

IT Overview

November 2020

Dale Vickers, Chief Technology Officer

Staffing

- Hire recommendation for Network Administrator position going forward to Board of Trustees.
- Applications and Training Specialist – discussing options with HR.
- Senior Systems Analyst / Programmer (Web) – Minimal pool. Searched failed. Going out again.
- Five positions on the frost list. Will have an RTF coming forward for one on the frost list in exchange for an upcoming vacancy as a result of filling the Network Admin position.

Preparations for Winter 2020/Spring 2021

- Supply Chain Issues
 - Computer/Laptop Orders: lead times are improving
 - IT has stock of standard computers for Computer Replacement Program.

Other Items

- Extensive upgrade schedule from now until January 2021 including software, operating systems, and infrastructure.
- Trend of software vendors attempting to increase fees by double-digits is continuing. Extensive and drawn out negotiations to reduce fees to reasonable level given current budget situation are on-going.

Academic Technology and Technical Support Security and Infrastructure November 2020

Ron Bean, Director Academic Technology

Chris Schroeder, Director Infrastructure & Data Security

Lee Jones, Manager Technical Support

Academic Technology and Technical Support

- The College is supporting approximately 1,100 Adobe student licenses, which will expire in January 2021. The College can either renew the licenses for Spring 2021 or utilize virtual technology to have students connect to computers on campus running Adobe software – see appendix for details.
- The Emergency Operation Center was reviewed. Four laptops, six phones, and one satellite phone are in a state of readiness for use and last equipment check was October 12, 2020.
- All web browsers will no longer support Flash Player, effective December 31, 2020.
- IT is offering in-person student technical support to students via appointments. Due to demand, appointments are offered three days a week.
- Based on current estimates, by the time on-campus work and classes resume, the computers there will not have been powered on in almost a year. IT will need a few weeks to perform standard updates and testing and even longer lead-time in classrooms where the actual software needs to be upgraded to newer versions.

Security and Infrastructure

- Recommendation to replace vacant Network Administrator position is moving forward at December Board meeting.
- CENIC through the CCC Tech Center reviewed the College's request for a second internet circuit and approved it. Implementation coming soon. The first circuit is already at 10gbps.
- Completed National Cybesecurity Awareness month in October. Had many positive interactions with campus users regarding security.
- Lot R network infrastructure being installed as part of building commissioning and bringing it online.

- Telecommunications team is testing a PRI to SIP migration for the College's phone system with Spectrum. Production cutover is scheduled for 11/9/2020.
- Configured and deployed Office 365 Advanced Threat Protection and Office 365 Cloud App Security Policies to better protect accounts and data in Office 365 and Azure.
- Zoom migrations from ConferZoom to Mt SAC's subaccount to be scheduled for after fall semester. This migration allows for faster support and access to more settings.
- Updated Office 365 features includes sensitivity settings through the new Azure Information Protection Unified Labeling client. This allows users to encrypt sensitive data, specifically email attachments. This protection will integrated into other products as Microsoft rolls out support for it.
- Microsoft license changes will be completed by December 31, 2020. Some "light users" and some adjunct faculty will need to keep using Microsoft Office 2019 instead of Office 365.

Enterprise Application Systems IT Project Management

November 2020

Antonio Bangloy, Director Enterprise Application Systems

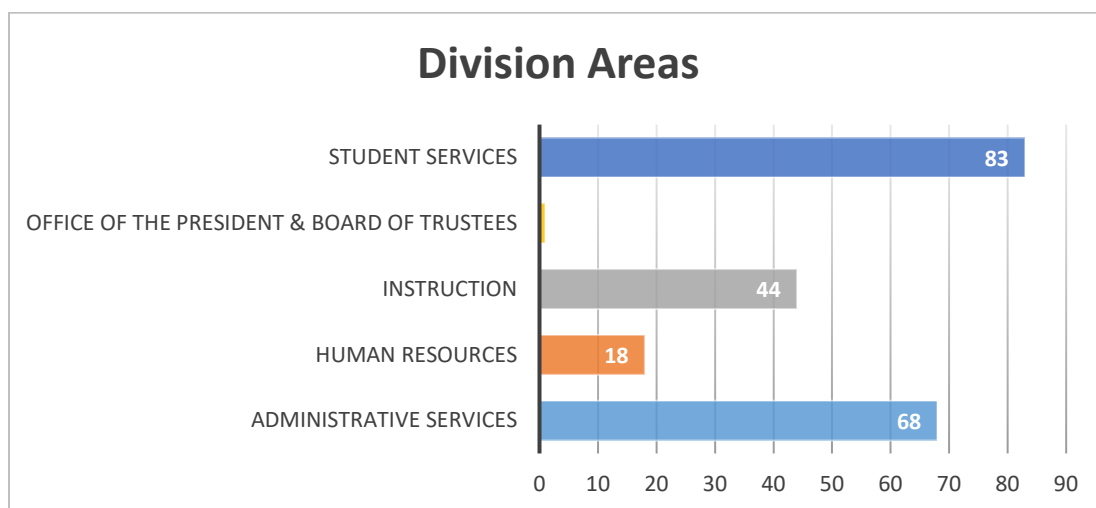
Monica Cantu-Chan, Director IT Projects

Chuong Tran, Asst. Director Application Support and Development

Eric Turner, Asst. Director Web and Portal Services

A Total of 215 Completed Project Requests and Support Activities

August 2020 to November 2020



- Completed Degreeworks 5.0.1 upgrade and localization in TEST environments, and scheduled to go in PROD
- Completed ODS 9x upgrade in TEST environment, and scheduled to go in PROD in January 2021.
- Completed a total of 14 Ellucian Banner upgrades from September to October, and for each upgrade, Mt. SAC local customizations were analyzed, investigated, and applied if necessary.
- Successfully implemented excused withdrawals (EW) and Pass/No Pass grade options for Fall 2020.
- Updated course attendance methods for some eligible classes to align with state directives.

