Information Technology Administration Statistics

IT Overview: May 2023

Amazon Web Services (AWS)

- Through the AWS CA Community College User Group, Anthony secured free AWS training for the IT Department.
  - Approximately 40 IT staff members attended AWS Essentials training from February through April 2023.
    - The Essentials class is an introductory course to AWS cloud services.
- IT is evaluating and prioritizing possible systems and infrastructure that can transition to cloud services like AWS or SaaS (Software as a Service) hosted environments.

IT Communication

- The Change Management Board continues to meet bi-weekly to inform the IT Maintenance Calendar.
- IT collects and reports more than 110 data points as monthly statistics for all aspects of IT. The data and dashboard are available on the IT Statistics webpage.
- Cyndi Erbe received the IT Spotlight Award for the first quarter of 2023.
- *Customer of the Year 2020* was awarded by OmniUpdate to Mt. SAC for participating in customer panels, presenting at user training conferences, and beta testing software enhancements.
- The new Guest WiFi network is available for visitors or campus guests. Directions to connect are available here.
- IT drafted potential Project Prioritization Process and Criteria and shared it with Cabinet and ITAC for feedback. A second draft will be shared with Cabinet for additional feedback at a later day.

Reported Overtime Hours
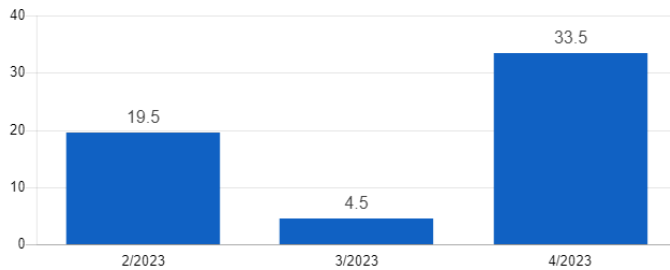
Vacancies & Filled Positions
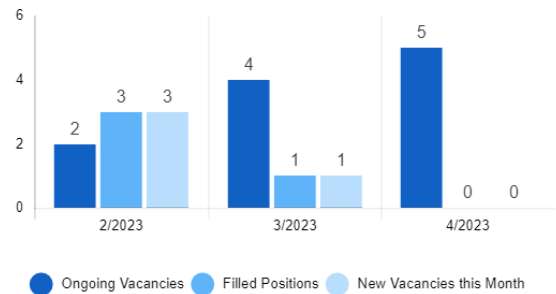
Purchases - January	Purchases - February	Purchases - March	Purchases - April
7	**11**	**20**	**10**
Requisitions Entered	Requisitions Entered	Requisitions Entered	Requisitions Entered
5	**6**	**9**	**4**
POs and Change Orders	POs and Change Orders	POs and Change Orders	POs and Change Orders
43	**29**	**51**	**21**
Invoices Approved	Invoices Approved	Invoices Approved	Invoices Approved
$8,553.72	**$6,996.33**	**$14,016.83**	**$4,103.08**
pCard Expenditures	pCard Expenditures	pCard Expenditures	pCard Expenditures

Academic Technology & IT Support Dashboard

Summary: May 2023

Academic Technology & IT Support

- IT is working on streamlining technology purchasing with guidance from the Purchasing Department. This is a great partnership and has positively impacted the College by identifying ways to reduce cost.

- Microsoft Intune is being evaluated and tested as a support tool. This tool would be used to troubleshoot hardware and software problems on district owned computers located on or off campus.

- Desktop and Laptop Security Configuration Project - the purpose of this project is to discover and document our operating system patching strategy, local operating system security configuration settings, BIOS security configuration settings, and hardware encryption settings. In addition, IT is working with the Chancellor's Office on this project as there is funding available for Cybersecurity initiatives.

