

INFORMATION TECHNOLOGY SERVICES (ITS)

The CLPCCD Information Technology Services (ITS) Department supports the technologies that are foundational to achieving the District's mission. This entails adapting new and existing technologies to address the complex issues faced by the District's community of educators and learners. ITS is responsible for maintaining the platform that makes it possible for course registration, financial aid applications and disbursements, recorded student achievements, District payroll, and financial management functions.

The District ITS department currently consists of 22 full-time staff members, including a dedicated administrator for bond-funded technology-related projects. The ITS department provides centralized management for most of the information technologies used throughout the District. Technology department administrators report to the District ITS Chief Technology Officer (CTO), but most academic technologies, the Learning Management System, Canvas by Instructure, and audio-visual hardware, as well as the college websites, are funded and maintained by the local technology departments at each college.

The ITS department is responsible for maintaining the Enterprise Resource Planning (ERP) system that centers on Ellucian Banner and supports business functions for Payroll, Accounting, Human Resources, Student and Academic Services, as well as Financial Aid. Nearly half of the ITS staff (10) directly support Banner through system administration, database management and application programming. It should be noted Banner is both an application and platform for other programs.

The email system is another district-wide technology supported by ITS. While the colleges and District use different domains (laspositascollege.edu, chabotcollege.edu and clpccd.org) they share a single cluster of servers through a "trust relationship". Similarly, the help-desk system, ServiceNow, is centrally maintained. ITS also provides technical support for the District Office consisting of audio-visual, desktop support.

All technology purchases from the colleges or the District are approved through the Chief Technology Officer's office and, in the case of the latter, processed through Business Services. Technology projects funded via the Measure A and B bonds are managed through ITS rather than through the colleges or the Bond Office.

Priorities for the Next Five Years:

Priorities for the District ITS department over the next five years include:

- Strategically analyze, and when appropriate, deploy technologies to the cloud
- Support Bond-funded major-technology projects
- Improve information technology security
- Adapt the organizational structure to a changing environment

In addition to the items listed above, in recent years the ITS department has seen an expansion in the number of software programs purchased throughout the District. In response, ITS is building a five-year "look ahead" model, to identify any increases in spending and opportunities to cut costs.

The ITS department also recognizes the need to improve user interfaces in self-service applications. Faculty, staff and students have increasing expectations for system usability and, as a result, applications from Ellucian and other vendors continue to improve. ITS must allocate resources and/or rely on third party vendors to implement these improvements in the midst of competing priorities. Over the next five years, the ITS department will continue to pursue changes in technologies and systems as needed to support the mission of the District and its colleges.