IT Overview: February 2023

Technology Master Plan

- BerryDunn provided the draft TMP, which was reviewed by the IT team, ITAC, and Cabinet.
- The final version will be presented to ITAC at the March 2023 meeting.
- IT will work with the Accreditation Core Team to update the ISER, Standard III, evidence with the new TMP.
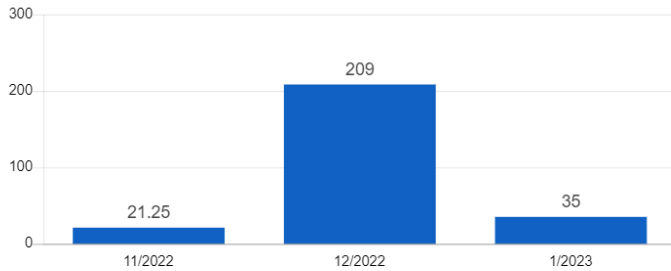
Amazon Web Services (AWS)

- Mt. SAC CTO, Anthony Moore, is a board member of the AWS CA Community College User Group, holding the position of secretary. The User Group supports all CA Community Colleges that want to or are currently utilizing AWS services. The group meets monthly and includes an assigned representative from AWS.
- Through the AWS CA Community College User Group, Anthony secured free introductory AWS training for the IT Department. Approximately 25 IT staff members are registered for the first round of training in February/March. Two additional classes were added for April.

IT Communication

- IT staff and managers are scheduled to attend the following conferences and training events:
    - February 22-24: Association of CA Community College Administrators (ACCA)
    - March 6-9: CA Chief Information Systems Officers Association (CISOA)
    - March 7-8: EAB Navigate Summit
    - March 26-30: Ellucian eLive
- The Change Management Board continues to meet bi-weekly to inform the IT Maintenance Calendar.
- IT drafted potential Project Prioritization Criteria. See page 9.

Reported Overtime Hours	Vacancies & Filled Positions
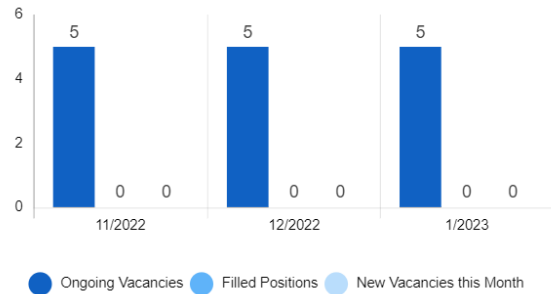
Purchases - November	Purchases - December	Purchases - January
8	**7**	**7**
Requisitions Entered	Requisitions Entered	Requisitions Entered
17	**10**	**5**
POs and Change Orders	POs and Change Orders	POs and Change Orders
28	**26**	**43**
Invoices Approved	Invoices Approved	Invoices Approved
$3,546.73	**$3,494.51**	**$8,553.72**
pCard Expenditures	pCard Expenditures	pCard Expenditures

Academic Technology & IT Support Dashboard

Summary: February 2023

Academic Technology & IT Support

- IT is working to inventory all academic and non-academic software on campus. This project is going well, and IT created a centralized smartsheet with all the software applications discovered so far. The software inventory smartsheet has benefited IT and Purchasing by tracking software licenses and identifying software with similar features.

- The Student Technology Support website is receiving more visits from students. From July 2022 to January 2023, the website experienced the following increase in web traffic:
  - 1,236 Unique Page Views
  - Average Visit Duration is 3 minutes and 29 seconds
  - 436 New Site Visitors
  - 478 Returning Site Visitors

- The Mountie Tech Hub Project is moving forward with the approval from Cabinet to provide a draft budget to run the location in the new Student Center. The purpose of the Mountie Tech Hub will be a location where students can ask questions and receive technical support on hardware and software provided by the College. This is an inclusive technical space where students are welcomed and can discover all of the technology service offerings for students.

IT Resources

🔗
Mt. San Antonio College Help Desk Portal

🔗
Mt. San Antonio College Information Technology Website
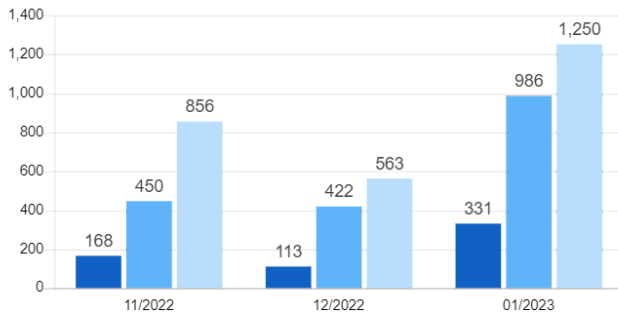
Top Requests - December

