Information Technology Administration Statistics

IT Overview: September - October 2022

Technology Master Plan

- The student and employee technology surveys are complete. BerryDunn provided an initial review of the data.
- BerryDunn met with ITAC, all IT staff members, and the IT leadership team to solicit feedback.
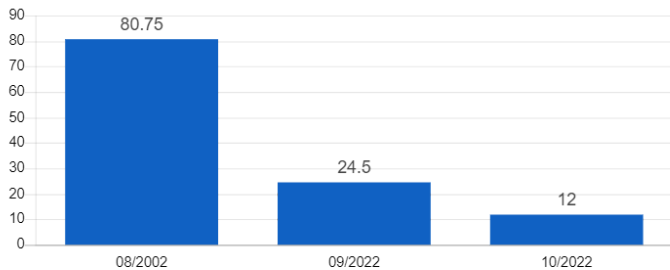- BerryDunn is meeting four more times in November with IT leadership. The goal is to complete the plan by early 2023.

AB 178: Security Funding

- IT completed and submitted the Chancellor's Office Cybersecurity Self-Assessment tool.
- IT participated in the Chancellor's Office webinar on October 27. The webinar covered recent fraud techniques observed by other districts and the implementation of IP Quality Score to reduce spam applications through CCCApply.
- Anthony Moore and Chris Schroeder continue to meet with the Vice Chancellor of Digital Innovation and Infrastructure, Dr. Valerie Lundy-Wagner, regarding security funding.

IT Communication

- IT staff completed two days of DiSC training, including the DiSC personal assessment tool. All staff received their DiSC profile, and teams are actively engaged in discussing how the profile assessments can improve teamwork and communication.
- IT now has regular meetings for cross-team communication and project updates scheduled with Instruction, HR, School of Continuing Education, and Fiscal Services. Student Services programs are coordinated through monthly ASAG and DegreeWorks team meetings.
- The Change Management Board continues to meet bi-weekly which informs the IT Maintenance Calendar.

Reported Overtime Hours	Vacancies & Filled Positions
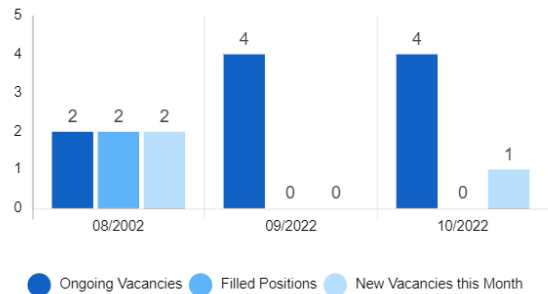
Purchases - August	Purchases - September	Purchases - October
44	**12**	**12**
Requisitions Entered	Requisitions Entered	Requisitions Entered
34	**27**	**11**
POs and Change Orders	POs and Change Orders	POs and Change Orders
28	**52**	**36**
Invoices Approved	Invoices Approved	Invoices Approved
$5,173.86	**$6,293.41**	**$9,974.94**
pCard Expenditures	pCard Expenditures	pCard Expenditures

Academic Technology & IT Support Dashboard

Academic Technology & IT Support

- IT created a Student Technology Support website dedicated to providing our students with information, resources, and support on College technology. The purpose of this website is to be the first place students look when needing help or have questions about technology resources provided by the College. Over the last three months, there have been 598 visitors to the new site. Student Technology Support: http://www.mtsac.edu/studenttech

- Academic and IT Support Teams are still working to install the over 3,000 desktops, laptops, and other technology items that experienced delayed shipping by supply chain issues. The Academic and IT Support Teams are also preparing for the Winter intersession.

- Google notified the College that unlimited Google Drive and Gmail storage is ending on January 1, 2023. IT is working with an outside consultant (Amplified IT) to reduce our Google Drive and Gmail storage footprint. Six months ago, before IT started this project, there were 10.5 petabytes (PB) of data stored on Google's system. IT has reduced the data stored on Google's systems to 586 terabytes (TB) which is a 95% reduction. The target is 180 TB.