- The Student Technology Support website is receiving more visits from students. From July 2022 to April 2023, the website experienced the following increase in web traffic:
  - 1,826 Unique Page Views
  - Average Visit Duration is 3 minutes and 6 seconds
  - 599 New Site Visitors
  - 788 Returning Site Visitors

IT Resources

🔗
Mt. San Antonio College Help Desk Portal

🔗
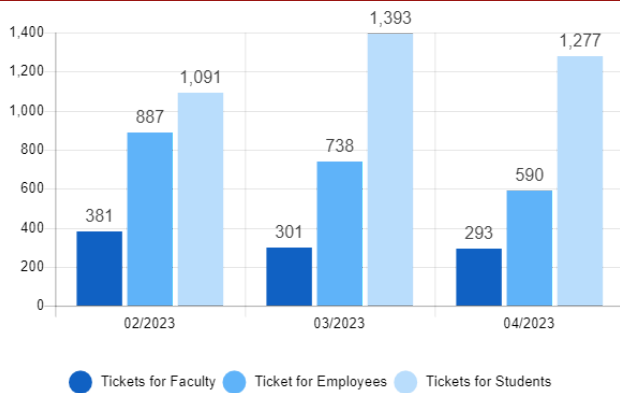Mt. San Antonio College Information Technology Website

Top Requests - March

Top Faculty Request
Computer Support

Top Employee Request
Student Application Support

Top Student Request
Student Password Reset

Top Requesting Department
ACCESS and Wellness

Top Requests - April

Top Faculty Request
Add Auth Codes

Top Employee Request
Computer Support

Top Student Request
Student Password Reset

Top Requesting Department
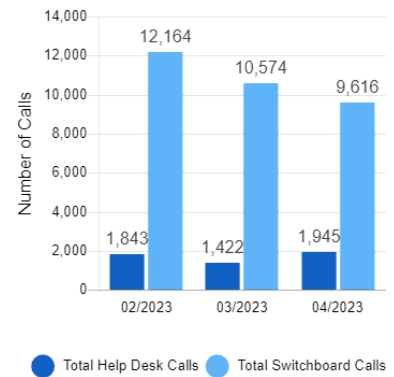Human Resources

Support Services

Ticket Intake by Group

Tickets for Faculty: 02/2023: 381, 03/2023: 301, 04/2023: 293
Ticket for Employees: 02/2023: 887, 03/2023: 738, 04/2023: 590
Tickets for Students: 02/2023: 1,091, 03/2023: 1,393, 04/2023: 1,277

March 2023

Average Resolve CalHrs (All)	0:07:20
Average Resolve CalHrs (Help Desk)	0:03:00

April 2023

Average Resolve CalHrs (All)	0:17:59
Average Resolve CalHrs (Help Desk)	0:0:58

Incoming Phone Calls

Total Help Desk Calls: 02/2023: 1,843, 03/2023: 1,422, 04/2023: 1,945
Total Switchboard Calls: 02/2023: 12,164, 03/2023: 10,574, 04/2023: 9,616

Ticket Intake and Resolution

Tickets Created (All): 02/2023: 2,359, 03/2023: 2,432, 04/2023: 2,160
Tickets Resolved (All): 02/2023: 2,194, 03/2023: 2,152, 04/2023: 2,166
Tickets Resolved (Help Desk): 02/2023: 1,102, 03/2023: 799, 04/2023: 1,045
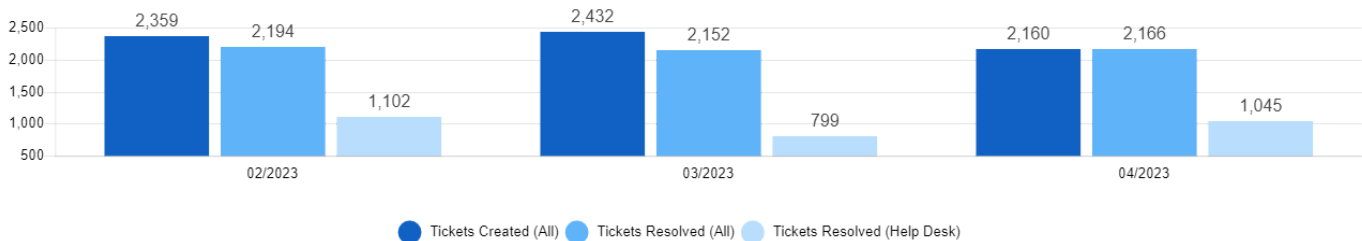
Ticket Summary - President and Board of Trustees