Top Faculty Request
Canvas Course Support

Top Employee Request
Device Installation

Top Student Request
Student Password Reset

Top Requesting Department
Design & Construction

Top Requests - January

Top Faculty Request
Canvas Cross-List

Top Employee Request
Phish & Scam Reports

Top Student Request
Student Password Reset

Top Requesting Department
SCE

Support Services

Ticket Intake by Group

Chart: Ticket intake by group by month.
- 11/2022: Tickets for Faculty 168, Ticket for Employees 450, Tickets for Students 856
- 12/2022: Tickets for Faculty 113, Ticket for Employees 422, Tickets for Students 563
- 01/2023: Tickets for Faculty 331, Ticket for Employees 986, Tickets for Students 1,250

Legend: ● Tickets for Faculty ● Ticket for Employees ● Tickets for Students

December 2022

Average Resolve CalHrs (All)	0:14:35
Average Resolve CalHrs (Help Desk)	0:05:41

January 2023

Average Resolve CalHrs (All)	0:12:27
Average Resolve CalHrs (Help Desk)	0:01:02

Incoming Phone Calls

Chart: Number of Calls by month.
- 11/2022: Total Switchboard Calls 8,743, Total Help Desk Calls 1,284
- 12/2022: Total Switchboard Calls 7,056, Total Help Desk Calls 858
- 01/2023: Total Switchboard Calls 12,619, Total Help Desk Calls 2,390
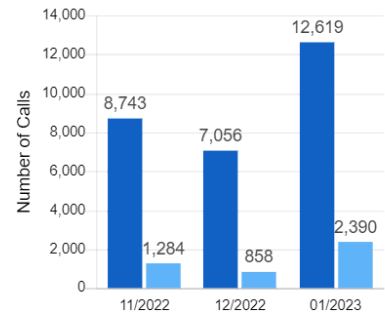
Legend: ● Total Switchboard Calls ● Total Help Desk Calls

Ticket Intake and Resolution

Chart: Tickets created and resolved by month.
- 11/2022: Tickets Created (All) 1,474, Tickets Resolved (All) 1,462, Tickets Resolved (Help Desk) 597
- 12/2022: Tickets Created (All) 1,098, Tickets Resolved (All) 1,039, Tickets Resolved (Help Desk) 429
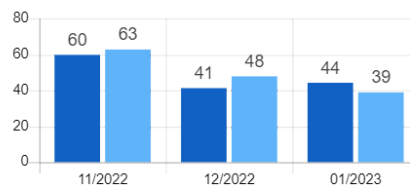- 01/2023: Tickets Created (All) 2,567, Tickets Resolved (All) 2,378, Tickets Resolved (Help Desk) 1,281
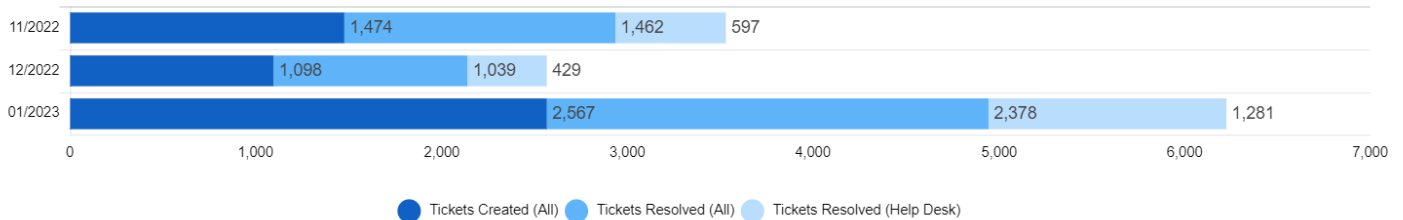
Legend: ● Tickets Created (All) ● Tickets Resolved (All) ● Tickets Resolved (Help Desk)
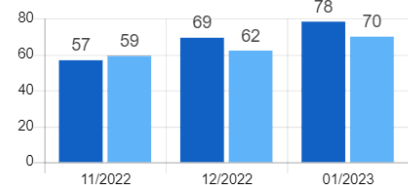
Ticket Summary - President and Board of Trustees

Chart:
- 11/2022: President/BOT - Created 14, President/BOT - Resolved 15
- 12/2022: President/BOT - Created 5, President/BOT - Resolved 6
- 01/2023: President/BOT - Created 0, President/BOT - Resolved 0
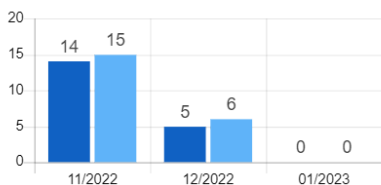
Legend: ● President/BOT - Created ● President/BOT- Resolved

Ticket Summary - VP Human Resources

Chart:
- 11/2022: Human Resources - Created 60, Human Resources - Resolved 63
- 12/2022: Human Resources - Created 41, Human Resources - Resolved 48
- 01/2023: Human Resources - Created 44, Human Resources - Resolved 39