IT Resources

Mt. San Antonio College Help Desk Portal

Mt. San Antonio College Information Technology Website

Top Requests - September

Top Faculty Request
Phish & Scam Reports

Top Employee Request
Phish & Scam Reports

Top Student Request
Student Password Reset

Top Requesting Department
Counseling

Top Requests - October 2022

Top Faculty Request
Computer Support

Top Employee Request
Computer Support

Top Student Request
Student Password Reset

Top Requesting Department
Human Resources

Support Services

Ticket Intake by Group
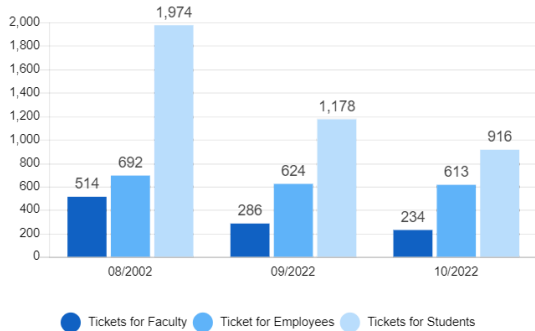
September 2022

Average Resolve Time (All)	1:17:25
Average Resolve Time (Help Desk)	03:30

October 2022

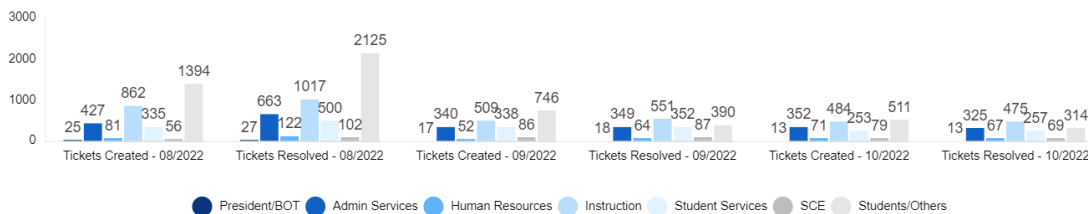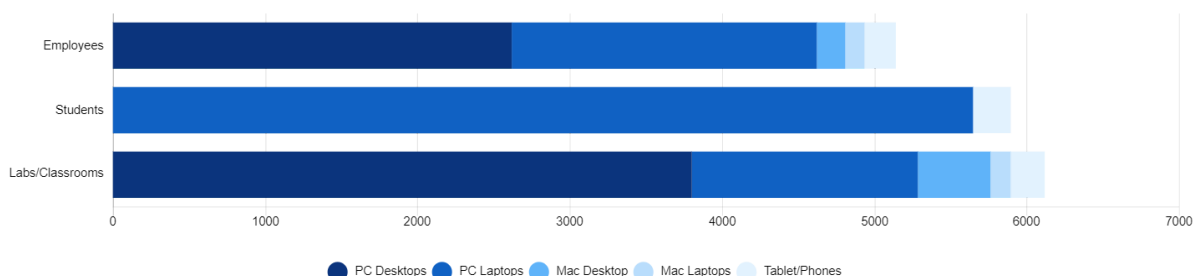|	
Average Resolve Time (All)	0:21:53
Average Resolve Time (Help Desk)	02:03

Incoming Phone Calls
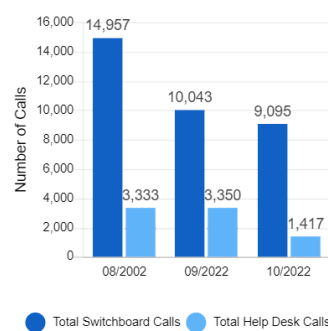
Ticket Intake and Resolution
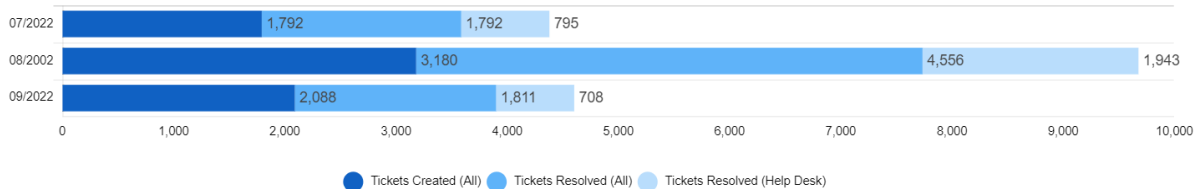
Ticket Intake and Resolution by Team

Equipment - October 2022

Information Technology Infrastructure Statistics

AWS Use Adoption

- Virtual Private Gateway testing successful. Performing speed tests with proof-of-concept deployment.
- Current AWS costs anticipated operational expense is $2,262.08 per month.

