

IT Overview

September 2021

Anthony Moore, Chief Technology Officer

IT Staffing

- Enterprise Application Systems Team
 - Data Engineer: Position offered and declined. Recruitment continues.
 - Two Senior Systems Analyst Programmers: RTFs pending completion.
- Project Management Team
 - Business Analyst: Offer accepted. New employee starts October 11.
- Academic Technology Team
 - Help Desk Coordinator: Hiring Committee moving forward.
 - Help Desk Technician: Offer accepted. Projected start date is October 1.
 - Computer Facilities Assistant: Hiring Committee moving forward.
 - Computer Facilities Assistant (47.5%): Final interviews.
 - Coordinator, Computer Facilities (50%): Recent retirement. RTF pending completion.

HEERF Projects

- Wireless infrastructure upgrades to improve service for students.
 - Engaged GST to complete an external wireless assessment, including a map of current signal strength and recommendations of installation locations for future external access points. The assessment started on September 6 and will continue through this month.
 - Ordered \$250K of backend networking components to expand and upgrade aging wireless infrastructure.
- Replace desktops, laptops, printers, phones, headsets, VPN licenses, phone system licenses, and other hardware used during the pandemic to support staff and faculty working in the office or remote.
- Continuing Adobe subscriptions for students.

Other Items

- Engaged in discussions with T-Mobile regarding discounted Internet options for students and College cell phones.
- Defining and collecting Information Technology statistics for metric comparisons and reporting.

Academic Technology and Technical Support

September 2021

Michael Carr, Director Academic Technology

Lee Jones, Manager Technical Support

Student Laptop Loaner Program (SLLP) Update

Fall 2021, as of September 8, 2021:

- 1,395 requests from students to borrow SLLP technology.
- 271 technical support requests from students on SLLP technology.
- 158 one-to-one technical support requests from students on SLLP technology.

The number of SLLP technology devices increased from last quarter.

Q3: 2021	Q4: 2021
Tablets (iPads): 250	Tables (iPads): 250)
Laptops: 3,012	Laptops: 4,300
Hotspot: 2,413	Hotspot: 4,100

Support Statistics

- IT Help Desk: Student Support Requests

Top Student Request Categories	#
Student Log On Problems (Password, Account Claim)	1348
SLLP Equipment Appointment	158
SLLP Equipment Technical Issue	271
Student Registration Problems (Add / Drop)	100
Student Email Problems (Gmail, Google Docs)	75
Student Software Problems (Adobe, Office, Zoom)	73
Student Problems (Other)	70
Student Canvas Problems	21
Student Portal or Website Problems	9

- IT Help Desk: Employee Support Requests

Top Employee Request Categories #	
Desktop / Laptop (Hardware) Problems	570
Enterprise Applications	433
Telephone and Telecommunications problems	322
Canvas Cross-Listing Courses	312
Portal / Banner Self-Service Problems	232
Log On Problems	208
Printer / Copier (Printing) Problems	177
Canvas Problems	141
Software Errors or Problems	130
Zoom video conferencing	107

