IT Overview
December 2019
Dale Vickers, Chief Technology Officer

Staff

- IT welcomed new Telecommunications Technician Daniel Lee.
- Total vacancy count is seven in various stages of recruitment.
    - HD Coordinator
    - IT Technician
    - Data Engineer
    - Enterprise Network Administrator
    - Senior Systems Analyst/Programmer (SSSP Funded)
    - Systems Administrator
    - Academic Application Systems Specialist (EAB)

Presentations

- Eric Turner – CISOA: Student Checklists for Registration and Financial Aid
- Eric Turner – Flex Day: Submitted proposal on How to Make Documents Accessible
- Pedro Suarez – Flex Day: Part of team submitting proposal on WebCMS 10.0
- After presentations, IT routinely shares methodology and code with other institutions. Recent ask was from Villanova University for accessibility remediation methods.

Announcements

- Microsoft Campus Agreement Changes
    - Never intended everyone to have downloadable versions of software, only if in control of a campus owned system.
    - Communicating change to campus in spring.
- End of browser support for Flash and Java Browser Plug-in. This affects:
    - Online Orientation System (Current vendor uses Flash; New vendor system selected)
    - PlanetBids (Third-party vendor uses Flash)
    - Argos (Uses Java; upgrade is available to fix)
    - Printing Services Job Submission (Third-party vendor uses Flash)
    - DegreeWorks (upgrade is available to fix)
- End of Life for Windows 7 is technically Jan 2020.
    - Approximately 200 staff and lab machines left to upgrade to Windows 10.
    - All contacted regarding scheduling the upgrade.

Academic Technology and Technical Support
Security and Infrastructure
December 2019
Ron Bean, Director Academic Technology
Chris Schroeder, Director Infrastructure & Data Security
Lee Jones, Manager Technical Support

Academic Technology and Technical Support

- The 'Finish Faster Online' project with the CVC-OEI team is complete. Data is now provided through an API to Quottly who present it on the web for student registration.
- To address the end-of-life for Flash, IT suggests making Google Chrome the default browser for all computers. Chrome is well liked by the campus and the admin template helps IT manage the application.
- We have successfully tested the file upload process and the single sign-on function to the new library system: EX Libris (ALMA). This replaces the current OCLC system.
- Upgrading computers in various classrooms throughout the campus.
- December 16 through December 20, and January 2 and 3, the IT Help Desk will be open from 7:00 am to 7:00 pm on Monday through Thursday, and 7:00 am to 4:30 pm on Friday.
- December 26 and 27 – clean-up wiring in Bldg. 23A Data Center.
- January – removing technology from Bldg. 21 Trailers in preparation for demolition.

Security and Infrastructure

- Final migration of production applications and databases from the IBM P770 to the new P9 server was December 15.
- New security sensor deployments to inspect network traffic and pinpoint anomalies and threat detections.
- Firewall hardware refresh and upgrades performed on October 11, 2019. Resource utilization went from 90% to 25%, and can accommodate future growth.
- New licensing features in Office 365 and Azure allow for detection of compromised staff email accounts.
- December 23 and 24 – power outage affecting Bldgs. 23 and 23A.
- December 24 – infrastructure cabling prep in Lot S for planned cutover.

Enterprise Application Systems
IT Project Management
December 2019
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

- In partnership with Instruction, the new Guided Pathways website went live. Check it out at http://www.mtsac.edu/gps.
- The Web and Portal team welcomed two student interns from the CIS Internship/Work Experience Program during the fall semester. The interns have completed more than 300 document conversions as part of the web accessibility project.
- Constructed a 10-item checklist for purchasers to use to as they work with vendors on accessibility. This checklist is in addition to the VPAT (Voluntary Product Accessibility Template) provided by the vendors.
- Created new custom versions of the Campus Map to highlight specific programs, including maps for the Performing Arts Center, Emergency Assembly Areas, Planetarium, Designated Smoking Areas, and All-Gender Restrooms. Check it out at http://www.mtsac.edu/maps.
- Ellucian published a case study on Mt. SAC's Assessment Questionnaire (AQ). It is available at https://www.ellucian.com/success-stories/developing-online-assessment-tool-course-placement.
- Completed and successfully submitted MIS Employee data to the Chancellor's Office.
- Created Unduplicated Credit and Noncredit Student Headcount report (for student insurance payment).
- Completed the Adjunct Faculty Rehire Right report. This report will help HR in tracking how Adjunct meet rehire rights criteria and communicate this information to the appropriate divisions.
- Programmers completed training on Page Builder and Admin Pages.
- Contracted with Strata Information Group (SIG) and completed nine days of ODS (operational data store) training for IT programmers and Research and Institutional Effectiveness researchers. SIG will return in January for three days of ODS best practices and technical training for IT.
- Completed data extract files for the ConnerStone project.
- Completed data extract files for the Questica project.
- The Q4 Banner upgrades will be completed by year-end to comply with regulatory changes for Financial Aid and Fiscal Services. The Banner upgrade and maintenance schedule is available at http://www.mtsac.edu/it/banner9.
- IT, in partnership with the Office of Instruction, is upgrading their current curriculum management software, WebCMS from version 1.0 to 10.0. The upgrade is live and will have significant improvements such as performance, transparency and automating a variety of current manual and paper bound processes. Please visit the WebCMS 10 website at https://www.mtsac.edu/webcms for all training material, important dates, and the link to access the new WebCMS 10.0 system.

- IT, in partnership with Fiscal Services, has gone live with the Questica/Banner integration. The integration will automate the transmission and posting of all transactional data and chart of accounts creation through a nightly process from Banner to the Questica budget application.

Completed Requests
September 2019 through December 2019