Legend: ● Human Resources - Created ● Human Resources - Resolved

Ticket Summary - SCE

Chart:
- 11/2022: SCE - Created 57, SCE - Resolved 59
- 12/2022: SCE - Created 69, SCE - Resolved 62
- 01/2023: SCE - Created 78, SCE - Resolved 70

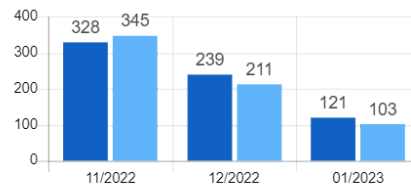Legend: ● SCE - Created ● SCE - Resolved

Ticket Summary - VP Administrative Services
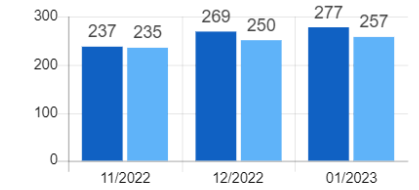
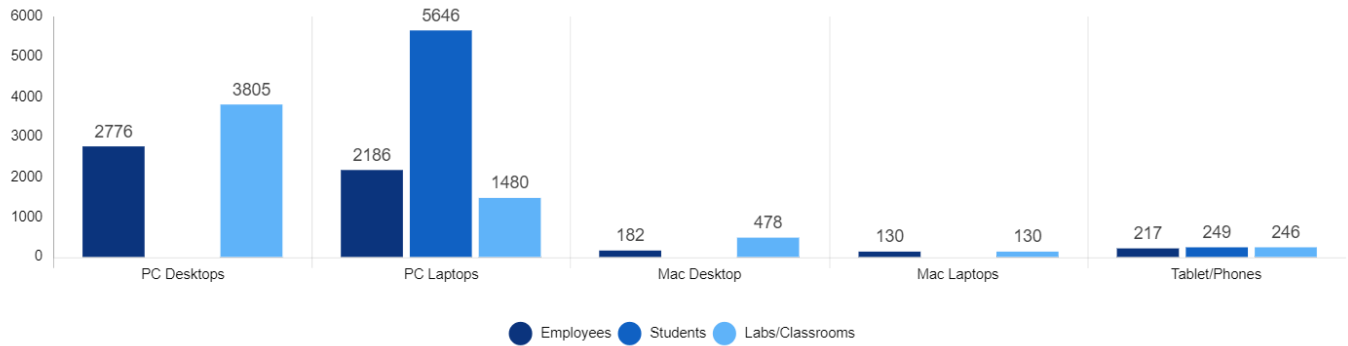Admin Services - Created | Admin Services - Resolved

Month	Created	Resolved
11/2022	237	235
12/2022	269	250
01/2023	277	257

Ticket Summary - VP Instruction

Instruction - Created | Instruction - Resolved

Month	Created	Resolved
11/2022	328	345
12/2022	239	211
01/2023	121	103

Ticket Summary - VP Student Services
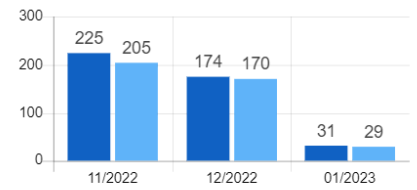
Student Services - Created | Student Services - Resolved

Month	Created	Resolved
11/2022	225	205
12/2022	174	170
01/2023	31	29

Equipment - January 2023

Employees | Students | Labs/Classrooms

	Employees	Students	Labs/Classrooms
PC Desktops	2776		3805
PC Laptops	2186	5646	1480
Mac Desktop	182		478
Mac Laptops	130		130
Tablet/Phones	217	249	246

Summary: February 2023

AWS Use Adoption

• Working with Apogee and AWS for feasibility and cost of moving ERP system to the cloud.
• Current AWS costs anticipated operational expense is $2,333.08 per month (8% increase from prior month).

Information Security

• Reevaluating onboarding multifactor authentication deployment strategies and how to approach deployments for sensitive applications.
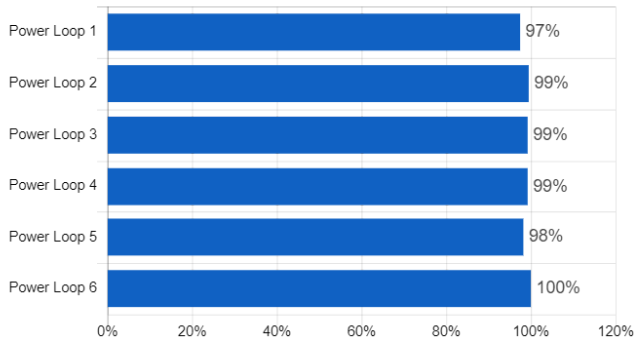• Working on offerings from the CCC Tech Center to improve information security.