- Processed student parking refunds for Spring 2020, due to Covid-19.
- Streamlined a process that enables newly hired faculty to take FOMAR training in PODConnect and to be assigned to teach online classes immediately. Prior to this process, division admins would need to contact IT to manually provide a temporary clearance so that the division admins can assign the faculty to teach an online class.
- Completed the submission of the COTOP 2021 Annual Report, Summer 2020 MIS, and 2019-2020 Financial Aid MIS to the Chancellor's Office.
- Created a process that enables Payroll staff to automatically upload benefits deduction information into Banner after open enrollment is closed. Prior to this process, Payroll staff would manually update records in Banner.
- The Etrieve by SoftDocs project has officially kicked off and IT is currently working on the deployment phase to be completed November 30, 2020. Security, Integration, and Form Builder phases will begin on December 1, 2020, with a scheduled go live set for January 2021. Phase 2, Banner/OnBase Integration will begin in January 2021.
- The EAB Navigate website was redesigned to provide informational resources to both Students and Faculty. Web pages have been developed to focus on specific user groups, in order to provide a dedicated resource to students, faculty, and staff. In addition, we have included log in links, FAQs, and a resource page dedicated to downloading the Navigate tool. For additional information about Navigate, please visit <https://www.mtsac.edu/navigate/>.
- On August 26, an Early Alert campaign was sent to faculty targeting Bridge program students. Faculty requested an extension to complete the progress report, due to the new online learning format. The extension was granted on September 11. In total, we received 273 responses from faculty who identified 48 students at risk. The Counseling department managed outreach for these students based on referral selections.
- Implemented a Scheduled Maintenance website to provide the campus community information about critical system downtime, including blackout dates. The maintenance schedule is updated every quarter to allow College operational units ample opportunity to notify us should our plans conflict with critical College functions. In addition, the calendar also provides critical information such as the affected systems/applications that will be unavailable during these maintenance periods. For additional information about scheduled outages, please visit <https://www.mtsac.edu/it/scheduled-maintenance/>.

- Created various forms for the COVID-19 Task Force, which includes:
 - Employee (<https://www.mtsac.edu/employeescreen/>),
 - Student (<https://www.mtsac.edu/covidscreen/>), and
 - Visitor (<https://www.mtsac.edu/visitorscreen/> screening information).
- The photo ID cards of most students and employees are now capable of being printed with preferred names and pronouns if they are optionally specified in the Portal under Self-Service Banner.
- In coordination with Instruction, HR, and Fiscal services, the systems behind the Campus Directory were updated to allow the Journalism Program to appear under the Arts Division.
- The Web Team was interviewed for an article published on Evollution.com regarding the [Human Approach to Web Design](#).
- Over 100 people attended the *Improve Your Website* training with Siteimprove, where they learned how many visitors their pages are receiving, where visitors click when they get there, as well as if there are accessibility errors.
- Newly designed websites include [Promise+](#) and the [Magic Mountie Podcast](#).



The global pandemic has changed the future of work forever for Mt. SAC and its students and faculty, and both groups are adapting to a reality that requires them to work and learn from anywhere. Mt. SAC has developed and deployed a desktop and application virtualization system to deliver remote work solutions suited to the needs of faculty and students. The system enables easy, low-cost access to software from a wide variety of devices, such as iPads, older laptops, and Chromebooks, while maintaining the highest levels of security and academic integrity.

Just about any device running a HTML5-compliant browser like Chrome, Edge, and Safari can access VMWare Horizon software that powers the Mt. SAC desktop virtualization system. Because the computing is done on campus servers, even programs that are processor or graphics card intensive run well on most devices. For example, students in architecture and other design courses may not have a device at home capable of running AutoCAD. These students can connect to the virtual desktop system with their device and, the system will utilize campus-computing resources to run the software securely and efficiently.

An additional advantage of the VMware Horizon system is in facilitating licensing compliance. For example, Mt. SAC has a licensing agreement with Adobe that says we can offer access to Adobe on any device owned by Mt. SAC and connected to the Mt. SAC network. Using the Horizon system, we can provide students learning offsite access to computers on campus running Adobe products and maintain license compliance while providing no-cost access to the software to students and faculty. The same can be done for other licensed programs.

Virtualizing desktops and applications provides an inherent security benefit because district-owned software and data reside safely in the datacenter and not on the users' computers in the various locations and networks they may be using. VMWare Horizon uses industry standard end-to-end encryption commonly found in VPN connections, protecting users' data from the device, across the network, and into the datacenter.

During the first seven weeks of the Fall 2020 term, there were over 4,500 logins from students accessing software used by Natural Sciences Division, Humanities Division, School of Continuing Education, and Business Division. However, the system is not nearly running at capacity in its current configuration. We project that the system is capable of handling upwards of 30,000 logins during a similar seven-week period.

The VMware Horizon virtual desktop system can be easily adapted to provide access to almost any software for almost any course. Furthermore, the system is highly scalable to provide access to thousands of more students beyond its current limitations.

IT department personnel are available to create test systems, configured to requested specifications, for Professors to test drive the system and assess its viability for their course(s).

If you would like to have a test account please complete this request form: [Request Form](#).