

## IT Overview

February 2022

Anthony Moore, Chief Technology Officer

### Change Management

- Change Management ensures a standard set of procedures is used to handle all requests for changes to IT systems including hardware and software. Changes are recorded, assessed, approved, prioritized, and then deployed.
  - [Change Management Request Form](#)
  - Examples of changes include an upgrade to Banner, modification to a firewall rule, or swapping out network equipment. A change is not installing a new laptop or changing a user password.
  - The Change Approval Panel (CAP) provides technical insight for all changes, final approval of all change requests, and reviews and approves emergency changes.
    - CAP Members: Anthony Moore, Antonio Bangloy, Monica Cantu-Chan, Michael Carr, Chris Schroeder
  - The Change Review Group (CRG) includes representatives from all campus teams and meets every other week to review and approve changes. Members invite additional support staff or managers as needed.

| Instruction       | School of Continuing Education | Human Resources | Student Services | Administrative Services | President's Office |
|-------------------|--------------------------------|-----------------|------------------|-------------------------|--------------------|
| Fawaz Al-Malood   | Krystal Yeo                    | Alexis Carter   | George Bradshaw  | Brandin Bowman          | Uyen Mai           |
| Meghan Chen       |                                | Vanessa Ortiz   | Manuel Cerda     | Rich Lee                | Carol Nelson       |
| Loralyn Isomura   |                                |                 | Caron Gomes      | Chris Rodriguez         |                    |
| Jaishri Mehta     |                                |                 | Koji Uesugi      |                         |                    |
| Patricia Quinones |                                |                 |                  |                         |                    |

### IT Stats

- Defining and collecting Information Technology statistics for metric comparisons and reporting.
- Part of the process includes a monthly Tech Stat meeting with IT technical staff to review and discuss changes and anomalies.
- Goal is to produce a monthly report for sharing with the campus.

## **Academic Technology and Technical Support**

**February 2022**

Michael Carr, Director Academic Technology

Lee Jones, Manager Technical Support

### **Student Printing System Project**

- Searching for a new student print management system as our previous vendor QCI went out of business during COVID.
- Quick action was taken, and 10 HP Color Laserjet Enterprise M555DN printers were purchased to support students returning for the Fall term.
- The goal is to recommend a new student print system by Spring 2022.
- To assist students with the transition back to campus, and while the selection of a new student print management system is taking place, students are temporarily printing for free. The 10 HP Color Laserjet Enterprise M555DN printers and extra toner to last from now through the Spring 2022 term were purchased with CARES Act/HEERF Funds.

### **Instructional Technology Upgrades**

- IT was invited to work with the Instruction team on technology upgrades for classrooms and labs during the instructional equipment budget ranking meeting held on 10/20.
- This was a great collaboration between IT and Instruction as the teams worked together to decide how 1.3 million dollars in grant funds would be spent across all academic divisions for critical technology upgrades for students.
- The technology upgrade orders were placed in December.

### **New Helpdesk System**

- IT is implementing a new helpdesk system called Freshservice.
- The new system will provide better support request tracking, reporting, customer surveys, asset management, and more.

### **IT HEERF Purchases**

- IT found alternate hardware models for most laptop, desktop, and monitor orders to ensure delivery before the HEERF expenditure deadline.

## Support Statistics

### IT Help Desk: Student Support Requests

| <b>Top Student Request Categories</b>             | <b>#</b> |
|---|----------|
| Student Log On Problems (Password, Account Claim) | 288      |
| SSLP Equipment Technical Issue                    | 158      |
| Retire or Terminate User                          | 46       |
| Portal / Banner Self-Service Problems             | 40       |
| Student Software Problems (Adobe, Office, Zoom)   | 38       |
| SSLP Equipment Appointment                        | 36       |
| Student Email Problems (Gmail, Google Docs)       | 32       |
| Student Canvas Problems                           | 24       |
| Audio, Video Problems                             | 20       |
| Printer / Copier (Printing) Problems              | 16       |

### IT Help Desk: Employee Support Requests

| <b>Top 10 Employee Request Categories</b> | <b>Count</b> |
|---|--------------|
| Desktop / Laptop (Hardware) Problems      | 161          |
| Enterprise Applications                   | 144          |
| Telephone and Telecommunications problems | 96           |
| Email Problems                            | 77           |
| Portal / Banner Self-Service Problems     | 63           |
| Student Evaluation Surveys                | 52           |
| Document & File Storage                   | 50           |
| Printer / Copier (Printing) Problems      | 40           |
| Log On Problems                           | 34           |
| Loaner Equipment                          | 32           |