- IT Help Desk: Support Requests By Department

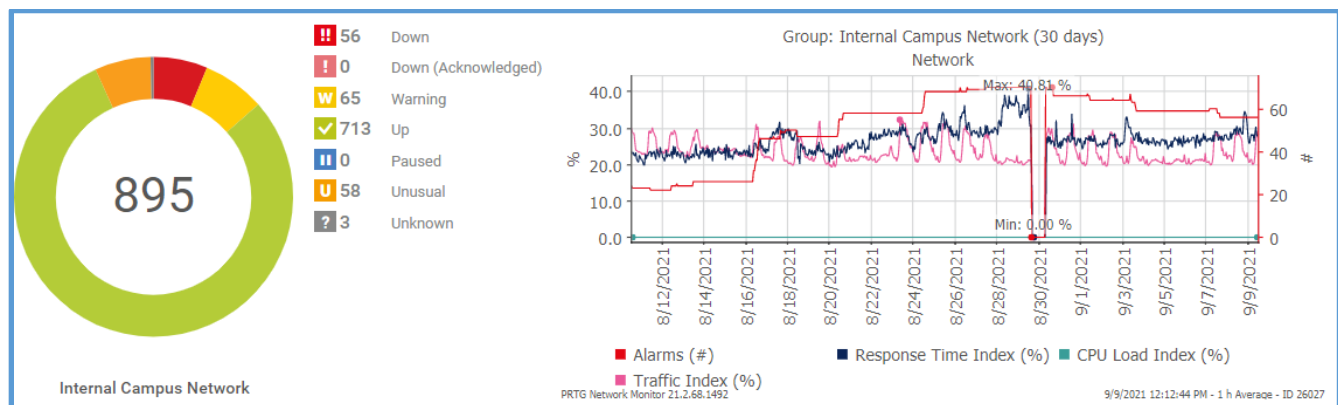
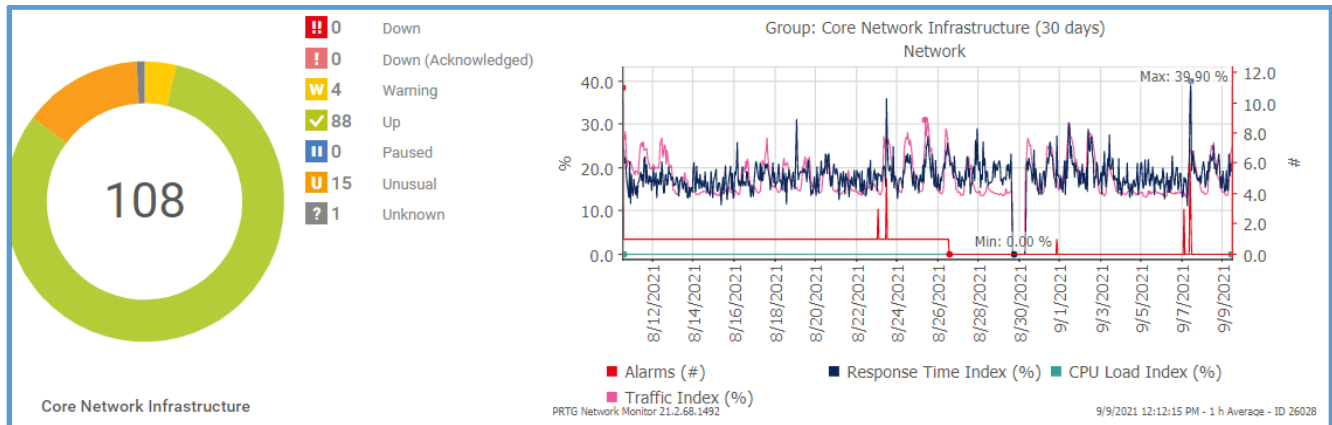
Requests by Department			
VP / Division	June	July	August
Administration	254	278	323
Facilities	25	32	27
Fiscal	32	42	51
IT	172	175	209
Police & Campus Safety	2	16	11
Risk Management	4	3	2
Technical Services	15	6	21
VP Admin Services	4	4	2
HR	19	48	31
Human Resources	16	39	28
POD	3	9	3
Instruction	430	299	970
Arts	25	26	92
Business	69	47	111
Grants	3	1	2
Humanities	70	47	234
KAD	39	18	51
Library	37	44	87
Natural Science	51	22	186
SCE	77	63	113
Tech & Health	41	16	68
VP Instruction	18	15	26
Student Services	174	148	284
Counseling	31	28	69
Student Services	131	112	204
VP Student Services	12	8	11
STUDENT Support	1113	735	951
Grand Total	1990	1508	2559