President/BOT - Created: 02/2023: 5, 03/2023: 14, 04/2023: 11
President/BOT - Resolved: 02/2023: 0, 03/2023: 9, 04/2023: 8
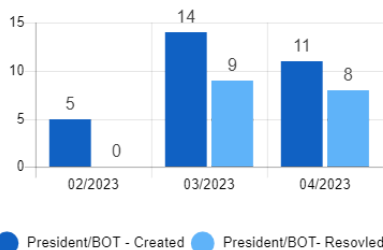
Ticket Summary - VP Human Resources

Human Resources - Created: 02/2023: 44, 03/2023: 45, 04/2023: 99
Human Resources - Resolved: 02/2023: 38, 03/2023: 45, 04/2023: 106

Ticket Summary - SCE

SCE - Created: 02/2023: 45, 03/2023: 100, 04/2023: 78
SCE - Resolved: 02/2023: 44, 03/2023: 101, 04/2023: 78
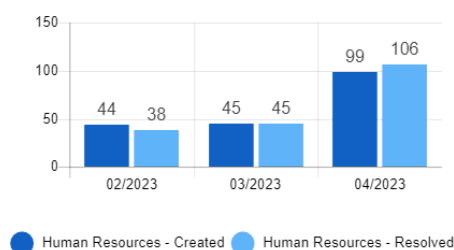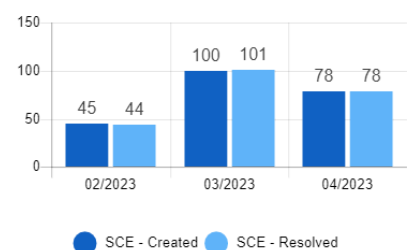
Ticket Summary - VP Administrative Services

02/2023	03/2023	04/2023
237 / 220	373 / 365	294 / 292

- Admin Services - Created
- Admin Services - Resolved
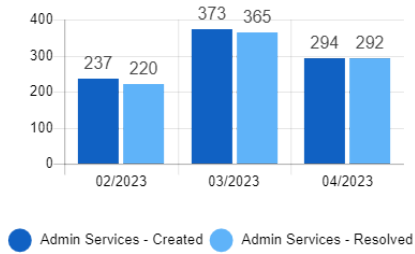
Ticket Summary - VP Instruction

02/2023	03/2023	04/2023
180 / 173	415 / 430	401 / 397

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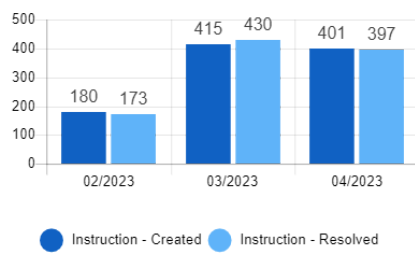
Ticket Summary - VP Student Services

02/2023	03/2023	04/2023
16 / 15	342 / 333	223 / 231

- Student Services - Created
- Student Services - Resolved

Equipment - April 2023

	PC Desktops	PC Laptops	Mac Desktop	Mac Laptops	Tablet/Phones
Employees	3334	2346	182	130	218
Students	5646				249
Labs/Classrooms	1481	478	130	287	

