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Annual Update for District Strategic Plan
Assessment and Proposed Plans
May 2009

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Information Technology Services (ITS)

I.   Introduction

A. Project Review and Approval Process

District Information Technology Services (ITS) made significant progress on the specific project goals and the departmental general goals since August 2007 when the District Strategic Plan was developed. When the District Strategic Plan was published in March 2008, the ITS Project status listed in Appendix A was updated as of the previous August date. The highlights of the District ITS accomplishments since that date are enumerated in the following sections by category: "Completed", "In Progress", "To be Scheduled", and "Additions" to the Strategic Plan. The Chancellor's Cabinet continues to review new college and district requirements for enhanced or improved system features and adds new critical projects to the Banner Priority Projects task list as the colleges' need arise. These additions are noted at the end of the Priority List, some of which have already been completed due to the urgency of the project. The Cabinet emphasis for prioritization of Banner projects considers 3 factors: the impact to students, improved productivity, and reduction of costs.

The District Strategic Plan addresses the major development projects implemented district-wide and does not include daily, weekly, monthly operational tasks, system maintenance, and minor enhancements to the Banner System. Potential development projects are initially identified by the Banner user groups based on many possible factors: to satisfy regulatory mandates and new state requirements, to gain significant operational efficiencies, to replace manual methods with automation, and to provide new improved functionality to the Banner environment. Banner users identify many desired initiatives through attendance at academic and/or technology conferences where new vendor offerings or what other sister colleges are utilizing is introduced. Another forum for collaboration for the Banner users is the annual Sungard Summit conference and the annual 3CBG conference where all California Community Colleges using Banner convene, network, and share their improvements made within the Banner environment. District ITS participates in the same conferences as well. District ITS meets with the Banner users to discuss new possible initiatives and then presents these new items to the Chancellor's Cabinet for final review, approval, and prioritization relative to other projects on the task list. District ITS is also an active participant in the College Technology Committees where progress on the major initiatives are discussed and new items can also be identified based on critical user needs. Project status updates are provided periodically when major milestones are reached on specific projects at the Chancellor's Cabinet, the Chancellor's Administrative Meetings, the College Technology Committee Meetings, and the various Project Core Team meetings for specific projects that involve both users and ITS. In the future, the College Technology Committees will

become more active in discussions on the new proposed Banner initiatives to better disseminate this information throughout the colleges.

For Measure B Bond initiatives, specific projects were identified during the Bond planning cycle in coordination with the college computer support staffs and published in the Information Technology Master Plan issued in December 2004 with supplemental updates completed on an annual basis. Project updates for these Bond initiatives are provided on a regular basis through several standing committees and Bond meetings: the quarterly Bond Oversight Committees, the College Bond Facility Committees where District ITS is an active participant, the individual Bond Project Meetings for specific building construction or renovations where District ITS is intimately involved for all network and technology infrastructure installations or upgrades, the College Technology Committees where District ITS reports monthly on project progress, and the District Technology Committee.

B. Duties and Responsibilities

District ITS staff responsibilities and duties remain the same. District ITS staff is responsible for centralized information systems and services that provide technology solutions for the College and District operations. The services provided by the District ITS department complement those provided by the College computer support staff. The primary services provided by District ITS include:

- Administrative computing
- Network infrastructure for the Wide Area Network and Local Area Network
- Servers for District-wide applications
- Desktop support
- Web development and support
- Centralized Help Desk services
- User training
- Technology initiatives supporting Measure B Facilities projects.

C. Strengths of the Current System

District ITS continues to work with the Colleges through the Technology Committees and Measure B to evaluate, select, and implement new hardware and software solutions and to establish and maintain District wide standards. The strengths of the current system continue to be the District's collaboration with the colleges on technology initiatives, the outstanding experience and skills of the District ITS staff, the staff's flexibility in adapting to changing priorities, and the emphasis on high-quality customer service in partnership with the colleges. The general direction for District ITS to automate manual procedures, to make data more accessible, and to migrate more functions to the Web platform were achieved through the implementation of the new projects.

There has been an increased emphasis over the past year to work even closer with other California Community Colleges and the Sungard vendor to standardize on the California unique requirements within Banner to integrate these features as part of the baseline product. With the District CTO serving as Chair of the California Community College Banner User Group,

Chabot-Las Positas has been recognized for their assistance in defining the California specifications and helping other colleges by sharing their experiences and various implementation strategies based on their past successes.

D. Weaknesses/Problem Areas of the Operating System

One of the previously cited weaknesses was the limited ITS staff size which restricted how many new projects could be completed since the same staff was used for operational support on current systems and new development projects. District ITS had budgeted positions for replacement staff that were filled over the past year and a half so that senior analysts now have more time to devote to the major development projects and therefore these efforts are being completed more quickly.   District ITS is now better able to meet the users' needs for these new development projects.

For new Banner projects, as users and ITS completed the full implementation of these new systems, it became evident that a new weakness has surfaced. After being trained on the new system features, the users still had difficulty assimilating the automated features into their daily work activities and routines. Therefore, even though the new system was fully operational and available for "live" usage, there were delays in the users adapting and integrating these new systems into their current environment. Management needs to work with their staff to assist them in adopting new business practices where appropriate to fully utilize the new capabilities and to encourage "champions" of the system to lead the efforts for these procedural changes.

Progress has been made over the past year and a half to improve the other weaknesses cited and activities continue to be scheduled to improve these areas: the need for more comprehensive Banner user training, lack of written departmental Banner procedures, and the need to use more of the Banner automation features. The improvements made in these areas are cited under the "Goals – General" section of this document. However, there is still considerable work to be done in the departmental procedures and the expansion of features utilized in the current Banner releases.

Under Measure B, funding is available for supplemental resources, but finding full-time analysts with sufficient skill and knowledge in both IT network and construction was difficult. Fortunately, District ITS was able to hire one new Bond position for a qualified ITS Bond Project Manager in January 2009 who possesses the right mix of technical and construction experience. It took us over 2 years of interviewing before the right candidate was found. Filling this position during the peak of our Bond renovations and new facility construction at both colleges was critical to provide the necessary ITS coordination during the acceleration for these Bond projects.

II. Goals – Specific Projects

A. Banner Projects:

The multi-year project objectives for the District ITS have been defined through a combination of the Banner Project Priority List and the District Strategic Plan Requests (included in Appendix A in the District Strategic Plan published in 2008).

A summary of the District ITS accomplishments over the past year and half and current project status for the Banner Project Priorities is provided below by category: "Completed", "In Progress" (Partially "Completed"), "To be Scheduled", "Additions" to Strategic Plan – Those Approved, "Additions" to Strategic Plan – Pending Review.

The information below applies to all projects, but specific costs for external resources such as hardware, software, implementation services, or training is provided at the project level if appropriate. If the project is funded by Measure B instead of operational funds, the **Project Title** is noted in **BLUE** highlight with the notation at the end of the project description as such **"FUNDED BY MEASURE B".** It should be noted that most projects that require additional costs for external resources are "Funded by Measure B". Timelines for the projects are provided as part of the narrative on the status update, since many activities and dates may apply for each specific project. Primary user groups involved in the project are also referenced in the narrative on the status update.