Information Security

- Some College systems were under a distributed denial of service attack. Effects were mitigated through various layers and efforts.
- Brute force attacks against staff email accounts were causing account lockouts. Added protection rules to mitigate further service abuses.
- Reevaluating onboarding multifactor authentication deployment strategies and how to approach deployments.
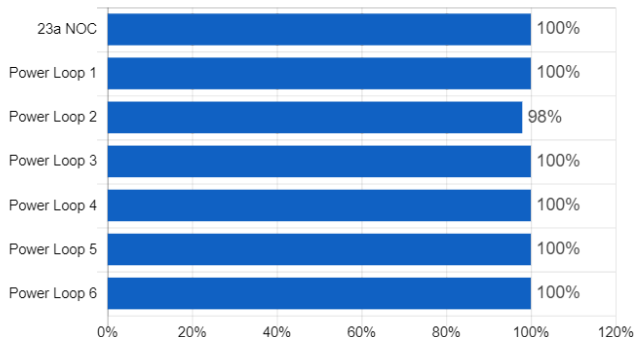
Network Infrastructure

- Received Scope of Work to implement an improved guest wireless access experience.
- Commissioned Gym and Aquatics network infrastructure. Student Center coming soon.

Product and Hardware Evaluations

- Load Balancer appliances.
- Enterprise storage systems.
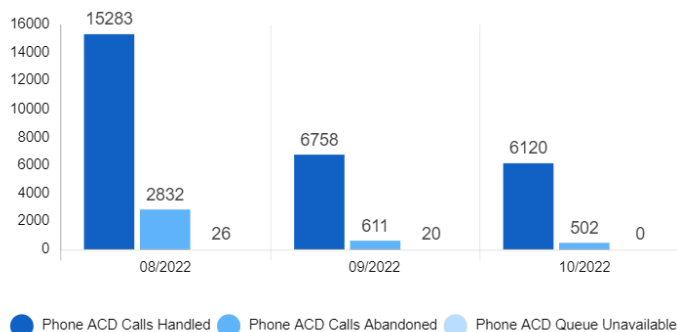- Firewalls.

Network Availability

Location	Availability
23a NOC	100%
Power Loop 1	100%
Power Loop 2	98%
Power Loop 3	100%
Power Loop 4	100%
Power Loop 5	100%
Power Loop 6	100%

Zoom

	AUGUST	SEPTEMBER	OCTOBER
Zoom Active Users	1103	1124	1118
Zoom Meetings	10088	13417	12979
Zoom Storage Used (TB)	58.48	59.43	60.38
Zoom Meeting Mins	15799	13693	12979

Phone System

	AUGUST	SEPTEMBER	OCTOBER
# inbound calls	65,495	38,599	63,500
# outbound Calls	23,983	21,390	22,340
Phone System Availability/Uptime	100%	100%	100%

Automatic Call Distribution Handling Time

1:22 Phone ACD Avg Answer Speed (min:sec)

3:19 Phone ACD Calls Avg Handling Time (min:sec)

4:06 Phone ACD Avg Handling Time for Transfer to Agent

Automatic Call Distribution Stats

	08/2022	09/2022	10/2022
Phone ACD Calls Handled	15283	6758	6120
Phone ACD Calls Abandoned	2832	611	502
Phone ACD Queue Unavailable	26	20	0

WIFI

Number of WIFI Access Points

08/2022	09/2022	10/2022
644	646	646

WIFI Download Max (Mbps)

08/2022	09/2022	10/2022
394.8	337.4	767.9

WIFI Upload Max (mbps)

08/2022	09/2022	10/2022
1459	1725	2132
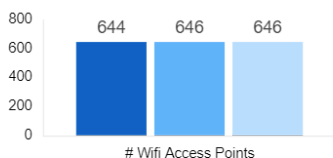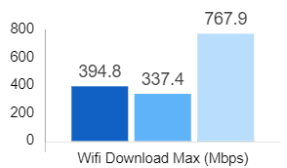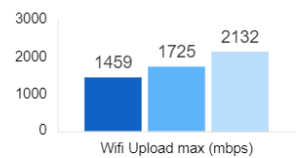
Top 10 By User