### IT Help Desk: Support Requests By Department

| VP / Division           | September   | October     | November    |
|-------------------------|-------------|-------------|-------------|
| <b>Administration</b>   | <b>390</b>  | <b>227</b>  | <b>222</b>  |
| Facilities              | 50          | 19          | 19          |
| Fiscal                  | 70          | 42          | 19          |
| IT                      | 232         | 130         | 152         |
| Police & Campus Safety  | 12          | 12          | 12          |
| Research                | 4           | 2           | 0           |
| Risk Management         | 4           | 1           | 0           |
| Technical Services      | 16          | 19          | 20          |
| VP Admin Services       | 2           | 2           | 0           |
| <b>HR</b>               | <b>38</b>   | <b>32</b>   | <b>43</b>   |
| Human Resources         | 32          | 15          | 28          |
| POD                     | 6           | 17          | 15          |
| <b>Instruction</b>      | <b>816</b>  | <b>452</b>  | <b>471</b>  |
| Arts                    | 76          | 35          | 35          |
| Business                | 86          | 53          | 76          |
| Grants                  | 2           | 0           | 3           |
| Humanities              | 142         | 88          | 79          |
| IT                      | 0           | 1           | 0           |
| KAD                     | 36          | 28          | 27          |
| Library                 | 100         | 47          | 40          |
| Natural Science         | 164         | 69          | 81          |
| SCE                     | 104         | 69          | 47          |
| Substitues              | 6           | 1           | 2           |
| Tech & Health           | 72          | 49          | 57          |
| VP Instruction          | 28          | 12          | 24          |
| <b>Student Services</b> | <b>228</b>  | <b>193</b>  | <b>161</b>  |
| Counseling              | 44          | 48          | 47          |
| Student Services        | 176         | 143         | 112         |
| VP Student Services     | 8           | 2           | 2           |
| <b>STUDENT Support</b>  | <b>816</b>  | <b>443</b>  | <b>485</b>  |
| <b>Grand Total</b>      | <b>2288</b> | <b>1347</b> | <b>1382</b> |