Network Infrastructure

• The new Guest wireless network SSID will go live by the end of February.
• Commissioned Gym and Aquatics network infrastructure. Student Center coming soon.
• Migrating aging hardware to 3rd party warranty provider.

Product and Hardware Evaluations

• Enterprise storage systems.
• Firewalls.

Network Availability

Power Loop 1	97%
Power Loop 2	99%
Power Loop 3	99%
Power Loop 4	99%
Power Loop 5	98%
Power Loop 6	100%

Zoom

NOVEMBER	DECEMBER	JANUARY
1106	**918**	**970**
Zoom Active Users	Zoom Active Users	Zoom Active Users
12272	**5798**	**9928**
Zoom Meetings	Zoom Meetings	Zoom Meetings
11.25	**11.63**	**12.32**
Zoom Storage Used (TB)	Zoom Storage Used (TB)	Zoom Storage Used (TB)
7812	**5318**	**6959**
Zoom Meeting Mins	Zoom Meeting Mins	Zoom Meeting Mins

Phone System

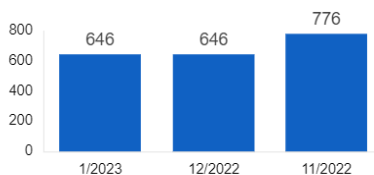| NOVEMBER	DECEMBER	JANUARY
32,548	**27,533**	**48,229**
# inbound calls	# inbound calls	# inbound calls
19,934	**16,131**	**21,727**
# outbound Calls	# outbound Calls	# outbound Calls
100%	**99%**	**100%**
Phone System Availability/Uptime	Phone System Availability/Uptime	Phone System Availability/Uptime
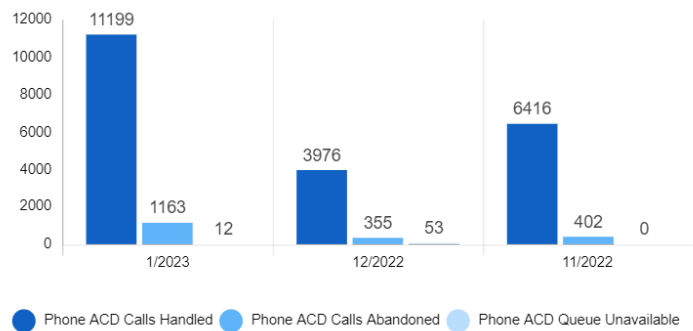
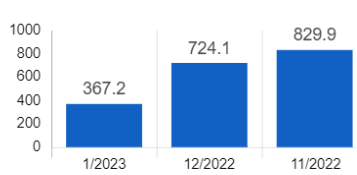#### Automatic Call Distribution Handling Time

1:46
Phone ACD Avg Answer Speed (min:sec)

3:08
Phone ACD Calls Avg Handling Time (min:sec)

3:08
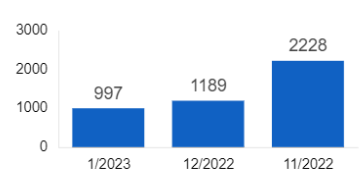Phone ACD Avg Handling Time for Transfer to Agent

Automatic Call Distribution Stats

Phone ACD Calls Handled • Phone ACD Calls Abandoned • Phone ACD Queue Unavailable

WIFI

Number of WIFI Access Points

1/2023	12/2022	11/2022
646	646	776

WIFI Download Max (Mbps)

1/2023	12/2022	11/2022
367.2	724.1	829.9

WIFI Upload Max (mbps)

1/2023	12/2022	11/2022
997	1189	2228

Top 10 By User

Top 10	By User - November	By User - December	By User - January
1	bldg-26abcd	bldg-26abcd	bldg-66
2	bldg-66	bldg-66	bldg-61
3	bldg-61	bldg-61	bldg-26abcd
4	bldg-6	bldg-6	bldg-60
5	bldg-60	bldg-60	bldg-6
6	qd-1s-2s-6-8-9s	bldg-11	bldg-7
7	bldg-7	bldg-67a	bldg-742
8	bldg-11	bldg-7	bldg-9b
9	bldg-67a	bldg-78b	bldg-40
10	bldg-78b	qd-1s-2s-6-8-9s	bldg-4

Top 10 By Traffic

Primary	By Traffic- November	By Traffic - December	By Traffic - January
1	bldg-23a	bldg-23a	bldg-23a
2	bldg-61	bldg-6	bldg-61
3	bldg-6	bldg-61	bldg-6
4	bldg-26abcd	bldg-9b	bldg-60
5	bldg-66	bldg-26abcd	bldg-66
6	bldg-60	bldg-66	bldg-26abcd
7	bldg-13	bldg-13	bldg-9b
8	bldg-78b	bldg-60	bldg-4
9	bldg-9b	bldg-4	bldg-9e
10	bldg-7	bldg-9e	bldg-23