People Involved: Chief Technology Officer, Chancellor, Vice Chancellors, College Presidents, College VPs, Directors and Managers for the specific discipline, Banner System users, District ITS Staff
Estimated Cost: Provided only if external resources are required for extra costs for hardware, software, implementation services, and training. Internal Resources are no additional costs.
Timeline: To be provided by specific project
Person(s) Responsible for ITS Projects: Chief Technology Officer

A1. "Completed" Projects – ASSESSMENT:

1. *Web for Faculty for Online Grades* – Provides online services to faculty for entering grades, viewing course rosters, managing course enrollments, viewing course loads and schedules, customized "drop" sheets, and Mid-term Progress report. Query functions and Web for Employee features were released in March 2007. Full online services were implemented in Fall 2007 with parallel manual features maintained through December 2008.
2. *Web for Finance – Expenses* – Provides for Web based queries for budgets, expenses, and online approvals for requisitions and budget transfers. Released to Business Services staff in December 2006. Released to users outside of Business Services starting in

August 2007 and continued through August 2008 to make a gradual transition for college personnel to Web based queries and ad hoc reporting.

3. ***Third Party Products – SARS,STARS,PE*** – Project task was to review differences between SARS used by Chabot for positive attendance with a KIOSK model and STARS used by LPC for positive attendance with an individual PC model. Solution to have comparable capability at both colleges was to purchase the SARS PC-TRAK module for Chabot, which is designed specifically for use in computer labs. This new PC-TRAK expands the SARS system to allow both KIOSK through SARS-TRAK and PC workstation based input through PC-TRAK. PC-TRAK was implemented at Chabot in January 2007 for the Spring semester. Therefore, there is no longer any need to further combine these separate systems. Both colleges use SARS-GRID and eSARS for Counseling in addition to the positive attendance features of SARS or STARS. eSARS is a web-based version of SARS-GRID and was implemented at both colleges in November 2007 in time for Spring 2008 registration. eSARS allows students to book appointments via self-service and is used primarily by the Assessment Center to schedule students for group counseling. Finally, SARS-CALL is another product that is a companion product to SARS-GRID. SARS-CALL makes automated reminder calls to students who have appointments scheduled via SARS-GRID or eSARS. The system allows for making pre-recorded calls to batches of students to remind them of upcoming events. SARS-CALL was implemented in July 2008 in time for Fall 2008 registration.

4. ***Elumens Student Learning Outcome*** – Installed this software at both colleges to provide an automated tool to track and evaluate student learning outcomes. The system interfaces with Banner. Implemented at LPC in 2006 and at Chabot in late 2007.

5. ***BossCars Parking Permits*** – Installed for both colleges an automated parking permit system to replace the manual system used through the Bookstore. The system interfaces with Banner and allows for provisions to create the parking sticker and to track the issuance of permits. Initial release in November 2007 for Spring 2008 registration. Follow on customizations were required from the vendor to resolve operational problems. On-going customization requests are submitted to the vendor as the Security department attempts to automate further some manual tracking procedures to cover the exceptions that arise.

6. ***Prolog Bond Project Management System*** – Prolog software was used by Bond Facilities to track the new construction and renovation for all Bond projects. Interfaces from the Banner system were customized to extract purchase order and payment data. Implemented in October 2007. On-going changes were made to the interface process throughout 2008. Facilities has recently discontinued use of this Project Management software system and they now utilize a new web-based system called Project Solve.

7. ***M&O Work Order System*** – Upgraded M&O Work Order system to make the product web based in August 2007.

8. ***Higher One Debit Card for Financial Aid*** – *"Addition to Strategic Plan"* – Installed debit card system for Financial Aid students to use instead of manual checks which improved the timing and accuracy of payments. System is supported by Higher One vendor for credit card services and issuance of cards to students. District ITS created a custom interface from Banner to Higher One using the Evisions product, which CLPCCD also uses to produce financial aid checks and mailers. Implemented in August 2008 for the Fall term.

9. *Accounts Receivables Reconciliation* – Ongoing effort to review Accounts Receivables and reconcile any outstanding accounts. Initial large effort for reconciling the past 4 years was completed in June 2008. ITS will continue to provide additional support as needed to resolve any out of balance conditions between the Accounts Receivables and the General Ledger modules identified during annual audits.

10. *Database Upgrade* – Performed major upgrade to the Oracle Database (used within the Banner System) from 9i to10G release in preparation for the next Banner releases from Sungard. Installed in January 2009.

11. *Financial Aid Upgrades* – Several upgrades were completed in 2008 and 2009 for the Banner Financial Aid module, which included 4 to 6 minor updates annually and two major New Year releases in February through April.

A2. "In Progress" Projects (Partially "Completed") – ASSESSMENT & PROPOSED PLANS:

12. *CollegeNet Room Scheduling Software* – *August 2007 to Spring 2010.* CollegeNet R25 Academic and events scheduling software integrates with Banner and provides online management of the facility utilization throughout the campuses, promotes increase in enrollments by maximizing space, and provides room inventory capabilities. The software assigns classes to rooms and has "what if" simulations for planning purposes. Installed system and completed preliminary training for both Academics and Events in Summer of 2007. LPC Academic schedulers updated setup and used software for Academic scheduling in 2008. Still pending Chabot Academics to get caught up with LPC and must have Academics Scheduling operational before can do Events scheduling. Plan for both colleges is to have Academics Scheduling completed for Fall 2009 with Events input frozen until this activity is completed. Final training for Events scheduling at both colleges is being planned for Summer 2009. Goal is to pilot the input of Events in Fall 2009 and then to go live for both Academics and Events in Spring 2010. With both Academics and Events online, users can utilize fully the R25 module for Resource changes and the S25 module for recommended Schedule changes. *User Groups Involved: Academic Services, Business Services for Events, College Deans and assistants, ITS. Estimated Costs Remaining (FUNDED BY MEASURE B): Implementation Services & Training $40,000.*

13. *Sungard Degree Works for Student Degree Audit and Student Ed Plan* – *March 2008 to Spring 2010.* Degree Works is a web based software that provides a student degree audit solution and allows counselors and students to generate a student education plan. The system has "what if" and "look ahead" features so students can view the impact of each academic option. Installed software in March 2008 and setup was completed by scribers for college catalogs by August 2008. Training for counselors at both colleges was completed in November 2008. Review of equivalent courses created an action item for the College Curriculum Committees to review and define these equivalencies for future use in Degree Works. Additional hands-on training as a follow up will be offered in Fall 2009 for those who need it. Plan is for Counselors to use and test the system through Fall 2009 with fully live operation for all Counselors in Spring 2010. After this implementation, counselors will determine the schedule dates for the release of Student Degree Audit and Student Ed Plan to students in addition to the Counselor staff. As a

result of the automation provided by Degree Works, the need for recording other college transfer credits from transcripts has been heightened in order to provide students with a full comprehensive record of their course credits. A subset of the Core Team consisting of representatives from Admissions & Records, Counseling, and ITS will review three discrete activities to fully automate the transcripts: complete transcript setup in Banner, select a document imaging solution (refer to # 26 below) with scanning, storage, and retrieval capabilities to replace the existing ATIFiler system, and the State Chancellor supported system, CCCTran (refer to # 35 below), which provides for electronic transmission of transcripts to participating colleges. *User Groups Involved: Counselors, Admissions & Records, Evaluators, ITS. Estimated Costs Remaining: Sungard Services & Training $50,000. Costs for automation of transcripts are noted under the Document Imaging System project (refer to #26 below).*