# Infrastructure and Security

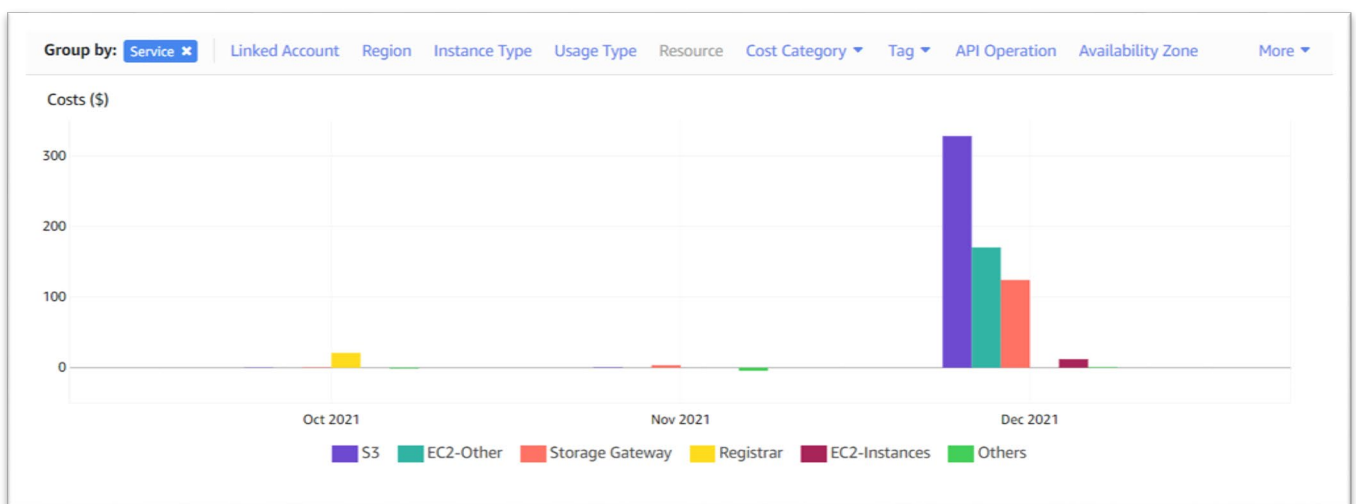
February 2022

Chris Schroeder, Director Infrastructure & Data Security

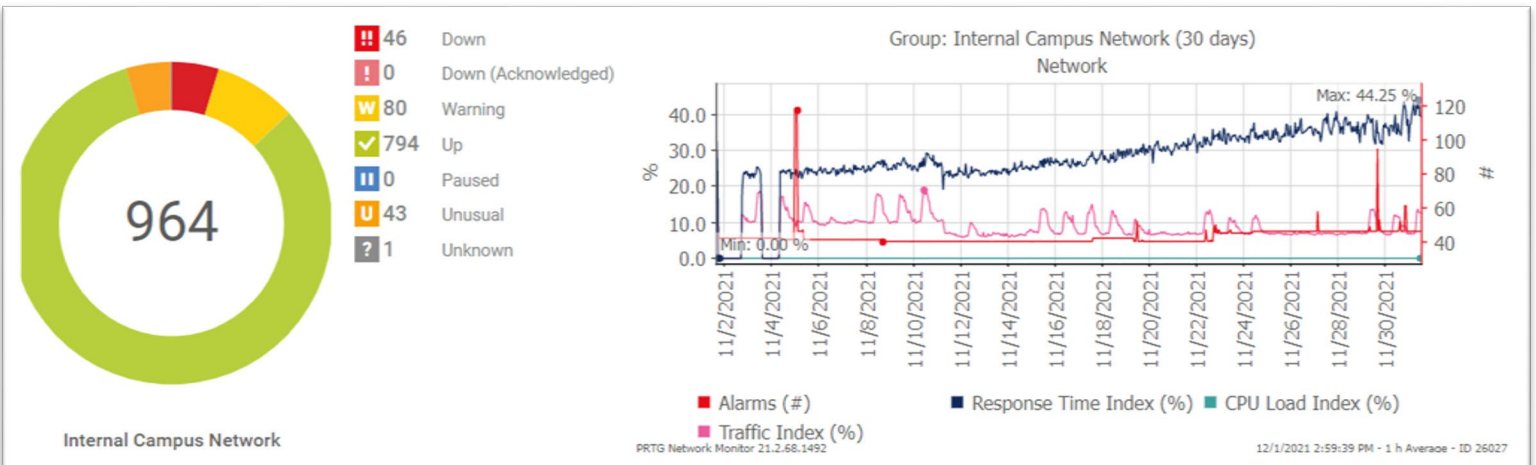
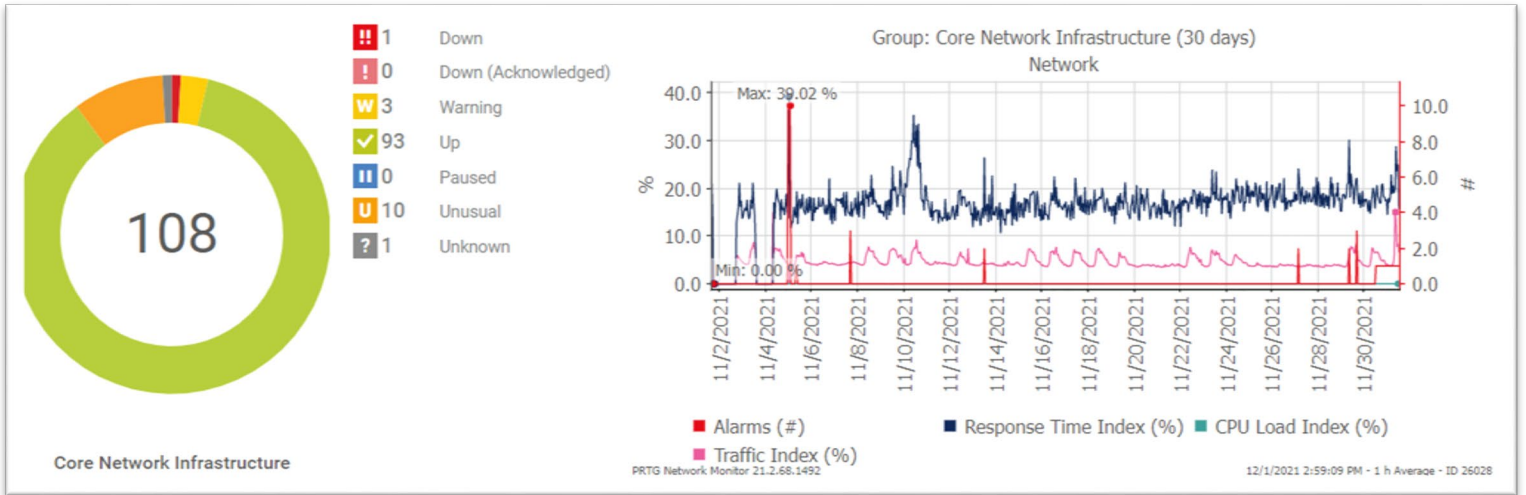
## Projects