Top 10	By User - August	By User - September	By User - October
1	Bldg. 26 a,b,c,d	bldg-26abcd	bldg-26abcd
2	Bldg. 61	bldg-61	bldg-66
3	Bldg. 66	bldg-66	bldg-61
4	Bldg60	bldg-60	bldg-6
5	Bldg. 6	bldg-6	bldg-60
6	qd-1s-2s-6-8-9s	qd-1s-2s-6-8-9s	qd-3-4-5-6-7-11-60-61
7	bldg-7	bldg-7	qd-1s-2s-6-8-9s
8	qd-3-4-5-6-7-11-60-61	qd-3-4-5-6-7-11-60-61	bldg-7
9	bldg-11	bldg-67a	bldg-11
10	bldg-67a	bldg-11	bldg-13

Top 10 By Traffic

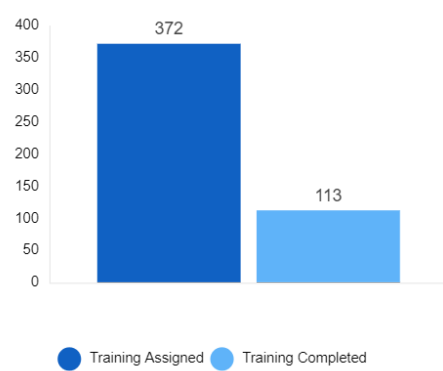| Primary	By Traffic - August	By Traffic - September	By Traffic - October
1	Bldg. 23a	bldg-23a	bldg-23a
2	Bldg. 61	bldg-6	bldg-61
3	Bldg. 6	bldg-61	bldg-6
4	bldg-9b	bldg-26abcd	bldg-26abcd
5	Bldg-60	bldg-60	bldg-66
6	Bldg. 26 a,b,c,d	bldg-66	bldg-60
7	Bldg. 66	bldg-13	bldg-13
8	Bldg. 23	bldg-78b	bldg-78b
9	Bldg. 13	bldg-9b	bldg-9b
10	bldg-9e	bldg-11	bldg-742

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
09/2022	2,989	33,500,000	55,400	43	489	2,500
10/2022	70,400	519,000,000	70,300	66	294	1,500

Phishing Simuation 9/14/22 - 5851 Emails Sent

- Emails Delivered: 5851
- Reported Emails: 367
- Credentials Supplied: 164
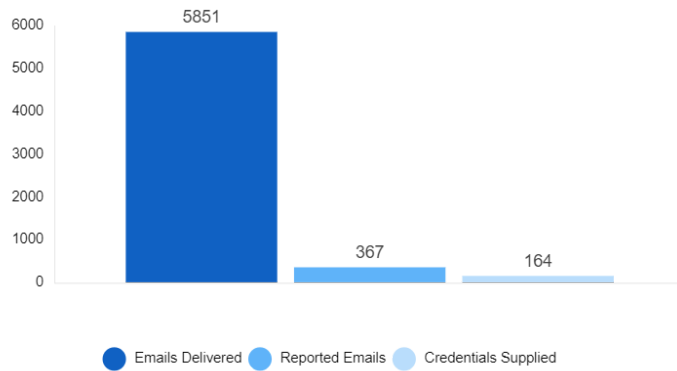
Post-Phish Training Assignments 9/14/22

- Training Assigned: 372
- Training Completed: 113

Microsoft Defender Email Traffic Flows

Month/Year	Inbound Email Clean	Inbound Malware Attempts Blocked	Inbound Phishing Attempts Blocked	Inbound Spam Email	Outbound Email Clean
08/2022	1,626,686	244	59,076	85,878	322,229
09/2022	1,879,272	95	68,895	106,534	253,804
10/2022	1,871,887	86	54,585	95,055	247,738

Microsoft Defender EDR Incidents

MS Defender Computers Managed	5211
MS Defender Active Incidents for MtSAC	256
MS Defender Incidents Remediated	159

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
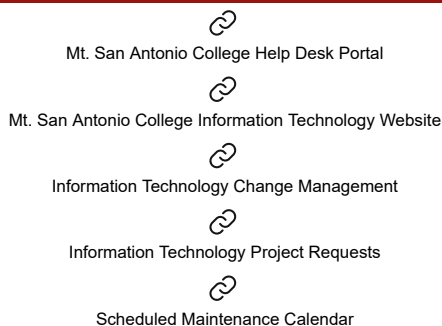
Change Management: August - October 2022