- PC Desktops
- PC Laptops
- Mac Desktop
- Mac Laptops
- Tablet/Phones
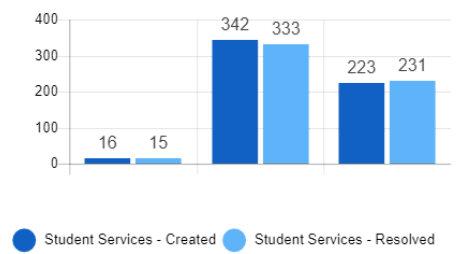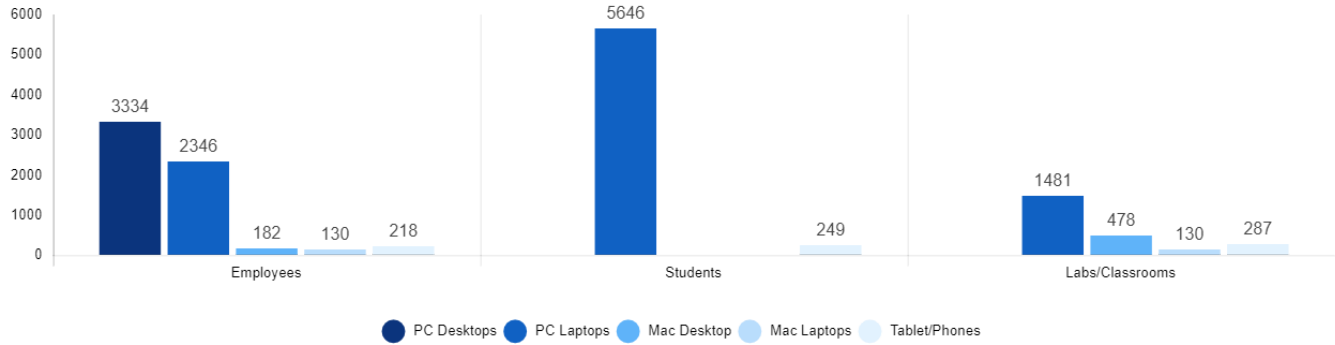
Information Technology Infrastructure Statistics

Summary: May 2023

AWS Use Adoption

- Working with Apogee and AWS for feasibility and cost of moving ERP system to the cloud.
- Working with Presidio on AWS migrations for non-ERP systems to the cloud under an AWS OPEX onboarding proposal.
- Current AWS costs anticipated operational expense is $2,315.57 per month (6% decrease from prior month).
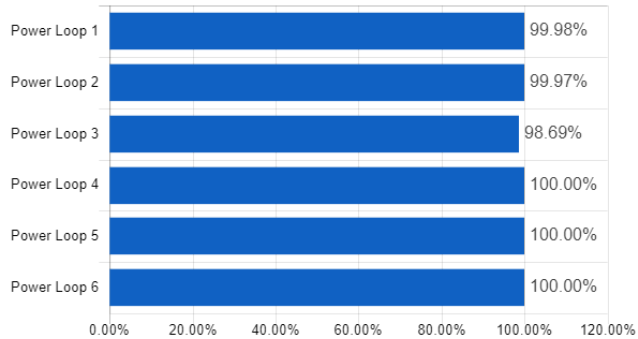
Information Security

- 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.
- Working with Presidio on Incident Response plan.
- Working with Info-Tech to revise and update Disaster Recovery plan starting August 7, 2023.
- Starting FCCC/CCC Tech Center review of Microsoft A5 Security Health Check Assessment and configuration services.

Network Infrastructure

- Network performance issues with existing firewalls have been identified and resolved. Identified replacement firewall hardware for permanent fix.
- Commissioning Student Center network.
- Migrated support and maintenance to 3rd party service provider for legacy devices and systems.

Network Availability

Power Loop	Availability
Power Loop 1	99.98%
Power Loop 2	99.97%
Power Loop 3	98.69%
Power Loop 4	100.00%
Power Loop 5	100.00%
Power Loop 6	100.00%

Zoom

	FEBRUARY	MARCH	APRIL
Zoom Active Users	1074	1174	1146
Zoom Meetings	9633	13331	11466
Zoom Storage Used (TB)	12.88	13.84	14.54
Zoom Meeting Mins	9633	9840	8524

Phone System

	FEBRUARY	MARCH	APRIL
# inbound calls	47,071	42,541	36,887
# outbound Calls	19,815	24,797	21,354
Phone System Availability/Uptime	100%	100%	100%

Automatic Call Distribution Stats

	4/2023	3/2023	2/2023
Phone ACD Calls Handled	7191	6089	9684
Phone ACD Calls Abandoned	769	370	876
Phone ACD Queue Unavailable	2	1	2
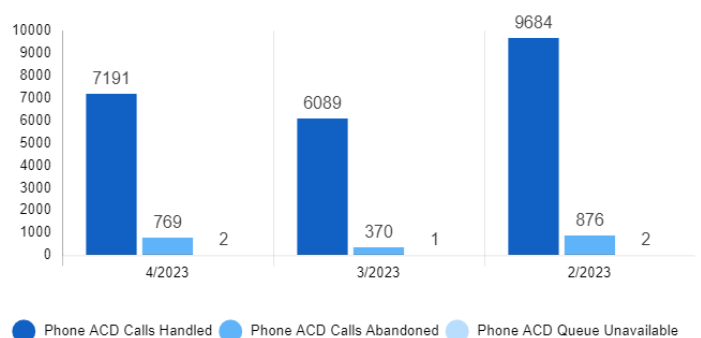
Automatic Call Distribution Handling Time