- The campus-wide wireless assessment is complete. The final report was received from Golden Star Technology. IT is evaluating the results and working with Facilities Planning & Management on options for upgrading and expanding the campus network including parking lots.
- Completed migrating OnBase document storage from on-premise storage to AWS (Amazon Web Services) Storage Gateway service.
- Planning and testing to migrate DNS (Domain Name System) from on-premise systems to AWS Route 53 service underway.
- In partnership with Human Resources and Professional & Organizational Development, Information Security training for meeting cyber liability insurance requirements started in February 2022. The training was rolled-out to Classified Staff and Management groups.
- [Multi-Factor Authentication \(MFA\) how-to video](#) was created by IT's Application Training Specialist, Ken Kawaguchi. It will be used to start onboarding users with MFA starting with Office 365. MFA is a requirement of the College's Cyberliability insurance carrier.

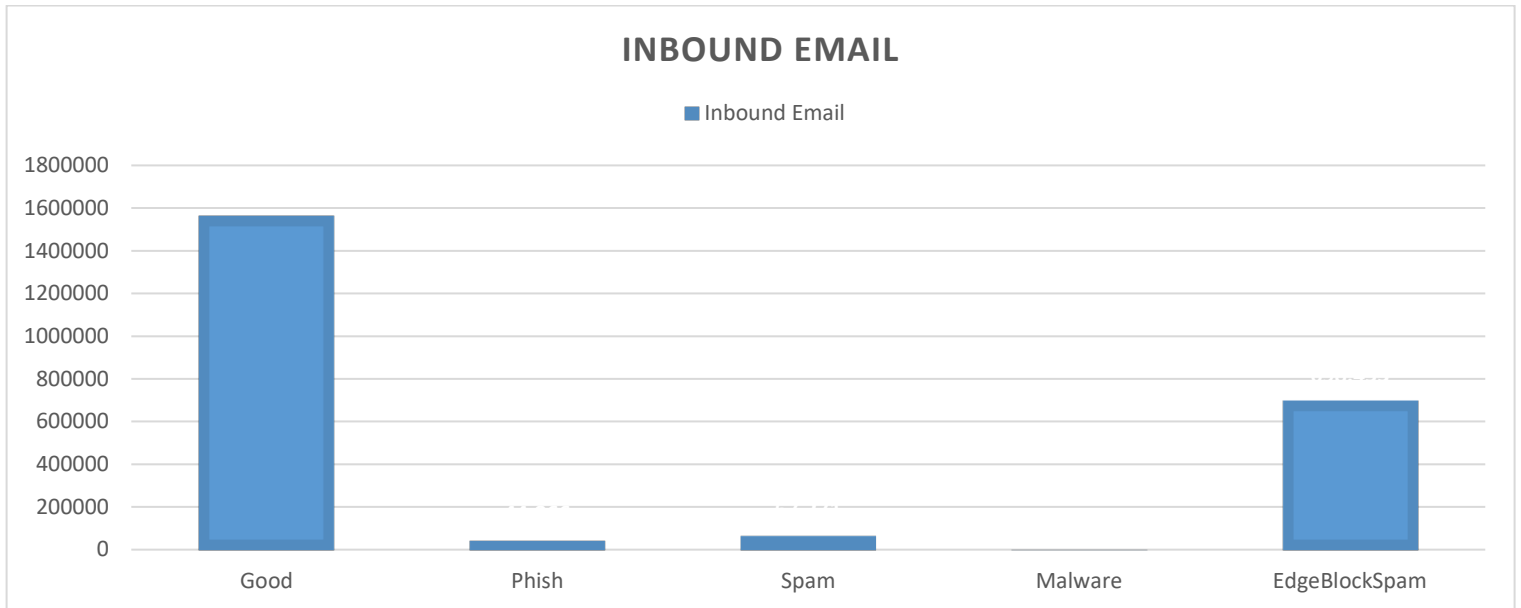
## AWS costs from September through November 2021