Legend: New CRs, Completed CRs
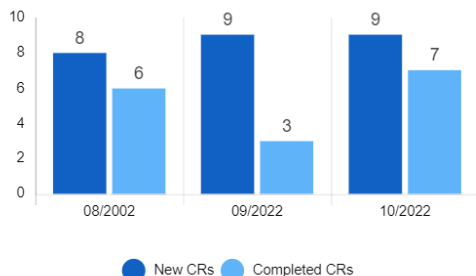
Completed Projects by Division: Aug - Oct 2022

August - October 2022

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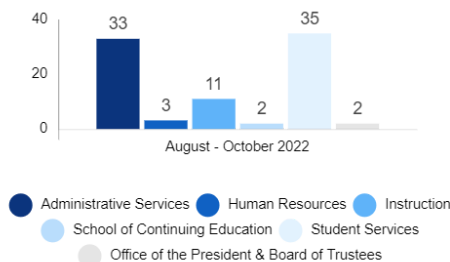
Training

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 Manager and VP training is available. Please contact Monica Cantu-Chan to schedule a date and time.

Upcoming Training

- Please stay tuned for video 3 of the Microsoft Outlook series coming soon!

On Demand Training

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

Summary - September -October 2022

Completed Projects

Noncredit Advantage Design (Online Orientation)

- Integrate orientation from Advantage Design Group (ADG) with Mt. SAC's Banner system. This orientation includes 5 different modules. Each module provides program-specific information, student support services, college resources, policies and guidelines, steps for transitioning to credit and career paths. The application will track in-progress as well completed orientations.

Self Service Process for Go-Pass

- Implemented a self-service page to allow credit students claim their eligibility code to take advantage of the GoPass program from Metro and Foothill Transit. The GoPass program is available to Mt.SAC credit students with a focus on helping them ride transit without the worry of paying fare. With a registered GoPass TAP card, students can ride Metro and other participating systems to and from Mt.SAC.

MIS Reporting Summer 2022

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

Banner Requisition Online Training

- Partnered with Purchasing to condense the current 4 hour requisition training to a 40 minute e-learning course that will allow employees to learn about managing requisitions in Banner, and the use of OnBase to create and submit backup documentation.

Current Projects

- T2 Parking Management System
- Cognos pilot for Human Resources
- Ocelot Chatbot
- EAB One-Click Registration

Upcoming Projects

- Project Prioritization
- Freshservice (Phase II) - Project Management, Change Management, and Asset Management
- Ethos Integration
- Ellucian Experience
- Self Service Banner 9
- EAB Navigate One-Click Registration
- Accreditation
- Unimarket e-Procurement

Project Intake Metrics

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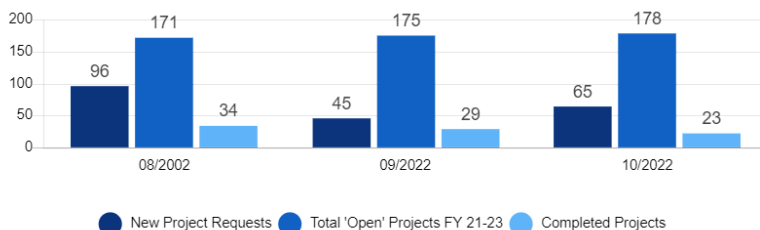
Etrieve by Softdocs

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

- Cohort/Attribute Request Form
- Articulation Agreement

Forms in development/testing:

- *REACH Program*
- *Articulation Campus Form*
- *Articulation Maintenance*
- *Articulation Student Request*

IT Scheduled Maintenance

The Scheduled Maintenance website and calendar are updated with planned outages through November 2022.

