IT Overview
November 2018
Dale Vickers, Chief Technology Officer

Banner 9 – Information at http://www.mtsac.edu/it/banner9

- Ellucian delivered Mt. SAC custom Banner version 9 'forms' and they are now being tested.
- Multiple version upgrades occurring between now and end of the year.
- IT did work-around for some registration issues; fixes from Ellucian expected in Feb 2019.
- Banner 9 General Navigation training sessions available via POD registration.

O365 – Information at http://www.mtsac.edu/it/o365

- Timeline Reminder: Lotus Notes webmail available to users until Jan 1, 2019.

IT Staffing

- Two Senior Systems Analyst/Programmer (Replacements)
    - Initial recruitment failed, deadline extended.
    - Recommending one successful candidate for approval at December Board meeting.
- Two Systems Analyst/Programmer (New Positions)
    - Assigned to SCE projects, first recruitment attempt resulted in one successful candidate, Alice Kuo, who started August 13. Deadline extended for second position.
    - Utilizing SIG consultant, Bill Pearce, to build system and train Alice.
- Business Analyst
    - Assigned to SCE projects, initial recruitment failed, deadline extended.
    - Recommending successful candidate for approval at December Board meeting.
- Systems Administrator
    - Initial recruitment failed, rewriting job description.
    - Utilizing Sirius consultants to migrate hardware and do upgrades, as needed.
- Computer Facilities Assistant
    - Position changed to 100%. Assigned to support Arts Division. VLTO in progress.
- IT Support Technician
    - Vacant due to lateral transfer. RTF in process.
- Lead, Telecommunications Technician
    - Sudden vacancy due to passing of Iffiok Nsek. Considering description changes.
    - Utilizing Data Plus consultant to upgrade and maintain phone system software.
- Future Vacancies
    - At least two known retirements by February 2019.
        - Coordinator, Help Desk
        - Academic Application Systems Specialist
    - New Resource Allocation Funding Formula Positions
        - Data Engineer; finalizing job description
        - IT Application Specialist; to support EAB or like product

Academic Technology

Security & Infrastructure

November 2018

Ron Bean, Director Academic Technology

Chris Schroeder, Director Infrastructure & Data Security

Lee Jones, Manager Technical Support

Academic Technology

- Completed three days of jump-start JAMF training. JAMF is software that helps us manage both iOS (mobile) Apple devices and macOS (iMAC, MacBook) Apple devices. We are currently configuring and testing the system and plan to get devices enrolled and managed.
- Integrating the Help Desk software with Configuration manager, so that we can provide service more efficiently. This integrated system provides similar management capabilities for systems using Windows operating system as JAMF does for Apple devices.
- Identifying active systems that are at least 5 years old for replacement. We have started in Building 4 and Building 45. Please contact Ron Bean if your computer is over 5 years old.
- We are actively participating in the myriad of construction projects that have started.
  - Bldg. 16E – Finishing installation of cabling and network equipment. Move-in starting December 14.
- Sending quotes to Instruction for $190,000 worth of instructional equipment. These items will improve technology in the Library, Humanities, Natural Science, and Tech and Health divisions. We plan to have the equipment installed by the spring 2019 term.

New Resource Allocation Funds

- Upgraded Dell/EMC enterprise storage system.
  - IBM SVC replacement soon, reaching end of life. Working on acquiring upgrade and scheduling migration.
- Voicemail upgrade and cutover complete.
  - Completed before Mitel end of life date for legacy system.
  - Hardware migration to 23A will be scheduled soon.

Partner Projects

- Evaluating options for fiber routing with Facilities for areas impacted by current and future construction projects.
- Added fiber repair needs to scheduled maintenance list with Facilities to facilitate network infrastructure repairs as needed.

Security Update

- Participated in National Cyber Security Awareness Month.
- Student registration outage issues on 11/9/18 identified and addressed by CENIC.
  - Other campuses affected by various outages, including Office 365, Google, etc.

Enterprise Application Systems

IT Project Management

November 2018

Antonio Bangloy, Director Enterprise Application Systems

Monica Cantu-Chan, Director IT Projects

Chuong Tran, Asst. Director Application Support and Development

Eric Turner, Asst. Director Web and Portal Services

Web and Portal

- Completed real-time enrollment integration between Canvas and Banner.
- The Mt. SAC website (www.mtsac.edu) now has increased security and uses HTTPS instead of HTTP.
- Presented *Do You Post or Email Documents to Students? Learn How to Make them Accessible to All...It's the Law!* at Faculty Flex Day.
- Clery Act website recommendations presented to and incorporated by the Police and Campus Safety department.
- In partnership with Student Services and SIG consultant, successfully developed specifications and a plan to implement the Portal Student Checklist

Applications Development & Support

- In partnership with Admissions and Records, the EAS team completed the design and implementation of the International Student Online Application System that enables international students to submit the required supplemental information and to make payment for the application fee online, and enables the International Students Office to process and manage student applications electronically. A custom International Student checklist portlet was also created in the portal.
- Chuong Tran, Beverly Heasley, and Antonio Bangloy received a '10+1' award from Academic Senate for the work and interdepartmental collaboration in preparation for the implementation of the multiple measures, including placement protocol and the development of new courses.
- Completed the upgrade to Banner 9 along with multiple additional version upgrades.
- In partnership with Continuing Education and SIG consultant, successfully developed specifications and a plan to move the Continuing Education systems into Banner 9.
- Implemented a function in the portal that displays on every page students' current major, and in each registration term prompts the students verify if major is still correct. If not, students can click the link to change the major.

Project Management

- In partnership with Instruction Office, met the November 1 Go Live date for PIE 2018-19 cycle. Training sessions will be scheduled for units and areas across the campus.
- Completed the Banner 9 training for all the different functional areas.
- As of December 31, 2018, Lotus Notes will be permanently unavailable.

August 2018 through November 2018

Completed Production Support

Department	Value
Student Services	~35
Instruction	~38
Human Resources	~6
Administrative Services	~65

Axis: 0, 10, 20, 30, 40, 50, 60, 70

Completed Projects

Department	Value
Student Services	~49
President's Office	~9
Instruction	~36
Administrative Services	~36

Axis: 0, 10, 20, 30, 40, 50, 60