about information security.
 - Will have monthly information security emails following the Educause Higher Education Information Security Council suggested themes and topics.
 - CTO sent email to campus regarding malicious links.

CENIC internet bandwidth upgrade

- Waiting for circuit installation. Time Warner/Spectrum scheduled to have infrastructure upgrades to support the new 10gbps circuit by October 31, 2017.
- Info on CENIC monitoring site shows new circuit information at <https://cricket.cenic.org/grapher.cgi?target=%2Futilization%2Fcommunity-colleges>

Enterprise Application Systems

IT Project Management

October 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

- Newsroom
 - The new campus hub of information on the College's website. Each week during the semester, a 'Notes from the Newsroom' email will inform employees about the latest news and events at Mt. SAC.
 - Benefit: Campus community can read the latest Mt. SAC's news, announcements and events all in one central location.
 - Partner: Marketing and Communication Department
- Honors Program Recommendation
 - Adding an additional option for faculty and counselors to refer ANY student who has a Mt. SAC ID# to the Honors Program via their ID#. This will be an option along with the current ability to refer via class roster for students currently enrolled in a specific faculty member's classes.
 - Benefit: Increased ease of recommendation to the Honors Program for faculty and counselors and more students learning about Honors and applying because they have been referred/recommended.
 - Partner: Heidi Lockhart, Honors Program
- Collection of Supplemental Data for SCE:
 - Create an APEX application to collect supplemental data for School of Continuing Education.
 - Benefit: To meet regulatory requirements for additional funding
 - Partner: Madelyn Arballo, Continuing Education
- Correcting Scheduling Issues:
 - Fixed scheduling issues that resulted in incorrect contact hours and incorrect FTE calculations. Created error reports that flag potential issues, and sent them to appropriate departments for correction.
 - Benefit: Avoid audit issues and accurate 320 reporting.
 - Partners from Instruction: Joumana McGowan, Michelle Sampat, Christina Estrada and Marlyn Lanuza
 - Partners from Admissions and Records: George Bradshaw and Charlie Lee
 - Partners from Continuing Education: Madelyn Arballo and Krystal Yeo
- New process that provides FTEs by CRNs
 - Created a process to extract information from the 320 reports to build a repository that provides information about the number of FTEs generated by individual CRNs.

- Benefit: Provide a mechanism to track and project FTEs more accurately. Provide Division Deans, and Department Chairs better information about FTEs generated. by their departments, divisions.
- Partner: Jade Pearce, Research

Enhancements

- Compliance with LACOE Informational Bulletin #4661
 - Required districts that submit retirement reports to begin reporting special compensation using the appropriate earnings code.
 - Benefit: To be compliant with LACOE Bulletin #4661
 - Partner: Rich Lee, Payroll

Professional Development

- Programming staff received three weeks of training on the technology stack for Banner 9.
- Project Implementation team attended the 2017 OnBase users conference, Community Live, held on September 17-21, 2017 in Las Vegas, NV.
- Planning to send staff to the following training events:
 - CA Community College Banner Group (3CBG): March 18-21, 2018 in Ontario, CA
 - Ellucian Live: April 8-11, 2018 in San Diego, CA

Special Projects

- Website Accessibility
 - Must comply by January 2018
 - Hired consultant to test website, recommend and lead technical team in applying fixes, re-test website, and ultimately certify the site as accessible.
 - Installed Site Improve tool to analyze accessibility of website and fix problems.
 - Campus event scheduled for November 2 for all web content editors.
- Ask Joe Mountie
 - This web feature is ready for soft launch.
 - Working with Marketing on full launch during a future semester.
 - Student Services populating the system with questions and answers.

Enterprise Application Systems Roadmap

- November 2017 – Ellucian Ethos Identity
- November 2017 – Oracle 12c
- January 2018 – Ellucian Mobile App
- July 2018 – Banner 9