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 procress 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

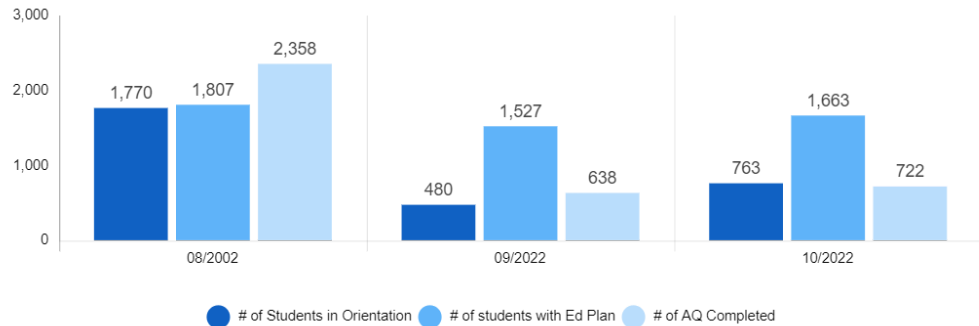Banner Student and Finacial Aid Request Form

Summary: September - October 2022

• A total of six Banner database upgrades/patches were installed in Production on September 25, 2022 as part of the prerequisites for EAB Navigate's One-Click registration.

• Student API 9.25 was installed in Production on October 16, 2022 as a requirement for EAB Navigate's One-Click registration testing.

• Ethos Identity (SSO) was upgraded to version 5.10.4 to address the vulnerability issues reported by Ellucian.

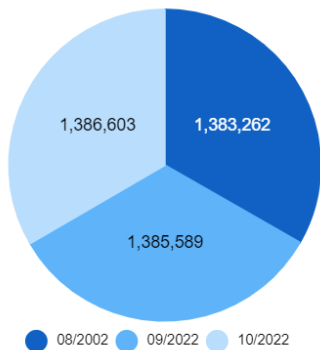• A total of four Financial Aid upgrades were installed in Production this reporting period.

Enterprise Applications

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

Student Success and Support Requirements

Bar chart legend: # of Students in Orientation, # of students with Ed Plan, # of AQ Completed

	08/2002	09/2022	10/2022
# of Students in Orientation	1,770	480	763
# of students with Ed Plan	1,807	1,527	1,663
# of AQ Completed	2,358	638	722

Active Student Count

Pie chart: 08/2002 = 1,383,262; 09/2022 = 1,385,589; 10/2022 = 1,386,603

Credit and Noncredit Applications

Bar chart legend: Credit Applications, Noncredit Applications, Credit Registration, Noncredit Registration

	08/2002	09/2022	10/2022
Credit Applications	3742	1463	2946
Noncredit Applications	1201	1326	1147
Credit Registration	38628	2763	1704
Noncredit Registration	18718	10303	6972
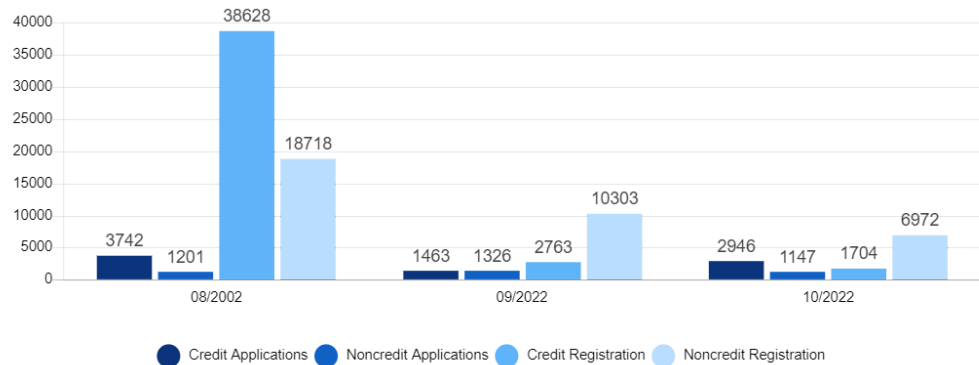
Credit/Noncredit Registration Statistics

Month/Year	Credit Registration	Noncredit Registration	CVC/OEI Registration
08/2002	38628	18718	1
09/2022	2763	10303	0
10/2022	1704	6972	0