14. ***Sungard Luminis Web Portal The ZONE with Student Email*** *– **March 2008 to Fall 2010. (Luminis 5.0 upgrade January 2011).*** Web Portal "The Zone" provides custom views for students, faculty, and staff to view information that is pertinent to their roles within the colleges. The system provides student email to all students using Gmail as the backend. The structure for integration with Banner is built into the Luminis product. Single sign on features are also available to integrate other software products such as Blackboard, which is already active, and other future connections such as Degree Works and CollegeNet. The Core Team for this implementation began defining design requirements and holding focus groups with all constituents starting in March 2008 and a Preview System was released at the end of the year. The Zone was operational in January 2009 which included student emails for all active students. Blackboard emails have been the emphasis for the current term, with the expectation to expand the Zonemail use for students to Admissions & Records followed by Financial Aid. Currently, both Zonemail and student personal emails are available in the systems that can be used for correspondence. Procedures for the email usage will be developed by the functional groups in Fall 2009 in preparation for the following Spring term. Migration of student email will continue to expand with final targets for full usage by Admissions & Records and Financial Aid departments to begin in Spring 2010 and continue through Fall 2010. In response to faculty requests to provide more email flexibility for Blackboard students, a change will be made in Summer 2009 to allow Blackboard students to override the Zonemail for their online classes only. Implementation of other functions such as Group Studio for clubs and committees, communication through Announcements on the ZONE, and further expansion of the student email will continue through the Fall 2009. Expansion of Single Sign On capabilities for other 3rd party systems such as the Library SIRSI, Degree Works, College Net, and Groupwise will be completed by May 2010, all of which are dependent on the software vendors to allow this integration. Upgrade of Luminis portal to release 5.0 with conversion from Windows to Linux will begin in September 2010 and go live in January 2011. This new release will provide features that are an introduction into social networking. *User Groups Involved: Faculty, Classified staff, Administrators, All department directors/managers, ITS. Estimated Costs Remaining (**FUNDED BY MEASURE B**): Sungard Services, Implementation of Single Sign On for other 3rd party systems & Training $81,500.*

15. ***Crystal Reports (WebI) Ad hoc Reporting*** *- **April 2007 to April 2010.*** The WebI ad hoc reporting tool provides users with custom reports and abilities to download to Excel if

desired. WebI was implemented in the Financial Aid area in 2007 with full usage as planned. WebI was expanded to other user groups such as Finance in late 2007 and Human Resources/Payroll in the latter part of 2008. The definition and setup of Banner data views to satisfy the user's requirements for reporting is the more time consuming task within this project. With the purchase of additional Sungard reporting and analytic tools as part of the Enrollment Management suite (refer to #16 below), ITS will assess by the end of 2009 whether the installation of one of these new tools will accelerate the user's training time on WebI due to the availability of pre-defined data views provided through the Operational Data Store (ODS) module. *User Groups Involved: Financial Aid, Business Services, Human Resources/Payroll, ITS, future Student Services. Department directors/managers and assistants, ITS.*

16. **_Sungard Enrollment Management & Contact System for Marketing_** - **_Fall 2009 to Spring 2012._** Sungard has a new offering for integrated Banner modules that provide a comprehensive web-based Enrollment management solution for prospective students, admitted/matriculated students, and alumni. These software modules will track marketing contacts, recruitment efforts, enrollment projections, and retention with the objective to support outreach, advertising, and marketing efforts district-wide.   This software not only satisfies the colleges' needs for marketing outreach, but it also fulfills the outreach goals for Economic Development/Contract Ed and Educational Services/Planning and meets the Hispanic Serving Institution (HSI) initiatives. This software suite contains reporting and analytic tools that include data views, data warehouse, and Cognos analytic capabilities for usage with the Enrollment management modules as well as the other standard Banner modules already installed such as Student, Finance, Financial Aid, Human Resources, and Payroll. An Advancement module was also purchased with this suite and addresses the Foundation business used by the colleges in coordination with the alumni information. Development of the Core Team will be planned in Fall 2009 and implementation schedules will be worked out with colleges in Spring 2010. Contingent on user approval, the anticipated timeline for implementation is approximately a 2-year period with preliminary release in Fall 2011 through Spring 2012 since many of the new features are user driven and dependent on their availability. *User Groups Involved: All departments and users will be impacted by the Enrollment Management - Faculty, Classified staff, Administrators, All department directors/managers, ITS. Estimated Costs (**FUNDED BY MEASURE B**): Software costs is a total of $675,728 (includes license fee for $585,471 and the first year annual maintenance for $90,257). Hardware costs for multiple servers $50,000. Sungard Services for Implementation & Training $406,170.*

17. **_CurricUNET_** – **_Fall 2009 to Spring 2011._** *"Addition to Strategic Plan"* – This software service (remote hardware and software supported by vendor) provides full online curriculum development for courses and programs and interfaces with Banner and Elumens Student Learning Outcomes. The implementation will be coordinated by the College Curriculum Chairs within the next couple of years over 3 terms, targeted for Spring 2011. *User Groups Involved: Faculty, Classified staff, Administrators, ITS. Estimated Costs: Software costs for the Application Service Provider (ASP) model is a total of $80,000 (includes $60,000 one-time fee and $20,000 annual maintenance fee). No hardware costs since ASP provided remotely by vendor. College Personnel (faculty & classified) costs for implementation $125,346.*

18. <u>***Web for Finance – Budgets, Requisitions*** *– June 2007 to March 2010.*</u> The Web for Finance module allows for online Budget transfers which was released to Business Services in 2007 and then released for distribution to the appropriate users in June 2008. The Banner web based services for Finance has now been extended in May 2009 to the Budget worksheet, which now allows the end user to input their operational budget directly into Banner. This Budget worksheet can be used in conjunction with the online queries for Budget vs, Expense comparisons for multiple years to assist in developing their new year budget. These new features will be used for the 2009-2010 budget development cycle. Additional Budget detail and summary reports were customized for the colleges to assist in their expense tracking.   The various new budget reports include: Budget Change Summary Report, Budget and Actual Summary by Fund, Budget Worksheet Grouping by Account Pool, and Account Hierarchy Reports. Several new reports were created for the College Associated Students accounts: Balance sheet, Detail by Fund report, Fund Balance Report, Statement of Operations & Conditions. Currently, ITS is working with Business Services at the colleges and district to print checks on demand locally for the Associated Students and Co-curricular accounts using Evisions. Work was also completed on the Fiscal Year End Financial Statements to automate this process further. Documentation for the online requisitions portion will begin in May 2009 and continue through November 2009 in preparation for extending the online requisition capability to more user groups throughout the district and colleges no later than March 2010. A pilot program for online requisitions will be conducted for 3 months prior from January through March 2010. *<u>User Groups Involved:</u> Business Services, Purchasing, All user departments, ITS. <u>Estimated Costs:</u> Implementation Services $27,000.*