0:51
Phone ACD Avg Answer Speed (min:sec)

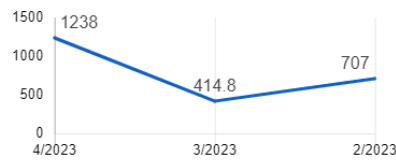**3:08**
Phone ACD Calls Avg Handling Time (min:sec)

3:23
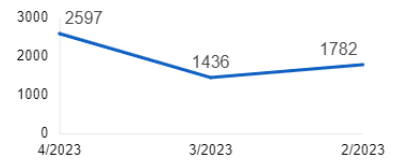Phone ACD Avg Handling Time for Transfer to Agent

WIFI

Number of WIFI Access Points

4/2023	3/2023	2/2023
646	646	646

WIFI Download Max (Mbps)

4/2023	3/2023	2/2023
1238	414.8	707

WIFI Upload Max (mbps)

4/2023	3/2023	2/2023
2597	1436	1782

Top 10 By User

Top 10	By User - February	By User - March	By User - April
1	bldg-26abcd	bldg-26abcd	bldg-23a
2	bldg-61	bldg-61	bldg-61
3	bldg-66	bldg-66	bldg-6
4	bldg-60	bldg-60	bldg-26abcd
5	bldg-6	bldg-6	bldg-60
6	bldg-7	bldg-7	bldg-66
7	qd-3-4-5-6-7-11-60-61	bldg-67a	bldg-13
8	qd-1s-2s-6-8-9s	qd-3-4-5-6-7-11-60-61	bldg-9b
9	bldg-11	bldg-11	bldg-78b
10	bldg-78b	bldg-78b	bldg-11

Top 10 By Traffic

Primary	By Traffic - February	By Traffic - March	By Traffic - April
1	bldg-23a	bldg-23a	bldg-26abcd
2	bldg-61	bldg-61	bldg-61
3	bldg-6	bldg-6	bldg-66
4	bldg-26abcd	bldg-26abcd	bldg-6
5	bldg-66	bldg-60	bldg-60
6	bldg-9b	bldg-66	bldg-7
7	bldg-60	bldg-13	bldg-67a
8	bldg-13	bldg-78b	qd-3-4-5-6-7-11-60-61
9	bldg-9e	bldg-9b	bldg-11
10	bldg-78b	bldg-11	bldg-13

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
4/2023	48,301	636,340,330	50,100	162	500	964
3/2023	73,600	433,228,000	74,200	314	489	1,989
2/2023	74,200	754,591,950	77,300	502	313	601

Microsoft Defender Email Traffic Flows

Month/Year	Inbound Email Clean	Inbound Malware Attempts Blocked	Inbound Phishing Attempts Blocked	Inbound Spam Email	Outbound Email Clean
4/2023	1,852,945	71	30,802	102,265	270,282
3/2023	1,887,684	95	44,217	127,426	249,403
2/2023	1,388,665	77	30,381	72,649	249,628

Microsoft Defender EDR Incidents

MS Defender Computers Managed	**5602**
MS Defender Active Incidents for MtSAC	**317**
MS Defender Incidents Remediated	**142**

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

Project Management & Application Development Support

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

Bar chart showing New CRs and Completed CRs:
- 02/2023: New CRs 5, Completed CRs 2
- 03/2023: New CRs 0, Completed CRs 2
- 04/2023: New CRs 3, Completed CRs 4

Completed Projects by Division

Bar chart (February - April 2023):
- Administrative Services: 22
- Human Resources: 3
- Instruction: 18
- School of Continuing Education: 14
- Student Services: 42
- Office of the President & Board of Trustees: 4