Infosec

Firewall Statistics

Month/Year	CheckPoint - Attacks prevented against hosts	CheckPoint - Firewall ACL Accept	CheckPoint - IPS Attacks Detected	CheckPoint - VPN Remote Access Tunnels	CheckPoint AntiBot Logs	CheckPoint Antivirus Edge Preventions
1/2023	54,400	749,000,000	85,400	281	370	440
12/2022	61,600	752,039,200	65,300	135	558	976
11/2022	63,100	845,049,400	79,700	140	311	2,100

Microsoft Defender Email Traffic Flows

Month/Year	Inbound Email Clean	Inbound Malware Attempts Blocked	Inbound Phishing Attempts Blocked	Inbound Spam Email	Outbound Email Clean
1/2023	1,370,073	72	33,883	81,868	198,344
12/2022	1,264,982	74	32,768	103,358	138,666
11/2022	1,927,223	58	43,783	94,990	232,822

Microsoft Defender EDR Incidents

MS Defender Computers Managed	**4699**
MS Defender Active Incidents for MtSAC	**67**
MS Defender Incidents Remediated	**253**

Phishing and Attack Simulation - January 2023

Emails Delivered	Reported Emails	Email Link Clicked	Credentials Supplied	Clicked Message Link	Attachment Opened	Training Assigned	Training Completed
5959	304	130	0	130	55	184	78

IT Resources

🔗
Mt. San Antonio College Help Desk Portal

🔗
Mt. San Antonio College Information Technology Website

🔗
Information Technology Change Management

🔗
Information Technology Project Requests

🔗
Scheduled Maintenance Calendar

Change Management Metrics

Legend: New CRs, Completed CRs

Values: 11/2022: 3, 2; 12/2022: 5, 3; 01/2023: 8, 4
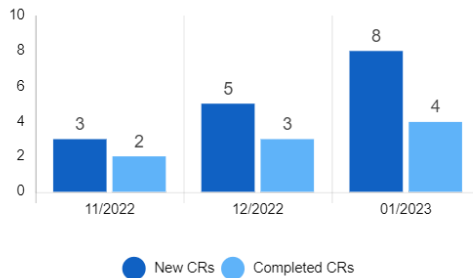
Completed Projects by Division

October- December 2022

Values: 25, 4, 23, 11, 23, 0

Legend: Administrative Services, Human Resources, Instruction, School of Continuing Education, Student Services, Office of the President & Board of Trustees

Summary - November - February 2023

Completed Projects

MIS Reporting

• Fall 2022 MIS was successfully submitted; report of student enrollments and their student types as well as their participation in various special and categorical programs.

Year End Upgrades

• Completed end of year upgrades and local modifications required for processing of 1098T, 1099, W2s.

MS Outlook Training

• Installment 3 of the MS Outlook Training Series is now published. This video will show you how to save time automating text with My Templates, Quick Parts, and Autocomplete.

SoftDocs Online Forms

• The Spring 2023 Employee Wellness Center Registration form is online. In addition, the Wellness Center Application Report was built to provide team members with access to all application submissions and status for the current term.
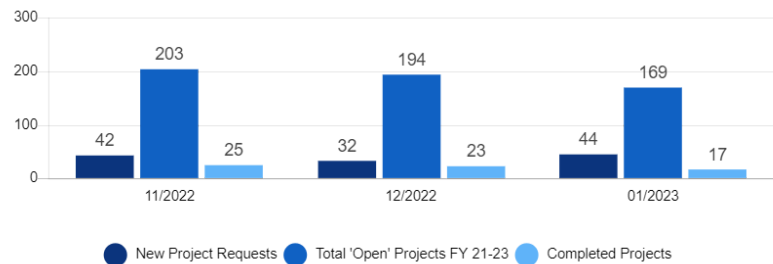
Current Projects

• Project Prioritization
• T2 Parking Management System
• Cognos pilot for Human Resources
• Ocelot Chatbot
• CADMUS by Evisions
• SARS to Navigate Scheduler
• Resubmission of 2020-2021 MIS Reports in partnership wth Instruction
• SCE Dashboard
• Short Term Hourly Timesheet
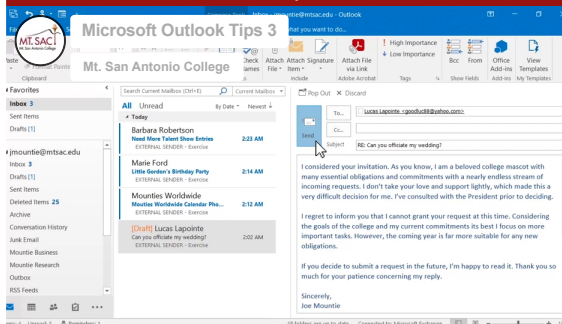• Data Synchronization of SCE online application (Banner and APEX)

Upcoming Projects

• Ethos Integration
• Ellucian Experience
• Self Service Banner 9
• Accreditation
• Unimarket e-Procurement

Project Intake Metrics

Legend: New Project Requests, Total 'Open' Projects FY 21-23, Completed Projects

Values: 11/2022: 42, 203, 25; 12/2022: 32, 194, 23; 01/2023: 44, 169, 17

Microsoft Outlook - Automation Tips

Training

There are several training opportunities available in November. To register, please visit the POD Connect website.