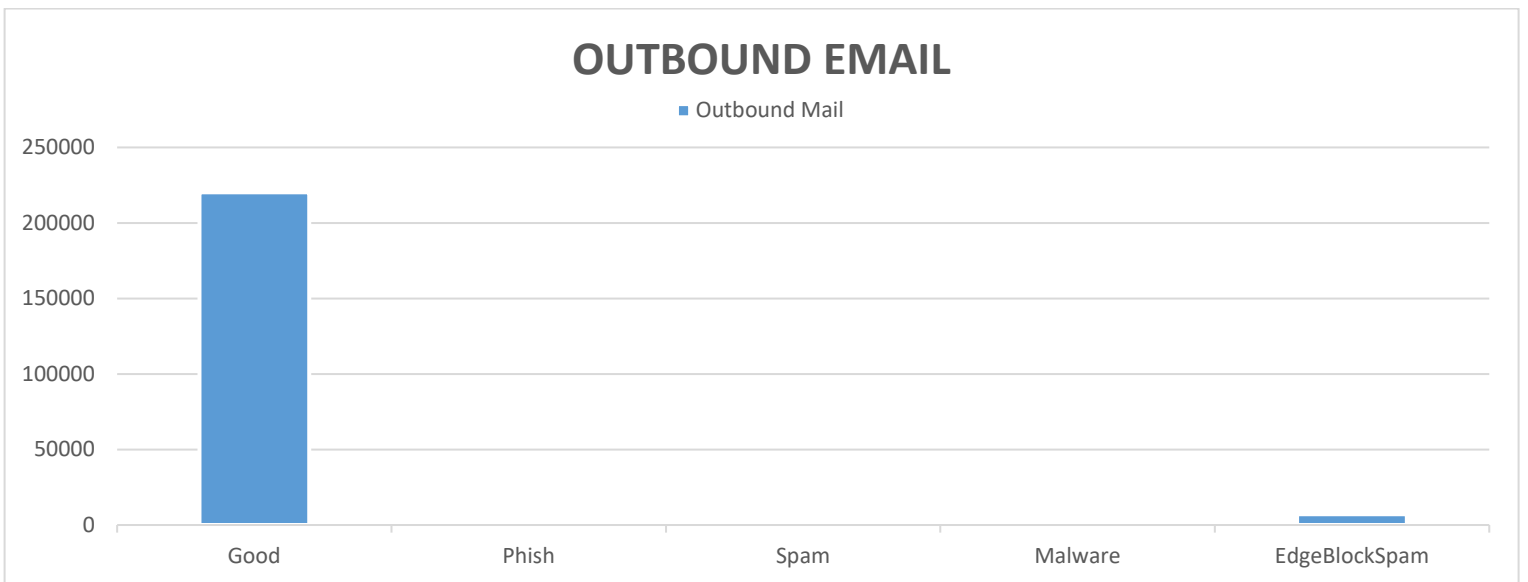
## Network availability snapshots for November 2021