Summary February - May 2023

Completed Projects

- Completed the MIS resubmission for Summer 2022.
- Completed MIS submission for Winter 2023.
- Completed the SuperGlue integration to enable real-time delivery of CCCApply data and other information to Banner.
- Completed Phase I of the SCE Dashboard: Student Demographics, Grade/Success, and Certificates.
- Assisted Fiscal Services and Financial Aid with creating HEERF Annual Reports for 2020, 2021, and 2022.
- Completed the Noncredit Contract Database Apex application.
- Completed the 5-year student and employee data files for Mt. SAC/Cal Poly Housing Project.
- Chosen Name is now showing on the Class Drop Roster.
- The 2023 Commencement Ceremony Registatraiton form was completed and is online.
- Completed the EOPS/CARE/NextUp & Gaurdian Scholars online application in Etrieve. The form is now available online and will replace the EOPS/CARE APEX application.
- In parternship with PCS, assisted with the implementation of the Summer 2023 parking permit system, including creation of BOG waiver exceptions report, portal updates, and SCE permits.
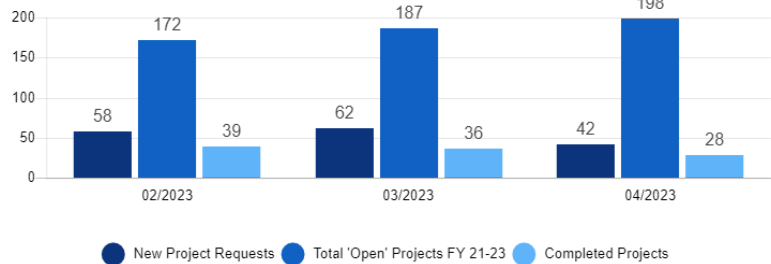
Current Projects

- Project Prioritization
- Self Service Banner 9
- Ethos Integration
- T2 Parking Management System API
- Cognos pilot for Human Resources
- SARS to Navigate Scheduler
- SCE Dashboard - Phase 2
- Short Term Hourly Timesheet
- Data Synchronization of SCE online application (Banner and APEX)

Upcoming Projects

- Ellucian Experience
- Accreditation
- Unimarket e-Procurement
- Nuventive Improve Upgrade (October)

Project Intake Metrics

Bar chart showing New Project Requests, Total 'Open' Projects FY 21-23, Completed Projects:
- 02/2023: 58, 172, 39
- 03/2023: 62, 187, 36
- 04/2023: 42, 198, 28

Microsoft Outlook - Automation Tips

Microsoft Outlook Tips

Welcome to the third installment of our short video series Microsoft Outlook Tips.

Etrieve by Softdocs

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

- EOPS/CAE/NextUp & Gaurdian Scholars Application
- 2023 Commencement Ceremony Registration

Forms in development/testing:

- *Business Card Request*
- *Special Admit*
- *Mt. SAC Foundation*

IT Scheduled Maintenance

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

Upcoming upgrades include:

- Banner Quarterly Release Upgrades
- Database Upgrades
- Year End Processing

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.

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

On Demand Training

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

Information Technology Enterprise Applications Statistics

IT Resources

🔗
Scheduled Maintenance Calendar

🔗
Banner Finance Request From

🔗
Banner HR/Payroll Request Form

🔗
Banner Student and Finacial Aid Request Form

Summary: May 2023

1. A total of 31 Banner upgrades were completed for all modules this reporting period.
2. A total of 20 local modifications were completed for all Banner modules this reporting period.
3. Completed the installation of the Oracle quarterly patch in Banner Production Database, Luminis Production Database and Automic Production Database.
4. Completed the DegreeWorks 5.07 service pack upgrades and security patch updates.
5. Completed the SuperGlue integration to enable CCCApply data and other information to be delivered to Banner in real-time.