• Banner 9 General Navigation: The Banner 9 General Navigation Training session will provide basic skills accessing Banner as well as navigating through the Banner Pages.
• Omni CMS Basic Training: Omni CMS allows users to create and maintain webpages without having to know HTML. This hands-on training session covers the basic information needed to create, edit, manage, and publish content on Mt. SAC webpages..
• PIE Unit training is coming soon!

On Demand Training

• For on demand training, please visit the IT Training webpage.

Etrieve by Softdocs

The following **NEW** employee forms are now available for campus use:

• Employee Wellness Center Packet
• Articulation Agreement
• Banner Class Maintenance

Forms in development/testing:

• *Business Card Request*
• *Budget Transfers*
• *Pcard Request*

IT Scheduled Maintenance

The Scheduled Maintenance website and calendar are updated with planned outages through February 2023.

Upcoming upgrades include:

• Banner Quarterly Release Upgrades
• Database Upgrades
• Ethos API Upgrades
• Ethos Identity clustering
• OnBase EP4 Upgrade

To review specific details related to scheduled maintenance and system outages, please visit the IT Systems Scheduled Maintenance webpage.

Planning for Institutional Effectiveness (PIE)

The Nuventive Improvement platform user interface upgrade has been completed. As part of this upgrade, there were several enhancements to the UI to allow the PIE process which includes:

• Dashboard tracker which provides analysis of process for each unit PIE summary.
• Inclusion of the Project Initiation Form (managed by Facilities)
• EZ Calculator for salary/benefit staffing projections
• Top IT Items price list for equipment requests

Please visit the PIE in the Sky and Outcomes webpage for deadlines and training.

IT Resources

Scheduled Maintenance Calendar

Banner Finance Request From

Banner HR/Payroll Request Form

Banner Student and Finacial Aid Request Form

Summary: February 2023

• A total of 60 Banner upgrades were completed for all modules in November and December 2022.
• A total of 40 local modifications were completed for Finance, Financial Aid and Student modules.
• Completed WebLogic to Tomcat server migration.
• Applied an Ethos Identity (SSO) 5.10.5 upgrade to address the most recent vulnerability issues reported by Ellucian.
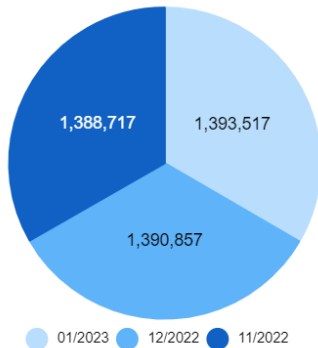• Applied several Java upgrades to fix several Financial Aid issues.

Enterprise Applications

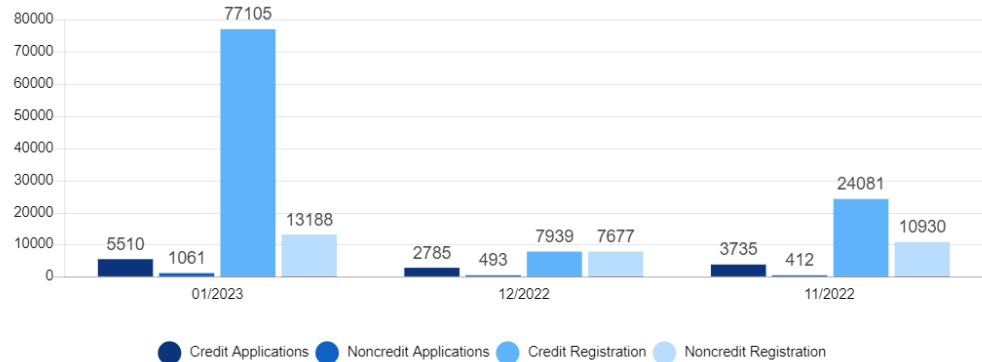|	
Banner (Admin Pages & SSB) Uptime	99.73%
Banner Database Uptime	99.73%
ODS Uptime	100.00%
AUTOMIC Uptime	100.00%
DegreeWorks Uptime	100.00%
Ethos Identity (SSO)	100.00%