Security and Infrastructure

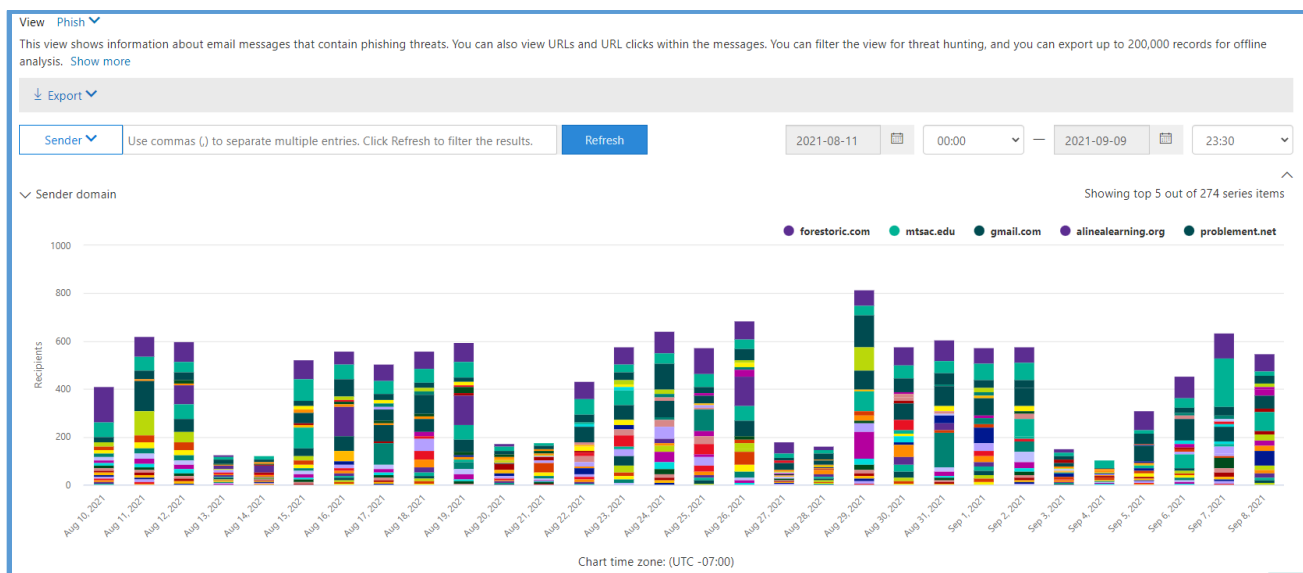
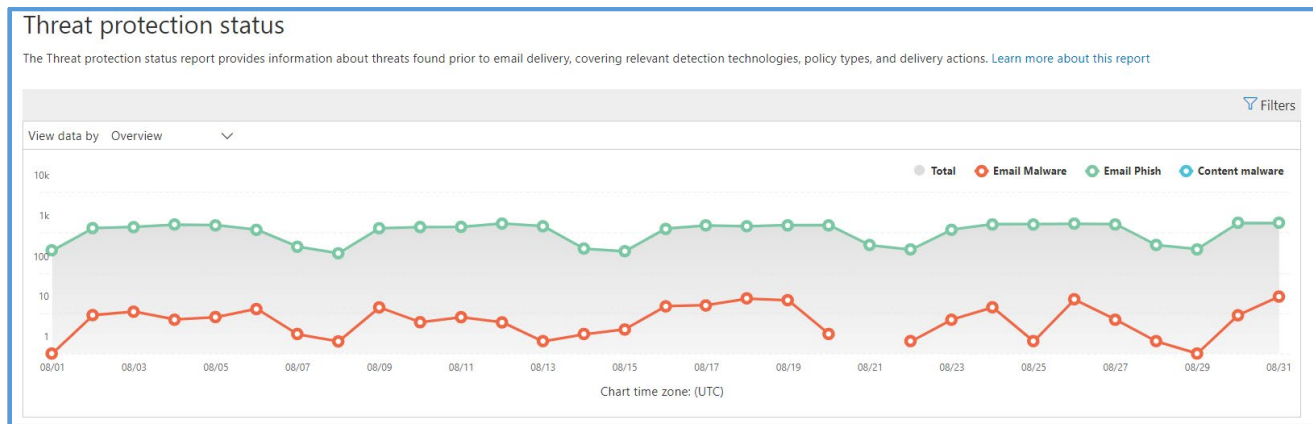
September 2021

Chris Schroeder, Director Infrastructure & Data Security

- Sehi technicians started the campus-wide wireless assessment by surveying several exterior locations including parking lots. The assessment will continue the week of September 20.
- IT placed an order for approximately \$250,000 in networking hardware to replace and upgrade many backend components of the College's wireless infrastructure.
- Evaluating and onboarding AWS services to expand and augment existing IT services:
 - Storage Gateway – Actively replacing failing storage for OnBase block storage and other file servers.
 - S3 Storage – VR application data storage, backups, backend disk for Storage Gateway.
 - Route53 – Domain name registrar for non mtsac.edu names (like mtsacfoundation.org).
 - Appstream – Demo of application virtualization. Requires Single Sign-On configuration which is being actively worked on.
 - Web services – Starting evaluation of virtualized servers, containers, and Lightsail technologies and how they will work with College needs.
- Below is a snapshot of network availability.



- Below is a snapshot of email vulnerability scans.