Enterprise Applications

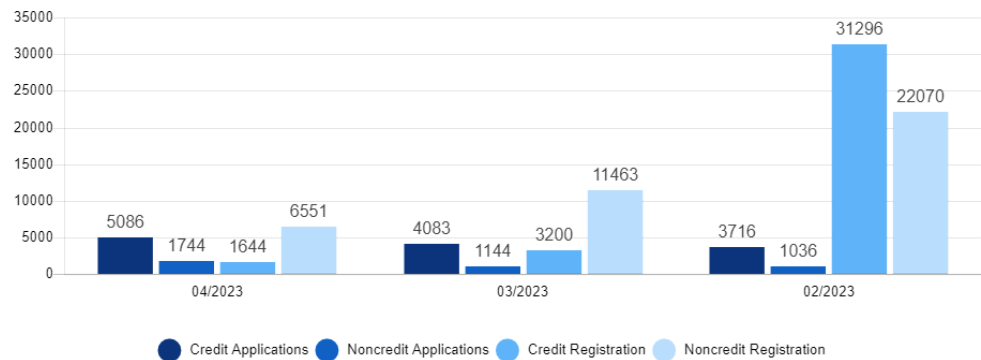|	
Banner (Admin Pages & SSB) Uptime	99.62%
Banner Database Uptime	99.62%
ODS Uptime	100%
AUTOMIC Uptime	100%
DegreeWorks Uptime	99.52%
Ethos Identity (SSO)	99.62%

Student Success and Support Requirements
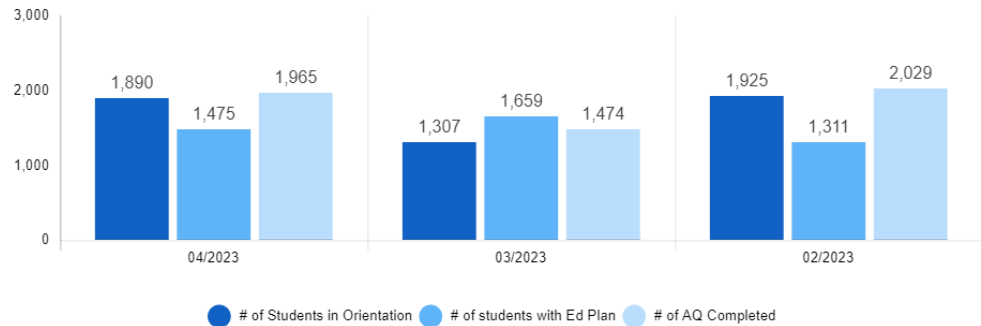
Active Student Count
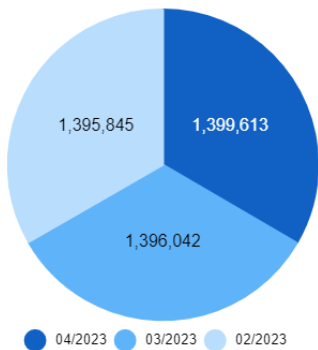
Credit and Noncredit Applications

Credit/Noncredit Registration Statistics

Month/Year	Credit Registration	Noncredit Registration	CVC/OEI Registration
04/2023	1644	6551	25
03/2023	3200	11463	7
02/2023	31296	22070	6

Information Technology Web & Portal Statistics

System Uptime

**100%**
Portal Uptime

99.99%
Canvas Uptime

100.00%
Website Uptime

Summary: May 2023

- The Mt. SAC Accessibility Team achieved its May 1, 2023 goal of making sure more than 1,000 pieces of accreditation evidence meet accessibility compliance standards.

- Step-by-Step Directions are now available on the Campus Map. To access directions, click "Wayfinding" on the mobile or desktop versions of the map. Use the Search or Drag-and-Drop Pins to pick a destination and starting location, and the easiest route will be highlighted on the map. If GPS is turned on, a blue location dot will follow you, showing your progress along the identified path. Wheelchair routes can also be turned on, guiding you to an appropriate path for wheelchair access.