Student Success and Support Requirements
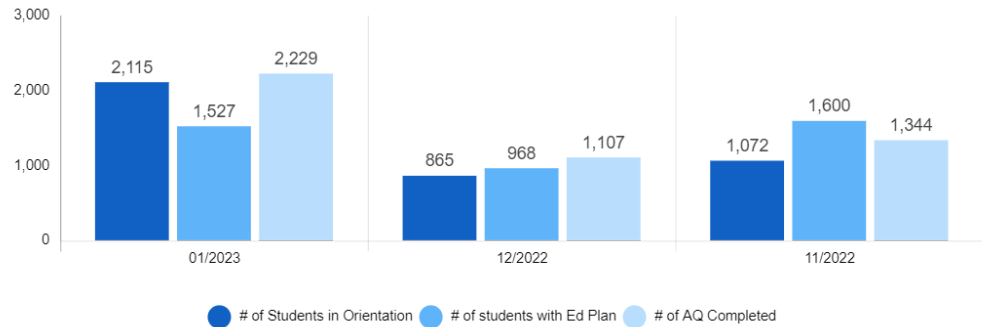
Active Student Count

Credit and Noncredit Applications

Credit/Noncredit Registration Statistics

Month/Year	Credit Registration	Noncredit Registration	CVC/OEI Registration
12/2022	7939	7677	9
11/2022	24081	10930	16

Information Technology Web & Portal Statistics

System Uptime

100%
Portal Uptime

99.99%
Canvas Uptime

100.00%
Website Uptime

Summary: February 2023

- The number of non-ADA compliant PDF documents is now less than 800. The goal is to be near zero by the end of 2023.

- Our total Google storage is now less than 500 Terabytes with and eventual goal of less than 180 TB before 4/1/2023.

- Congratulations to Mathew Bidart, he has been hired as an Systems Applications Specialist recently open due to Rick Nguyen's promotion to Senior Systems Analyst/Programmer.

Website Broken Links
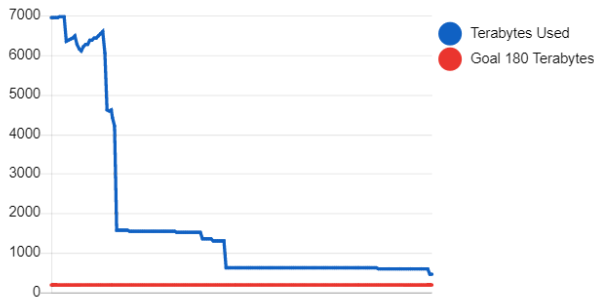
Month/Year	Broken Links
11/2022	94
12/2022	115
01/2023	119

Non-Compliant PDFs on the Website

Month/Year	PDFs to Fix
11/2022	1,170
12/2022	964
01/2023	775

IT Resources
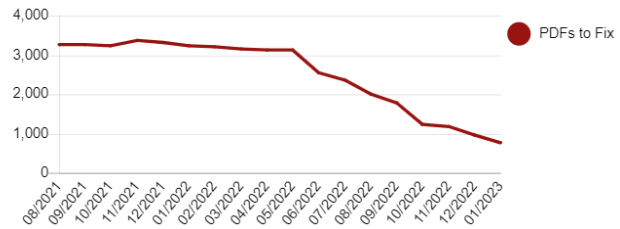
Request a Portal Annoucement

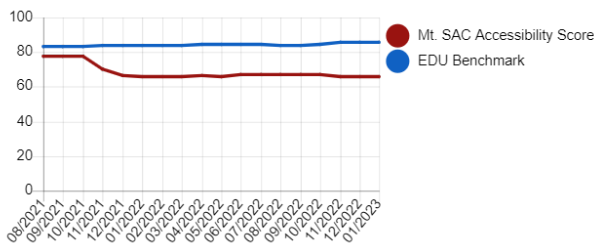Accessibility Help Request

Mt. SAC Portal

Canvas

Google Storage

August 1, 2022 to January 31, 2023

Non-Compliant PDFs on the Website

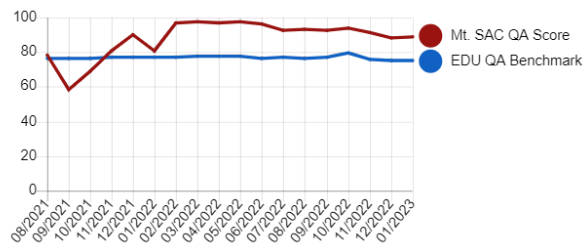## Accessibility Score vs. Education Industry

Quality Assurance Score vs. Education Industry

Accessibility Scores: Our accessibility vendor automatically scans our website nightly and reports the scores on WCAG 2.1 non-compliant categories. The EDU benchmark is the average score achieved by other higher education institutions.

Quality Assurance (QA) Score: The vendor automatically scans our website nightly and compares our score to other customers within the same industry.