19. <u>***Purchase Card*** *– April 2007 to August 2010.*</u> Purchasing continues to expand the participants in the Purchase Card program and coordinates with District and College ITS for approval of computer purchases. New procedures for tracking of individual purchases with logs was released by Purchasing in March 2009. As the number of Purchase Card users expand, the need for a Banner customization to generate an automatic Accounts Payable transaction for payment will gain momentum. District ITS will create a new custom interface for this following the Banner 8.1 release. Planned implementation of this new interface is August 2010. *<u>User Groups Involved:</u> Purchasing, Business Services, ITS.*

20. <u>***State MIS Reporting*** *– June 2007 to January 2010.*</u> Improvements to the MIS Data, HR Staff, and IPEDS reporting continues as needed to comply with the State Chancellor's Office. District ITS completed all custom design and modifications under their control. The data extracts that support Financial Aid, EOPS, and CalWorks are already in production utilizing these new improvements. Full release of this project is pending the completion of CALB (California Baseline Banner version) with the modifications for the MIS Reporting as defined by the experienced customers like CLPCCD. No estimated completion date is available as of yet from Sungard. In light of the Sungard delays, by September 2009 ITS will proceed to do final testing of the remaining custom modifications they completed for the student data extracts. These internal modifications will be live effective January 2010 and will be used for the Spring reporting. These local modifications will be used until the Sungard solution is released and tested to ensure that equivalent functionality is demonstrated in comparison to the CLPCCD custom code.

User Groups Involved: All user departments that deal with MIS Reporting submission and data verification - Student Services, Financial Aid, Academic Services, Human Resources, ITS.

21. ***Applicant Tracking*** – ***January 2008 to October 2009.*** PeopleAdmin was purchased to support the applicant process through a web based system. The system accepts and processes employment applications and allows hiring committees to review applications online. Features for position descriptions are also included in the product. The vendor worked with CLPCCD in 2008 to setup the system and do customizations as needed by CLPCCD. Custom interfaces from Banner to the PeopleAdmin System will be built. In this interface, ITS will simulate the Banner common matching features to support PeopleAdmin. Implementation will be completed in October 2009 right before the new Fall 2009 recruitment process begins. After the PeopleAdmin System is operational, single sign on for integration with the Luminis portal will be setup no later than December 2009. *User Groups Involved:* Human Resources, Hiring Committees, ITS.

22. ***Realignment of Banner Account Codes*** – ***August 2007 to April 2009.*** Business Services reviewed funds, organization, and account codes to consolidate where appropriate and delete inactive codes for the new Budget cycles. Business Services took the following actions in Banner to reduce the number of different account codes: terminated those accounts that were no longer needed, created new accounts for capitalization of fixed assets over $5,000 and to track inventory of assets over $1,000. An effort to consolidate accounts further is underway by Business Services. ITS made the appropriate changes to the Banner system for queries and the CLPCCD custom reporting to accommodate these changes. Business Services will continue to review other potential changes to the fund, organization, and program codes besides the account codes. *User Groups Involved: Business Services, ITS.*

23. ***Fixed Assets Depreciation*** – ***March 2009 to September 2009. (new Physical Inventory December 2010).*** Fixed Assets in Banner has been collected since 2003. The final conversion for prior Fixed Asset data was completed in May 2004, and the depreciation process was tested at that time. However, Business Services elected to not activate the fixed assets depreciation at that time and so deprecation is being completed manually via spreadsheets today. Automation through the Banner System instead of this manual method was mandated through an audit finding where improved accuracy would be gained through the full integration with the Banner System. District ITS is working with Sungard to fully automate this process for Finance and anticipated completion date is by September 2009. This exercise includes reconciling the Banner data with the most recent physical inventory performed in July 2008. In order to improve the process and timeline for doing a Physical Inventory, Purchasing will evaluate methods for performing the Physical Inventory internally using bar code readers by December 2010 instead of using outside contractors. *User Groups Involved: Purchasing, Business Services, ITS. Estimated Costs: Sungard Services for Implementation & Training $86,400.*

24. ***Banner 8.1 Release*** – ***May 2009 to December 2009.*** Banner 8 is the next major Banner release which is required to support Waitlist and the new California Banner version, CALB. Target for installation into production is December 2009, contingent on user acceptance and appropriate changes in user procedures and business practices necessitated by this release. Besides the Sungard Banner release, another major Oracle upgrade is required to be done concurrently which addresses the character set conversion.

Both the Banner 8.1 release and the Oracle upgrade affect all the other third party products such as Degree Works, CollegeNet, and Luminis portal. *User Groups Involved: Academic Services, Student Services, Financial Aid, Business Services, Human Resources, Payroll, ITS.*

A3. "To Be Scheduled" Projects (Dependent on other projects/On hold) – PROPOSED PLANS

25. *Waitlist (dependent on Web for Faculty)* – *Fall 2009 to October 2010.* Waitlist project was deferred due to delays in making the Web for Faculty online grades fully operational. Faculty transitioned from their manual procedures gradually from Fall 2007 through Fall 2008. Besides requiring Web for Faculty to be in place, Waitlist is also dependent on a new Banner 8.1 release which was also deferred in order to complete other development projects on the Banner Priority List. Faculty and administrators must evaluate the advantages and disadvantages of Waitlist vs. the current Add Authorization process used by CLPCCD to determine what direction both colleges choose. Recommendation is to visit other colleges using Waitlist and learn about their experiences to select what is best for CLPCCD. The final decision may be not to do Waitlist only or not to do Add Authorizations only, but to do a Hybrid of the two methods depending on the time of the semester (before classes start and after classes start). If CLPCCD decides to select Waitlist, implementation cannot occur any sooner than summer 2010 to perform a pilot program due to other dependencies on the Banner release upgrades. Therefore, based on these dependencies, the earliest anticipated schedule to use this new feature for registration fully operational for all faculty would be October 2010 in order to use this for Spring 2011 registration. Core Teams comprised of faculty and administrators will be formed in Fall 2009 to review the Waitlist options, get feedback from other colleges, define the strategy for CLPCCD, and decide on the implementation schedule that would provide adequate notification and training for faculty and students. *User Groups Involved: CEMC, Faculty, Admissions & Records, Student Services, Academic Services, ITS.*

26. *Document Imaging System (needed for Degree Works transcripts)* – *Fall 2009 to Fall 2010 for Phase 1. Fall 2010 to Fall 2011 for Phase 2.* Evaluation of a new hardware/software solution to scan documents for student transcripts, archived Human Resource records, vendor invoices, financial aid documents etc. and to store these documents through an indexing mechanism for retrieval. The first step in the system selection is to address the replacement of the ATIFiler system for storing student transcripts. Whatever vendor product is selected, the software must have a built-in interface with Banner for both the scanned image and the ability to extract data fields for loading into Banner tables. The transcripts data feeding Banner will then in turn automatically feed Degree Works, making the Degree Works system a closed loop ready for student usage. CLPCCD will evaluate what document imaging products other California Community Colleges that utilize Banner have used successfully. A Core Team has been selected in April 2009 for reviewing student transcripts in conjunction with Degree Works. Vendor software reviews will be scheduled after the Summer 2009. *User Groups Involved: Admissions & Records, Faculty, Counselors, ITS for first phase of implementation for transcripts. Second phase to include other user groups Financial*

Aid, Business Services, Human Resources, Academic Services, College Deans and assistants, ITS. Estimated Costs (__FUNDED BY MEASURE B__): First phase is for Degree Works transcripts. Software costs is $79,875 (licenses are $67,800 and annual maintenance is $12,075). Hardware costs for multiple servers is $30,000. Implementation Services & Training is $33,120. Second phase for extension to other groups. Additional software costs is $367,000. Additional hardware costs for more servers is $40,000. Additional costs for Implementation Services & Training is $183,000.