## Office 365 Email statistics for November 2021 – Inbound



## Office 365 Email statistics for November 2021 – Outbound



# Enterprise Application Systems IT Project Management

February 2022

Antonio Bangloy, Director Enterprise Application Systems

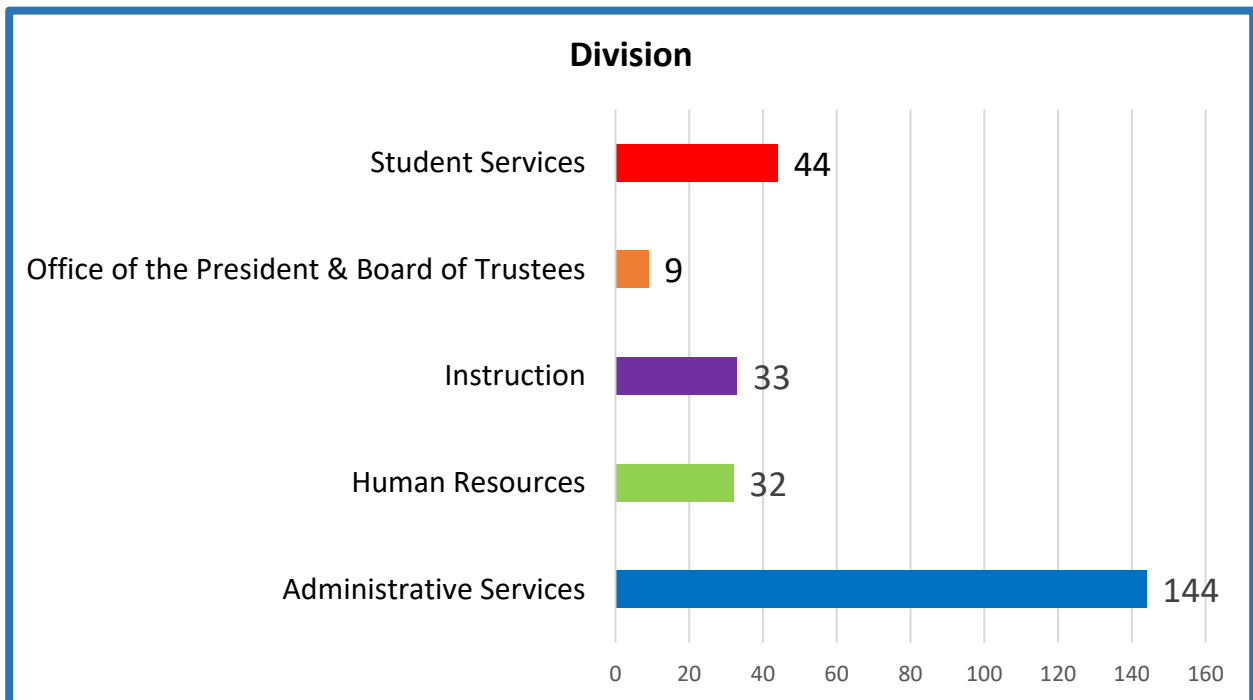
Monica Cantu-Chan, Director IT Projects

Chuong Tran, Asst. Director Application Support and Development

Eric Turner, Asst. Director Web and Portal Services

## Project Request and Support Activities Completed

October 2021 to January 2022



## Projects

- To improve access to commonly used applications, we redesigned the **Banner** homepage. The **Information Technology Applications** homepage delivers a new look and feel, new tools and resources, the IT scheduled maintenance calendar, and essential information related to commonly asked questions. Please visit <https://banner.mtsac.edu/>.
- The 2021-22 PIE Planning and Program Review is open. Training is recommended as the application has been upgraded to have a more modern and enhanced look and feel. Enhanced Unit PIE Training sessions are now available through POD. To register, please visit [POD Connect](#).
- The [first video in the Outlook Tips series](#) was released in January 2022. The video shows *Creating New Items with Drag and Drop* and *Natural Language Date*



*Selection.* Provide feedback and suggestions for future sessions by completing the [Outlook Tips Survey](#).

- CVC-OEI Phase 2 went live on 12/14/2021. This means the College can now accept instant enrollments and class registrations in specific eligible Mt. SAC online courses seamlessly via the Exchange to Banner. The joint project included Instruction, Student Services, Fiscal Services, IT, and the CA Community College Chancellor's Office.
- Completed the drops of students who are not compliant with the College's vaccine requirements on 12/16/2021 and 01/02/2021.
- Completed the Pass/NoPass and the grade roll processes for Fall 2021.
- The [Academic Calendar](#) website was redesigned and consolidated to show multi-day events in a single entry instead of listing multiple entries for each day. In time, the updates will be rolled out to all calendars.
- A Retiree tab was added to the portal. It gives retirees access to their pay stubs and tax forms.
- "Preferred Name" was replaced by *Chosen Name* throughout the Mt. SAC website, portal, and in Banner.
- The College [org chart](#) and [profiles](#) were updated to reflect current trustees and staff.

## Upgrades

- The [Scheduled Maintenance website and calendar](#) are updated with planned outages for December 2021 through February 2022.
  - Oracle 19C upgrade for Banner and Luminis databases was completed on December 19.
  - Banner HR, Financial Aid, and Finance upgrades were completed on January 23.
  - Nuventive Platform (used for PIE) user interface upgrade was completed in December 2021.

## Online Forms

- As we build online solutions for campus forms, the following NEW student and employee forms are now available for campus use in an effort to move forms entirely online.
  - Student Parking Permit – Winter 2022
  - Dual Enrollment Student/Guardian Packet
  - Medical Accommodation Request Form for COVID-19 Vaccination
  - Religious Accommodation Request Form for COVID-19 Vaccination
- The following forms are being tested and will be live in 2022:
  - Appropriation Transfer
  - Budget Revisions
  - Business Card Request