- DocReader is live in Canvas. It reads aloud Word, Excel, PowerPoint, PDF and other documents uploaded to Canvas.
  - View content in your preferred font size and color
  - Translate selected text into another language
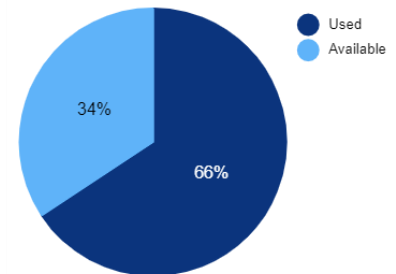 - Download text as an audio file (mp3)

## Accreditation Evidence
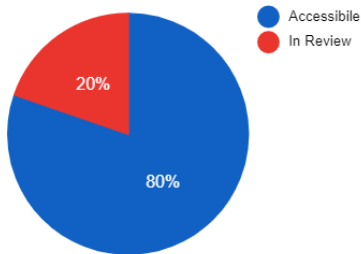
Accreditation Evidence
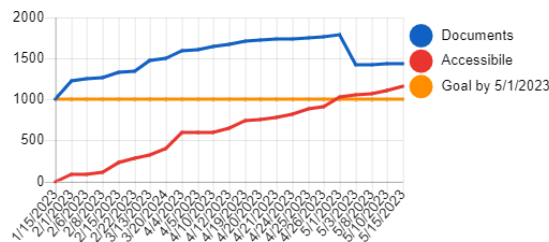
Google Storage of 180 Terabytes Allocated

W&P - Top 10 Pages Report

Score	February 2023	March 2023	April 2023
1	Home	Home	Home
2	Portal	Portal	Portal
3	CE Fall Classes	Canvas	Library
4	Campus Map	Library	Schedule of Classes | Summer
5	Schedule of Classes	Students	Canvas
6	Students	Schedule of Classes	Schedule of Classes
7	Career Education	Navigate	Apply Now
8	Class Search	Apply Now	Students
9	Apply Now	IT Applications	Navigate
10	Library	Campus Map	IT Applications

Non-Compliant PDFs on the Website
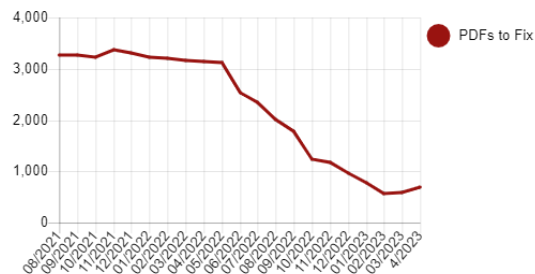
Non-Compliant PDFs on the Website

Month/Year	PDFs to Fix
02/2023	575
03/2023	581
4/2023	700

Website Broken Links

| Month/Year	Broken Links
02/2023	156
03/2023	129
4/2023	128

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.
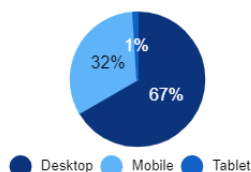
Accessibility Score vs. Education Industry
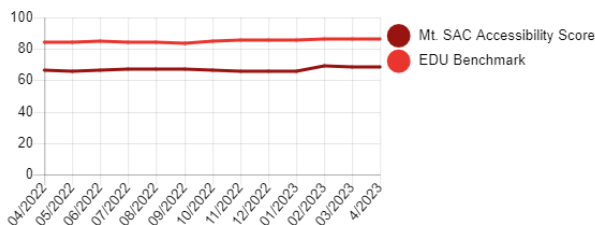
Quality Assurance Score vs. Education Industry
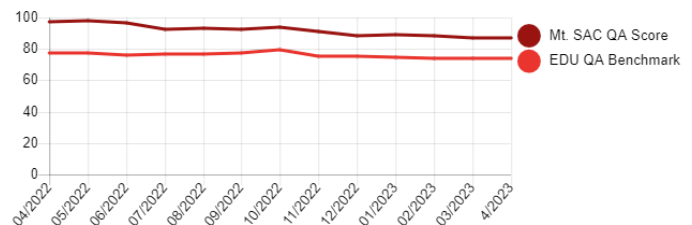
Device Type Accessing Website (%)

Website Visits Report

Month/Year	Web Visits	Unique Visitors	Returning Visitors	Page Views	Average Response Time
02/2023	668,238	321,129	47,420	1,636,644	527 ms
03/2023	640,107	259,834	50,860	1,495,773	600 ms
4/2023	570,083	252,683	47,647	1,378,688	905 ms