27. ___CALB 8.1 (California Banner version)___ *– **May 2010 to December 2010.** Requires Banner 8.1 release upgrade preceding the CALB installation. CALB is a California specific version of Banner that incorporates into the software's baseline product the California unique reporting requirements and processing logic. Needed to support CALB BOGW application which is still under development. MIS State Reporting is also still under development and still lacks functionality that is contained in the CLPCCD customizations utilized currently. ITS confirmed that the Waitlist options in CALB are no different in functionality than the Banner 8.1 baseline and any Add Authorization changes can be done locally by the ITS staff. Therefore, Waitlist is dependent on Banner 8.1 release, but not on CALB 8.1. Since there is no functionality benefits to CLPCCD, the CALB upgrade will be deferred for one year after the Banner 8.1 release. Target dates for migration to CALB version is October through December 2010. __User Groups Involved:__ Academic Services, Student Services, Financial Aid, Business Services, Human Resources, Payroll, ITS*

28. ___Automate Timesheets___ *– **November 2007 to July 2010.** Design and analysis completed by ITS in 2007. In coordination with HR, Payroll, and college representatives, the team reviewed all the Banner functionality in the timesheet module and determined how CLPCCD could implement these features in their environment. Human Resources then had a change in personnel and proceeded to do a management review of priorities for Payroll improvements. Human Resources took action in 2008 to eliminate timesheets for administrators, using the Paid leave form for recording both vacation and sick leave for administrators. Human Resources and Payroll will review with the current staff all the previous design documentation completed and identify any new requirements by August 2009. An implementation plan for the Timesheet project will be developed in Fall 2009 with a target date to go live on automated Timesheets by July 2010, following the Banner 8.1 release due to the magnitude of the changes. __User Groups Involved:__ Payroll, Human Resources, ITS, All user departments.*

29. ___Administrative Justice Instructor Tracking (On Hold)___ *– **No schedule.** No action to-date on this project. Users at LPC are utilizing an alternate method to track the AJ classes using spreadsheets outside of Banner. Therefore, no interest to pursue another solution has been expressed since 2007. ITS proposed a potential solution using the Banner System to take advantage of step increases and state MIS reporting, but the users preferred their current method. __User Groups Involved:__ LPC Academic Services, Human Resources, ITS.*

30. ___Common Matching for all Banner Modules (On Hold)___ *- **No schedule.** Financial Aid uses the Banner Common Matching feature independent of the other Banner modules. Extending Common Matching for the other Banner modules impacts all modules simultaneously and does affect user procedures on how the Banner system is used. This common matching must be installed and applied to all Banner modules and this*

capability cannot be segregated only to a specific module like HR or student. Therefore, this change must be handled like a major system upgrade and must wait until the Banner 8.1 release is operational. Implementation of the Common Matching feature throughout Banner requires significant user training for those dealing with students, employees, and vendors because the forms are quite different and will alter user procedures and analysis methods. There are no immediate requirements in any of the Banner areas to use this feature as of yet, so implementation will be scheduled as other dependent projects warrant it. *User Groups Involved: Payroll, Human Resources, Student Services, Academic Services, Business Services, ITS.*

A4. "Additions" to Strategic Plan – Approved by Chancellor's Cabinet– PROPOSED PLANS:

31. ***Higher One Debit Card for Financial Aid*** *– Refer to "Completed" category above.*
32. ***CurricUNET*** *– Refer to "In Progress" category above.*
33. ***Fixed Assets Depreciation*** *– Refer to "In Progress" category above.*
34. ***Title V*** *- **June 2008 to December 2009.*** Mandated system changes for Title V have been implemented by District ITS as they receive final approval from the VPs Student Services for action. District ITS implemented the P/NP option in March 2009 and other minor changes as requested. Pending final interpretation of the Title V clauses by the colleges. ITS is waiting for final specifications from college Student Services with the appropriate interpretation of the needed changes for automation in Fall 2009. *User Groups Involved: Student Services, Academic Services, Human Resources, Business Services, ITS.*
35. ***CCCTran for Automatic Transcripts*** *– **Fall 2009 to Spring 2010.*** The State Chancellor's office has offered a CCCTran solution for transcripts which is a similar model to the CCCApply for applicant's model. This system allows send and receive capabilities for the transcripts and allows storage of the electronic view. This project will be an extension of the Degree Works project to get transcript information automatically loaded back into Banner. CCCTran is limited to those colleges who are participants in this initiative, so scanning of documents will still be required for those colleges that are not on CCCTran. *User Groups Involved: Admissions & Records, Faculty, Counselors, ITS. Estimated Costs: $10,300 Annual Fee for both colleges.*
36. ***New Banner Tools for Data Views, Data Warehouse, and Cognos Analytics*** *– **January 2010 to August 2010.*** Sungard tools are part of the Enrollment Management purchase and evaluation of how they can be applied to other existing modules will be evaluated by February 2010. Implementation timeline is anticipated to be August 2010, but will be determined in conjunction with the Enrollment Management suite. *User Groups Involved: Student Services, Academic Services, Financial Aid, Business Services, Human Resources, Payroll, ITS. Estimated Costs (**FUNDED BY MEASURE B**): Software license and annual maintenance costs, hardware costs, and Sungard costs for training and implementation are included under the Enrollment Management Suite (Refer to #16 above).*
37. ***Financial Aid Upgrades*** *–**As needed.*** Upgrades to the Banner Financial Aid module occurs 4-6 times per year to remain current with the mandated regulations. These upgrades or patches are above and beyond the standard Banner upgrades that are

completed for all modules. These are annual updates where the major Financial Aid upgrade is done for the New Year release in February through April of that year. *User Groups Involved: Financial Aid, ITS.*

A5. "Additions" to Strategic Plan – Pending Review & Approval by Chancellor's Cabinet– PROPOSED PLANS :

38. ***CALB BOGW*** - *No schedule.* CALB (California Version of Banner Baseline) is developing an automated BOGW process that the Financial Aid users are anxious to review for functionality and applicability for their environment. This CALB module is still being developed and is not ready for release to customers as of yet. The BOGW project has been released by the Sungard Solution Center in phases. The first phase released to-date as of January 2009 contains a BOGW form that is already in Banner baseline forms and the BOGW student account interface to feed accounts receivables. CLPCCD already has in place forms, tables, and processes, some of which are local customizations, which provide capabilities to input Financial Aid data and process payments. Therefore, CLPCCD has a process that handles BOG Waiver processing from beginning to end and facilitates state MIS Reporting. Additional features for CALB will be gradually added that includes a CCCApply interface and an online application which will allow students to apply for a BOGW directly from our website. Replacement of the current CLPCCD customizations cannot be accomplished until all the phases are completed. Anticipated timeline is by December 2010, concurrent with the CALB 8.1 implementation (refer to #27 above). *User Groups Involved: Student Services, Academic Services, Financial Aid, Business Services, Human Resources, Payroll, ITS.*