Enterprise Application Systems IT Project Management

September 2021

Antonio Bangloy, Director Enterprise Application Systems

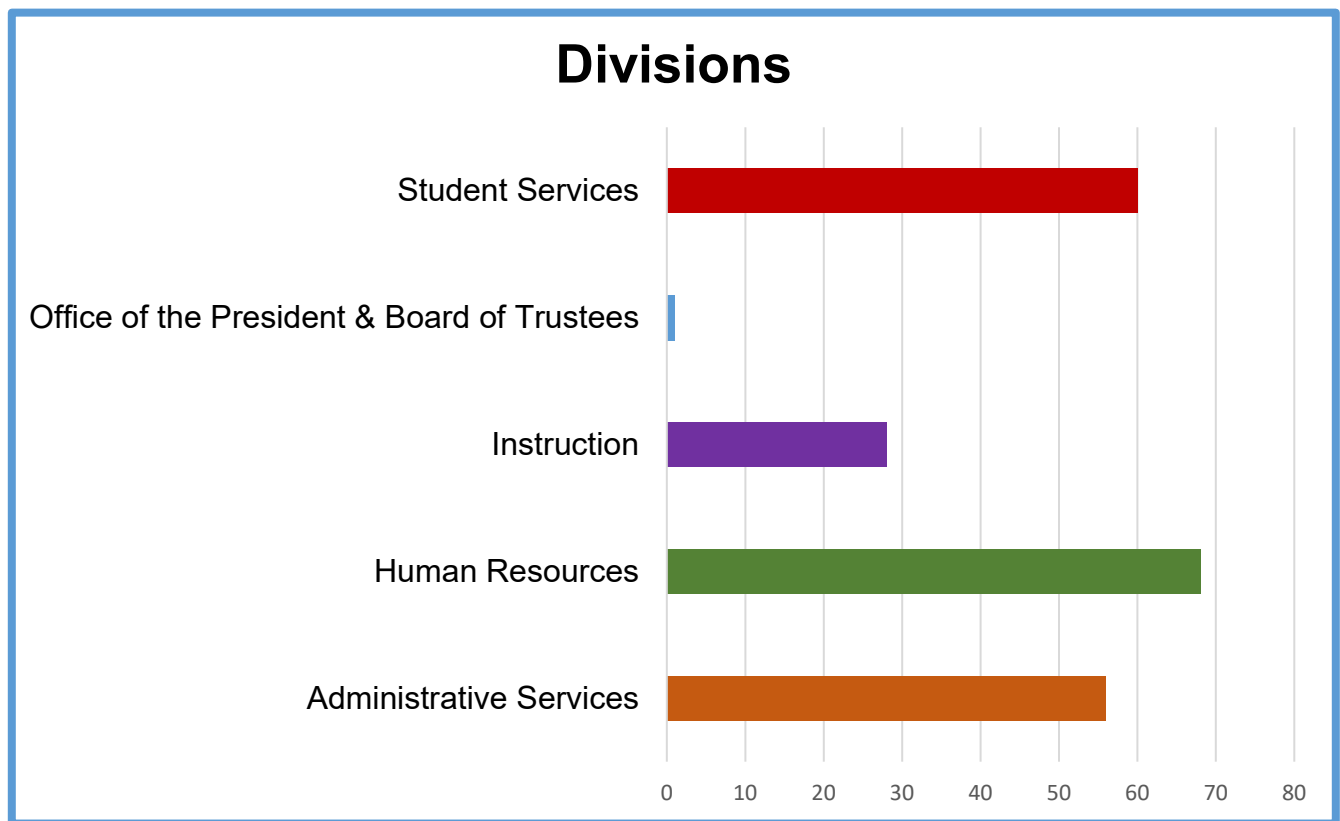
Monica Cantu-Chan, Director IT Projects

Chuong Tran, Asst. Director Application Support and Development

Eric Turner, Asst. Director Web and Portal Services

Project Request and Support Activities Completed

June 2021 to September 2021



Projects:

- The Web Team completed extensive updates to the [College map](#) including details about campus shuttle paths, walkway paths around construction areas, and the new parking structures.
- The [Health Center](#) website was redesigned including a new information display format for itemizing all the services and additional resources offered to students.
- Noncredit Systems are now live in PROD.

- AQ modifications for AMLA 1A.
- Enrollment
 - The Application Development and Support team completed the removal of registration hold and the write-off of students' debt for 7,007 individuals on 08/18/2021. Total write-off amount was \$3,261,800.
- COVID-19 Projects
 - Cleared4
 - Extracts for online and in-person students.
 - Extracts for all employees with active job assignments.
 - On-boarded 21 contact tracers – created custom pages to support contract tracing.
 - Created a process to import records for lab attendance, providing student testing and vaccination statuses upon lab check in.
 - Created five contact tracing Smartsheets for SCE.
 - Department and program websites were given new functionality for students to book appointments with counselors both online and in-person using eSARS, including ACES, Athletics, Counseling, EOPS/CARE, International, Library, Promise+, and the Veterans' website.

Upgrades:

- The [Scheduled Maintenance website and calendar](#) is updated with planned outages for quarter four.
 - Banner Financial Aid upgrade was installed and completed on 8/29/2021.
 - The next major outage is September 19 for an upgrade of Oracle 19c – 6AM-12PM – system downtime required.
 - Ethos Integration APIs – Sep 26 – no system downtime required.

Online Forms:

As we build online solutions for campus forms, in an effort to move forms fully online, the following employee forms are now available for campus use.

- EAB Mass Student Email Request
- Omni CMS User Request Form
- Affidavit Request for Replacement Warrant
- Direct Deposit Authorization
- Request for Emergency Check

State Reports:

- The Application Development and Support team was able to successfully complete the Summer 2021 MIS submission despite the resignation of a key member of the team who was responsible for handling major parts of the MIS.

Accolade:

- Pedro Suarez, IT Business Analyst, received the College Champion Award