IT Overview

August 2018

Dale Vickers, Chief Technology Officer

Banner 9 – Go Live is October 2018 – Information at http://www.mtsac.edu/it/banner9

- Ellucian started work to covert Mt. SAC custom Banner 'forms' to version 9.
- Link to Banner 9 test system sent to a cross section of Banner users.
- Banner 9 General Navigation training sessions available via POD registration.
- Custom Banner 9 training provided by SIG:
  - Student Module: August 14-16
  - Finance Module: August 21-23 & 28-30
  - Financial Aid Module: Sept 11-13
  - HR/Payroll Module: Sept 18-20

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

- IT implemented Time Off Manager Pro that integrates with O365/SharePoint calendars. Rollout to other departments starts with Fiscal Services in Sept.
- Timeline Reminder: Lotus Notes webmail available to users until Jan 1, 2019. IT will keep the servers active, just in case, until July 31, 2019, when the license expires.

IT Staffing

- One Senior Systems Analyst/Programmer (New Position)
  - First recruitment failed, extension resulted in successful candidate, Teddy Sin, who started July 2.
- Two Senior Systems Analyst/Programmer (Replacements)
  - Initial recruitment failed, deadline extended.
- Two Systems Analyst/Programmer (New Positions)
  - Assigned to SCE projects, first recruitment attempt resulted in one successful candidate, Alice Kuo, who started August 13.
- Business Analyst
  - Assigned to SCE projects, initial recruitment failed, deadline extended.
- Systems Administrator
  - Initial recruitment failed, rewriting job description.
- Lead, IT Support Technician
  - Final interviews are August 21.
- Computer Facilities Assistant (47.5%)
  - Assigned to support Arts Division, RTF pending.

Preferred Name Project

- Implementation Timeline?
- Project Scope and Specifications for Implementation

Academic Technology

Security & Infrastructure

August 2018

Ron Bean, Director Academic Technology

Chris Schroeder, Director Infrastructure & Data Security

Academic Technology
- Recently Completed
    o Installed network equipment for 9D for Deaf and Hard of Hearing (DHH). Moved DHH offices from 20-9 to 9D.
    o Provided pop-up lab with 20 laptops for training of new Counselors.
- Ongoing
    o Installing network equipment in 16E. Planning for a move in winter break.
    o Specifying and configuring new version of Help Desk software. Goal is to implement by end of 2018.
    o Received update from CCC Technology Center regarding the new Data Warehouse. We are researching the data collection and security issues.
    o Started a JAMF pilot. Waiting Board approval for license purchase and onsite training. JAMF is an application that will allow more efficient deployment and management of Apple devices.
    o Deploying Windows 10 to all Instructional equipment. We are completing the transition from Windows 7 to Windows 10.

New Resource Allocation Funds
- Purchased 103 internal Aruba Wireless Access Points.
    o Upgrades completed for Buildings 7, 11, 80, 30, 28, and 67.
    o Upgrades planned for Buildings 66, 61, 12, 13, and 45.
- Enterprise storage expansion purchase approved by Board of Trustees. PO is pending.

Partner Projects

- Amazon Web Services
    o Partner of record and support provider for AWS services is Infiniti (same partner as CCCC Tech Center).

Security Update

- Scheduling security assessment with CCC Security Center
    o Self-assessment performed. Working on corrective action plan.
    o Exploring 3rd party NIST 800-171 assessment and support services.
- Email Update
    o Sharp uptick in phishing, specifically spear-phishing.
    o Attempts made to several Mt. SAC Employees. Although not sophisticated, they are targeting based on the College organization chart.
    o Dual factor authentication testing for O365 and Luminis.

Enterprise Application Systems

IT Project Management

August 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

Professional Development
- Rick Nguyen and Matt Bidart attended the annual Canvas training conference.

Web and Portal
- Web Site Updates
  - Ask Joe Mountie is in beta testing with Student Services departments. It allows users to ask a question in plain language and then receive a 'Best Answer' as well as answers to similar questions. Check it out at http://askjoe.mtsac.edu.
- Accessibility Project
  - Departments can request to have documents converted to accessible PDF format by completing this online form: http://www.mtsac.edu/pdfrequest.
  - IT hired four student assistants to assist with accessibility website issues.
  - Contracted with AccessibilityOZ to complete additional high-level technical tasks related to accessibility.
- Bank Mobile
  - Bank Mobile functionality added to the website and Portal that allows students to manage their refunds when dropping a class, receiving financial aid, grants, scholarships, or other refunded money.

Applications Development & Support
- The new Respiratory Therapy Admissions Application went live on June 1, 2018. Students are now able to apply to the program using the fully online application process developed in APEX.
- Added a new feature to the Online Class Search that enables students to easily search for zero-cost textbook courses, dual-enrollment courses, bridge-program courses, Math and English co-requisite courses, Math and English pathways courses, online courses, and linked courses. Enhanced the search results page to display the linked and co-requisite courses together rather than in different sections so that students can read the scheduling information more easily.
- Completed an analysis report that showed the potential impacts on students who had been enrolled in the EMT program as a result of this program moving to the Continuing Education Division.

Project Management
- Phase 1 of the Questica budget development software module has started and implementation is planned for December 2018.

Project Requests Completed

Production Support Completed