39. ***Grant Accounting*** – *No schedule.* Banner Grant accounting provides the ability to track project costs over the life of the project. The purpose of Grant accounting is to report on the project costs since its inception, whereas the purpose of Operational accounting used in the Banner system today is limited to reporting on accounts in a fiscal year. Measure B projects need to track accumulated expenses to-date, total current commitments, and available budget for each construction fund, and report all under a Measure B project from the inception of a project to its end. The Measure B Accounting group wants to review and evaluate the Grant Accounting functionality for potential usage on their projects in fiscal year 2009-2010. *User Groups Involved: Business Services, Measure B Facilities, Measure B Accounting, ITS.*

40. ***Banner ePrint*** – *No schedule.* Banner ePrint is a web based report distribution and archival system with a provision to write to a CD/DVD). ePrint can accept many common formats such as text, Word, Excel, PowerPoint, HTML, and PDF. Reports use Banner Finance security and can be secured at the report level or page level. This product integrates with Luminis and Banner Self-Service. *User Groups Involved: Student Services, Academic Services, Financial Aid, Business Services, Human Resources, Payroll, ITS. Estimated Costs (NOT IN CURRENT BUDGET): Software costs is a total of $74,750 (includes license fee for $65,000 and the first year annual maintenance for $9,750). Hardware costs is $10,000. Costs for Implementation Services & Training is $10,860.*

B. Measure B Projects:

All projects listed in this section are **"FUNDED BY MEASURE B"**.

Under Measure B, District ITS has completed several major IT infrastructure projects to support new construction and renovations at the colleges. Some of the most noteworthy of these projects is the installation of cabling, conduit, and fiber in conjunction with the Central Utility Projects at both colleges to support the future technology needs on the campuses. In addition, District ITS replaced the T-1 connectivity between the colleges and district locations with the latest technology Opt-E-Man that increased our speed substantially.

A summary of the District ITS accomplishments over the past year and half for the Measure B Projects is provided below by category: "Completed", "In Progress", "To be Scheduled". Measure B Action Plans and Estimated Costs are provided in the Information Technology Master Plan and Supplements, Bond Narrative for Technology Improvements, and Bond Technology Summary Costs by category. Due to the extensive list of technology items, this information will not be repeated in this document.

B1. "Completed" Projects - ASSESSMENT:

41. ***Implemented fiber-based AT&T Opt-E-Man metro Ethernet wide area network (WAN)***
    – Opt-E-Man supports the non-Internet access for the district locations and provides increased bandwidth capabilities of about 10 times more to all 3 sites for colleges and district. The Opt-E-Man solution installed in September 2008 replaces the previous T-1 connections as the primary connection between all locations. However, the existing T-1's are still being retained for redundancy and backup in case of any downtime on the Opt-E-Man connections. The Opt-E-Man WAN can be adjusted to vary the bandwidth between locations, increasing or decreasing, as required without any new installations needed, which will be important as our bandwidth requirements shift with the relocation of our District Data Center from Chabot to LPC. The Opt-E-Man configuration can also be expanded to include new site locations such as the future remote Dublin and Union City satellite campuses.
42. ***Installed Network infrastructure upgrades for facilities for routers, switches, firewalls, and cabling/fiber as needed to support facility activity.*** All critical network routers were replaced in February 2007 with higher capacity Cisco devices that have more processing power, advanced software capabilities, and enhanced network security features.   New network monitoring tools were installed to monitor network traffic, bandwidth, and capacity management. Also, KVM switches were installed to allow the ability to remotely console into servers via the Web in the event we lose IP network connectivity.
43. ***Completion of 3 PC Bids for Computers with 3rd iteration of new PC Standards published in December 2008.***
44. ***Installation of PCs and MACs at both colleges in order to achieve a full replacement cycle of the 4-year standard model.*** Chabot is completing their full cycle and LPC has already completed their first full cycle for the campus.

45. ***Addition of Redundant Servers for Critical Applications at colleges and district*** – In 2007 and 2008, all critical servers at the District have been replaced with the latest server technology for increased capacity and for redundancy, including new servers for new applications interfacing with the Banner Enterprise System.

46. ***Completed upgrades to support temporary generators in the Chabot building that house the District Data Center and the District Internet connections*** – future plans is to install permanent generators at these Chabot locations.

47. ***Integrated a consolidated Tape Backup System for Enterprise Systems supported by the District for all locations in October 2008.*** The new HP tape backup system has the capability to do disk-to-tape and disk-to-disk backups for critical user data such as email, documents, web files, and applications. The high capacity tapes will be stored on site for fast restoration and off site for disaster recover purposes. The new backup system provides a web based capability that centrally manages the scheduling of data backups, restoration, and cataloguing of backup and restoration jobs. The new system supports the diverse operating systems that CLPCCD supports all in one package: Novell Netware, Linux, and Windows. Besides the new tape backup system, the District installed Reload software setup specifically for the email system to provide a real-time disk-to-disk backup of all the email post offices with the capability to restore selective email messages and calendar appointments within minutes.

48. ***Completion of Design of new IT Building for District Data Center at LPC*** – District ITS team has been involved with the LPC College Computer Support team since 2006 working with the architects, engineers, and Project Management team on the IT Building specifications and design. Building construction began at the end of 2008 and is planned for completion around December 2009 through January 2010.

49. ***Expansion of Wireless access for instructional areas* at both colleges** – Wireless access points have been installed at all 3 locations in strategic areas to maximize the coverage. To-date LPC has 22 access points, Chabot has 11 access points, and the District office has 2 access points. The wireless provides connectivity to the Internet in student areas such as the cafeteria, classrooms, and student labs. The wireless connections will be expanded for instruction as new buildings are available for occupancy or as renovations of existing buildings are completed. Future plans include the installation of a Central Management System to monitor and control the wireless access points by the end of 2009.

50. ***Completed design and installation of Luminis Web Portal and Student Email*** - Referenced under Section II.A for Banner Projects.

51. ***Completed installation of the College Net Room Scheduling System*** – Referenced under Section II.A for Banner Projects.

52. ***Evaluated software through vendor demonstrations and selected an Enrollment Management and Marketing Contact Management solution from Sungard.*** Purchased the Sungard Enrollment Management suite of products for implementation over the next couple of years with schedule to be determined. – Referenced under Section II.A for Banner Projects.

B2. "In Progress" Projects (Partially "Completed") - ASSESSMENT & PROPOSED PLANS:

53. ***Purchase IT Data Center Equipment for new IT building at LPC which includes the UPS/Generators and Inergen for the IT building by September 2009.*** These Equipment costs are included as part of the IT Building plans.