Website Visits Report

Month/Year	Web Visits	Unique Visitors	Returning Visitors	Page Views	Average Response Time
11/2022	510,122	230,993	42,920	1,221,590	799 ms
12/2022	364,198	193,282	36,721	902,892	863 ms
01/2023	666,236	329,940	41,629	1,688,188	862 ms

W&P - Top 10 Pages Report

Score	November 2022	December 2022	January 2023
1	Home	Home	Home
2	Portal	Portal	Portal
3	Students	Schedule of Classes	CE Fall Classes
4	Library	Schedule of Classes | Winter	Schedule of Classes
5	CE Winter Classes	Students	Career Education
6	Schedule of Classes	Apply Now	Class Search
7	Canvas	Navigate	Students
8	Apply Now	Library	Apply Now
9	Navigate	Canvas	Navigate
10	Schedule of Classes | Winter	IT Applications	Schedule of Classes | Spring

DeviceType (%)

- Desktop
- Mobile
- Tablet
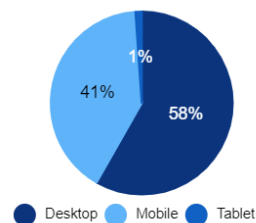
Potential Prioritization Criteria List

Criteria	Dimensions	Scoring				
		0-1	**2**	**3**	**4**	**5**
Strategic Alignment	**Does the Proposal support one or more documented College Strategic Goals?** *https://www.mtsac.edu/about/mission-and-goals.html*	No strategic value	Low strategic value	Medium strategic value	High strategic value	Extraordinary strategic value
	Does the Proposal support one or more documented REQUESTING DEPT or Program Strategic Goals?	No strategic value	Low strategic value	Medium strategic value	High strategic value	Extraordinary strategic value
	Does the Proposal result from a state, federal, and/or vendor mandate?	Not required	Required to reduce operating costs or maintain funding	Required to sustain operations	Legislative/governance/leadership mandate requirement	Tied to a major compliance/policy/legal initiative
Operational Alignment	**Does this Proposal provide an improved USER experience of the following:** **1) Improves Accessibility & Usability** **2) Provides better performance** **3) Provides better data quality with fewer defects?**	Does not address any operational issues or pain points	Somewhat addresses operational issue or pain point	Moderately addresses operational issue or pain point	Addresses operational issue or pain point for the most part	High impact on operational issue and pain point/will practically eliminate it
	Does the Proposal improve efficiency by the following: **1) Time savings** **2) Streamline / simplify processes** **3) Improve self-service options**	Not Present	Low improvement	Medium Improvement	High Improvement	Significantly automates process/improves efficiency for business unit(s)
	Does the Proposal increase productivity and automation by the following: **1) Automates manual processes** **2) Improves access to data /reports / analytics** **3) Supports mobile or field workforce** **4) Eliminates paper process** **5) Enables data driven decisions**	Not Present	Low improvement	Medium Improvement	High Improvement	Significantly automates process/improves efficiency for business unit(s)
	Does the Proposal addresses a key compliance or end-of-life issue?	Does not address compliance or end-of-life issues	Marginally addresses key compliance or end-of-life issue	Moderately addresses key compliance or end-of-life issue	Mostly addresses key compliance or end-of-life issue	Addresses the key compliance or issue completely
Feasibility	**The College has the clear ability to execute**	No clear ability to execute (required skills, resources, funding, executive support, etc. are absent)	Execution will be difficult. (e.g. key resources will be strained, sponsorship engagement questionable, etc.)	We have the ability to execute	Project will be moderately easy to execute	We have the clear ability to execute
	Risk mitigation strategies are identified, believable, and incorporated into costing	No risk mitigation strategies presented/present	Few strategies presented/untested strategies	Some of the risks are accounted for in the strategies	Most of the risks are accounted for in the mitigation strategies	Low risk in the mitigation strategies
	Specific resources needed for (scheduling/people/resources)	No resoures identified/secured (required skills, resources, funding, executive support etc. are absent)	██████	Resources have been identified, but not yet secured (e.g. key resources will be strained, sponsorship engagement questionable, etc.)	██████	Resources are identified and secured; We have the clear ability to execute
Technology	**Is there a system/application or tool currently in use by the College that will satisfy 80% or more of the requirements in the proposal?**	System/application with similar functionality exists and meets 80-100% of required functions	System/application with similar functionality exists and meets 60-80% of required functions	System/application with similar functionality does exist and meets 40-60-25% of required functions	System/application with similar functionality does NOT exist OR does exists but only meets 20-40% of required functions	System/application with similar functionality does NOT exist OR does exists but only meets 0-20% of required functions
	Does the Proposal satisfy lifecycle management and technology currency needs by the following: **1) Minimizes ongoing maintenance** **2) Upgrade lifecycle version interval** **3) Platform compatibility / aligns with existing tech**	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	Does the Proposal drive technology modernization by the following: **1) Security improvement / reduce risk** **2) Align w/strategic architecture** **3) Cloud based solution** **4) Improves Disaster Recovery** **5) Future proof / forward compatibility**	No innovative content	Contains very little innovative content	Contains a moderate amount of innovative content	Contains a high level of innovative content	Project is completely innovative, will be a game-changer