Information Technology Web & Portal Statistics

IT Resources

🔗 Request a Portal Annoucement

🔗 Accessibility Help Request

🔗 Mt. SAC Portal

🔗 Canvas

Summary: September - October 2022

- Google Storage is down below 600 terabytes (TB), a reduction of 95% in less than six months. The vendor is asking us to be below 180 TB by 1/1/2023.
- *Impact* is now live in Canvas. *Impact* provides inline help text for faculty and students and also provides aggregate analytics about Canvas usage.
- The artificially intelligent chatbot by Ocelot, will be privately labeled and made available on the website to provide automated answers to questions. Many departments and programs have completed and returned their informational forms that will help make the Ocelot chatbot intelligent when it is released this month as a pilot on the Financial Aid website.
- Ellucian's *Modernization* bundle has been approved by the Board, paving the way for IT to work with functional areas to replace or upgrade existing systems, including Banner, the Experience portal that replaces Luminis, ILP (Intelligent Learning Platform) that replaces our homegrown Banner to Canvas adapter, and DegreeWorks (Mountie Academic Plan) Transfer Equivalency.

System Uptime
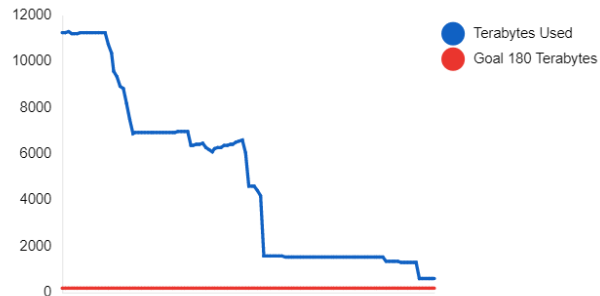
100%
Portal Uptime

99.94%
Canvas Uptime

99.99%
Website Uptime

Website Broken Links

Month/Year	Broken Links
08/2022	194
09/2022	194
10/2022	124

Non-Compliant PDFs on the Website

Month/Year	PDFs to Fix
08/2022	2,003
09/2022	1,771
10/2022	1,233

Total Google Storage Used

July 1, 2022 to October 31, 2022

Non-Compliant PDFs on the Website
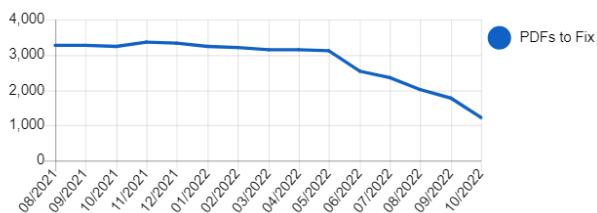
Website Visits Report

Month/Year	Web Visits	Unique Visitors	Returning Visitors	Page Views	Average Response Time
08/2022	754,972	342,798	46,708	1,974,228	625 ms
09/2022	578,450	243,375	45,864	1,310,240	717 ms
10/2022	527,880	225,809	42,399	1,224,245	420 ms

Top 10 Pages Report

Score	July 2022	August 2022	September 2022	October 2022
1	Home	Home	Home	Home
2	Portal	Portal	Portal	Portal
3	Students	Students	Students	Students
4	Counseling	Campus Map	Canvas	Canvas
5	Schedule of Classes	CE Summer Classes	Library	Library
6	Admissions - Returning S	Schedule of Classes	Navigate	Schedule of Classes
7	Class Search	Navigate	Campus Map	Navigate
8	Navigate	Financial Aid	Schedule of Classes	Apply Now
9	Library	Class Search	Banner	Schedule of Classes	Winter
10	CE Summer Classes	Library	Financial Aid	Halloween Costume Contest

Accessibility Score vs. Education Industry
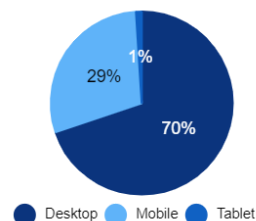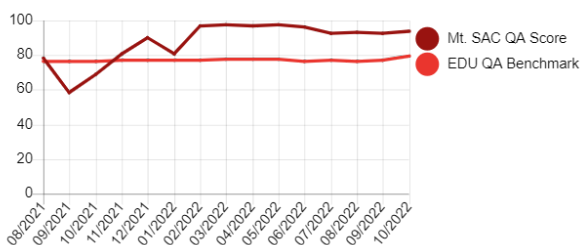

Accessibility Scores: Our accessibility vendor automatically scans our website nightly and reports the scores on WCAG 2.1 non-compliant categories. The EDU benchmark is the average score achieved by other higher education institutions.

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

DeviceType (%)

70% Desktop, 29% Mobile, 1% Tablet

Quality Assurance Score vs. Education Industry

Non-Compliant PDFs Chart