54. ***Upgrade IBM Enterprise Server with Redundancy*** – Installation of two IBM P570 Enterprise Servers that support the Sungard Banner system, which is an upgrade to the current IBM P670 single unit. This upgrade will provide additional capacity, newer technology standards, and includes an additional unit for redundancy and disaster recovery to guarantee 24/7 operation. The additional unit will also be used for development and testing of new systems prior to cutover to the production environment. Migration to this newer hardware allows CLPCCD to partner with San Mateo Community College, who is also upgrading their hardware with the same models, to become an alternate data center site for each other to support Banner processing in the event of a disaster. Estimated costs for the hardware is $455,000, which is Measure B funded. Implementation planned to begin in October 2009 with completion for production cutover in April 2010, concurrent with the Data Center move from Chabot to LPC.

55. ***IT Building Move*** – Building construction planned to be completed by January 2010. The District Data Center move requires downtime for Data Center which must be scheduled around academic schedules. Anticipated move, contingent on construction close out, is week of Spring break in April 2010.

56. ***Install permanent generators for Chabot District Data Center and Internet services*** (Bldgs. 200 & 300) – Due to the potential downtime experienced during Bond construction, there is a need to provide generators by December 2009 for the current Chabot facilities that house the critical Data Center systems. Building 300 contains the main Data Center and Building 200 houses the Internet connections. Estimated costs for the hardware is $330,000, which is Measure B funded.

57. ***Continue installation of Computer Equipment (4-year cycle) as needed.***

58. ***Install Conduit rerouting as part of Central Utility Plant, contingent on facility schedules.*** Conduit costs are part of facility plans.

59. ***Install a Wireless Central Management System*** – Plans for installing a Central Management System to monitor and control the wireless access points are being developed for implementation by November 2009. This new system will provide central provisioning, central management, security, and maintenance of existing access points as well as future installations. With a centralized management system, it will allow us to scale and significantly increase wireless coverage in both campuses and accommodate demand for wireless devices such as Internet-enabled cellular phones, PDA, and laptops.

60. ***Expand Wireless Connectivity and Smart Classrooms, contingent on new building availability -*** In accordance with district-wide ITS standards, wireless capability is being installed in all new building construction and renovations under Measure B.

61. ***Continue Server upgrades and hardware redundancy as needed to ensure 24/7 operation***

62. ***Continue on-going Network Infrastructure upgrades to support facilities plan including upgrades to routers, switches, firewalls, and network monitoring tools.***

63. ***Complete final stages of implementation for various Banner projects funded by Measure B:*** College Net Room Scheduling and Luminis Web Portal and Student Email – Referenced in Section II.A Banner Projects.

64. ***Install the first phase of Document Imaging System to support the Degree Works project for transcripts.*** – Referenced under Section II.A for Banner Projects.

B3. **"To Be Scheduled" – PROPOSED PLANS:**

65. ***Continue the second phase of the Document Imaging System to extend to other areas like Financial Aid, Business Services, Human Resources/Payroll, and Student areas besides the transcripts*** – Referenced in Section II.A Banner Projects.
66. ***Evaluate and install a consolidated Next Generation Storage Solutions such as SANS or NAS by September 2010.***
67. ***Expand Video Conferencing and Streaming Video Services*** – Currently all college and district locations have Video Conferencing and Streaming Video capabilities but these are limited in scope and must be expanded to accommodate the future new classroom and facility needs. Plan to expand Video Conferencing at all locations by December 2009. Plan to provide Streaming Video at all locations by December 2010.
68. ***Implement the Sungard Enrollment Management Suite of products along with the related reporting and analytic tools.*** – Referenced under Section II.A for Banner Projects.

C. Goals – General

1. ***The District should reassess the importance of many of the routine but time-consuming operational tasks that Banner users request on a daily/weekly basis. These routine tasks need to be either minimized or handled by temporary technical staff if the Banner developmental projects are to assume a more accelerated timeline.***

Status Update: Over the past year, the Banner developmental projects have been scheduled on a more aggressive timeline due to the additional available ITS technical resources. This is evidenced by the large volume of major projects now in progress in comparison to the previous couple of years. District ITS has not seen a reduction of routine service requests from Banner user groups as we had hoped in order to free up technical resources to dedicate more time to the major development projects. However, District ITS filled budgeted positions for replacement staff for the programmer analysts servicing the Banner System (refer to item #2 below). These resources are able to assume responsibility for the routine operational tasks, thus freeing up the time for the more Senior Programmer analysts to devote to the more complex large scale projects. As planned, for some development projects such as the Web Portal, District ITS began using the District Help Desk to answer user calls instead of routing these requests directly to the responsible analysts, thus alleviating time for the programmer analysts for their larger projects.

People Involved: Chief Technology Officer, VPs and Directors at Colleges and District, Banner User Chairs, ITS Analysts
Estimated Cost: Internal Resources.
Timeline: On-going
Person(s) Responsible: Chief Technology Officer, Banner User Chairs

2.   *Full-time staff increases should be made where appropriate in order to adequately accommodate the Banner priorities and the District Strategic Plan.*

Status Update: As of 2009, District ITS has filled their budgeted positions for replacement staff as planned that are required to support the current backlog of Banner operational tasks concurrently with the major Banner developmental projects. Prior to June 2007, there was only 1 ITS analyst available to service each main Banner user area. Their duties included the daily operation needs, development projects, production problem resolution, and training for that Banner user area. In accordance with the District Strategic Plan objectives, District ITS has filled the budgeted replacement positions to allow for the desired 2 programmer analysts for each main Banner user area. These programmer analysts now service the routine Banner operational tasks to backfill for the Senior Programmer Analysts so they have time to work on the high level Priority tasks. During the Summer 2007, 3 positions were filled to service the Student area, Financial Aid area, and other third party products that interface with our Banner system: 2 Programmer Analyst II positions and 1 Administrative Analyst II position. In January 2009, District ITS filled 2 additional analysts positions for Business Services and Human Resources/Payroll: 1 Administrative Analyst II and 1 Programmer Analyst II. The list of Banner projects that are currently in progress are evidence of the positive impact these resources have made on achieving the desired new technology initiatives.

People Involved: Chief Technology Officer, Chancellor, Chancellor Cabinet
Estimated Cost: None remaining. Budgeted Replacement Positions filled.
Timeline: None. Goal fully met in January 2009.
Person(s) Responsible: Chief Technology Officer

3.   *The District should devise methods to ensure department-specific Banner training and documentation. If internal resources are not adequate for this task, outside assistance may be warranted.*

Status Update: Over the past year, District ITS has hired part-time consultants experienced with the Banner System to train the users in the current Banner functions and to assist the users in evaluating features that they should turn on to be more productive. The review included ways to improve items such as routine transaction processing, exception processing, data entry standards, operational workflow, and the elimination of manual procedures with automated solutions. The areas that have been addressed to-date are Human Resources, Payroll, Fixed Assets, Budgets, and Finance Year end processing.   Human Resources and Payroll areas have made the most progress in advancing their system knowledge and taking advantage of new processes and procedures. District ITS worked in concert with Human Resources to respond to the necessary system changes to support these HR productivity improvements that helped them better utilize the Banner system features. District ITS will continue to support these types of efforts as they occur. There is still substantial work remaining to be done over the next year in the Business Services area for training, completion of written departmental Banner procedures, and streamlining processes.

During this past year, there were improvements in training models used for end user training on brand new system software or new Banner features being activated. Training for new system

implementations has been done in combination with the software vendor and District ITS staff. Training for these new systems has been extensive with many months of sessions with core team groups and then the mass end users. Some example projects using this training model include CollegeNet Room Scheduling, Degree Works Student Degree Audit, and Luminis Web Portal. Some new projects that had vendor training with users but at a more limited extent include BossCars Parking Permit and Higher One Debit Card for Financial Aid. An example project where District ITS provided an extensive volume of hands-on training for faculty was for the Web for Faculty Online Grades. For the faculty training, a combination of one on one training and video taped sessions were used. For general Banner System training, ITS offers Computer Based Training (CBT) for each of the Banner modules "vanilla" system as well as provide training classes on an as needed basis.

For a long term solution, the District ITS recommended to hire ITS staff that could be dedicated to the training needs for the Banner users and assist with procedural documentation. The proposed staffing to support these needs was 1-2 Administrative Systems Analyst who could be solely responsible for these training and documentation tasks for all Banner user groups. District ITS has completed the hiring process for a budgeted replacement position for 1 Administrative Systems Analyst I and an offer is expected to be extended in May 2009 for a planned start date in June.

People Involved: Chief Technology Officer, Chancellor, Chancellor's Cabinet, Directors and Managers at Colleges and District, ITS Analysts
Estimated Cost: $120,000 yearly for 2 full time positions or minimum $64,000-$96,000 yearly for part-time consultants.
Timeline: On-going as needed. Offer for 1 of the 2 full time position targeted for June 2009 as noted above. .
Person(s) Responsible: Chief Technology Officer

4. ***In addition to the current Banner User Groups, the District should develop a separate Executive Steering Committee -- with representatives from the Chancellor's Cabinet -- to discuss topics, review progress, and make additions as needed for major District-wide projects.***

Status Update: The Chief Technology Officer and Chancellor discussed the option of establishing a new Executive Steering Committee for review, status, and approval of the Banner Priority Projects. It was determined that the same participants that would participate in this new Executive Steering Committee are the same members as the Chancellor's Cabinet. Therefore, it was determined that the Cabinet meetings will continue to be the decision makers to review progress on Banner Project Priorities and introduce new projects to be prioritized. In addition to the Chancellors Cabinet, Banner project status is presented at the Chancellor's Administrative meetings held on a monthly basis. The Banner Project Priorities started in 2005 and extended for a 5-year project plan period. The Banner User groups will begin meeting in the last half of 2009 to formulate a list of new proposed development projects for the next 5 years. These recommendations will be presented to the Chancellor's Cabinet in 2010 for review, approval, and prioritization.

It has been suggested in April 2009, that the College Technology Committee participants, who usually deal with non-Banner technology initiatives, become included in the Banner discussions early on in the cycle. This would allow these participants to provide input from faculty and staff on their future automation needs as it relates to the Banner System and other interfacing 3rd party products. District ITS will include these Technology Committees in the process for the 2009 cycle to develop the next 5-year plan in an effort to make the Technology Committees have a greater impact on setting the technology direction for their campus where appropriate. District ITS, who participates monthly in these College Technology Committee Meetings, agreed to report to the group on future projects being discussed in addition to the status for projects on the Priority List which has been an on-going agenda item in these meetings for some time. It is anticipated that this new approach will improve communication to the colleges on the new Banner initiatives being addressed.

People Involved: Chief Technology Officer, Chancellor, Chancellor's Cabinet
Estimated Cost: Internal Resources
Timeline: On-going
Person(s) Responsible: Chief Technology Officer, Banner User Chairs, Banner User Groups,
College Technology Committees

5.   ***The District should standardize the following Measure B initiatives District-wide over the next couple of years:***
   - *Implementation of Wireless for the classrooms and general student/administrator use.*
   - *Establishment of a template for different types of Smart Classroom configurations based on disciplines and course needs.*
   - *Migration towards consolidated storage solutions such as SANS or NAS.*
   - *Upgrading of the tape backup system across all locations in conjunction with the new storage solutions.*
   - *Establishment of more central PO agreements such as the Gateway PC agreement as well as the Cisco switches and Printers.*
   - *Expansion of Video Conferencing and Streaming Media Capabilities*

Status Update: District ITS and the College Computer Support staffs have worked collaboratively since 2005 to establish district-wide standards for computer equipment, network infrastructure devices, and cabling to support Measure B improvements. The existing standards are reviewed on a regular annual basis and modified appropriately when new bids are issued for equipment. The District Technology Committee, which consists of technical representatives from the colleges and district, will continue to be the forum where these standards are discussed, defined, and documented to be utilized for new equipment RFP's and construction contracts. Collaboration between the District and College ITS Technology groups occurs to ensure consistency of standards and procedures and to establish strategies for new technology initiatives and new standards where appropriate. The various committees include the District Technology Committee, the Bond Technology Team from all locations, the College Technology Committees, and the College Blackboard Distance Education Committees.

Central Purchase agreements continue to be utilized and expanded in the number of vendors participating and types of equipment that is involved such as PCs, MACs, laptops, Cisco switches, routers, printers, and cabling. The District has gone through three versions of PC standards since the start of the Bond projects and will continue to update these configurations as new technology emerges. For the network and cabling infrastructure, the District has gone through two versions of these standards to accommodate the evolving construction environment on the college campuses that have arisen. The College Computer Support staffs have established Smart Classroom configuration standards and they modify these requirements based on new vendor offerings and their past experiences. All college and district locations have collaborated on the current wireless capabilities installed to-date under Measure B, and the groups will continue to expand these standards for a central management system and develop common strategies for future campus-wide wireless installations for all buildings, old and new. Some Video Conferencing capabilities with mobile devices have been expanded at both LPC and the District, but expansion at Chabot will be the emphasis for this next year. Finally, group activity on the future consolidated storage solutions or streaming video capabilities has been very limited due to the time these same internal resources are spending on support for the Bond construction. Therefore, effort in these areas to establish standards and expand these capabilities at all locations will not begin until Fall 2010. The District ITS accomplishments and future initiatives supporting Bond Measure B were listed earlier in "Section II.B Measure B Projects".

People Involved: Chief Technology Officer, College VPs Business Services, District ITS Network Staff, College Computer Support Staff, Purchasing, Facilities
Estimated Cost: Internal Resources
Timeline: On-going for Measure B and beyond
Person(s) Responsible: Chief Technology Officer

6. **The District should continue to require the District CTO to approve all computer hardware and software purchases to ensure standards are maintained and new equipment is compatible with the existing environment.**

Status Update: District ITS and District Purchasing instituted in 2006 an effective "check and balance" procedure for the purchase of all computer hardware and software district-wide. This procedure ensures that computer purchases adhere to the current district-wide equipment standard, that new hardware or software are compatible with the district and college environments, and that there are no duplications at the colleges for common services.   This district-wide procedures continues to ensure compliance to the ITS equipment guidelines and allows the district to get maximum discounts and the best contract terms and conditions. With the expansion of the new Purchase card usage, District ITS continues to work with Purchasing to allow flexibility but still maintain the necessary controls for hardware and software purchases.

People Involved: Chief Technology Officer, District Purchasing Manager, Purchasing staff, District ITS staff, College Computer Support staff
Estimated Cost: Internal Resources
Timeline: On-going
Person(s) Responsible: Chief Technology Officer