



District Annual Unit Review

Operations & Information Technology
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2014

Definition of a Support Services Department/Unit

For purposes of this planning document, a support services unit is defined as a District department, which is responsible for providing services throughout the District in a manner that creates and maintains an optimal learning environment for students and/or provides services necessary to support the overall operation of the District and colleges.

Unit Plan Purpose

Unit plans are annual documents created and used by District units to develop and maintain high quality services to support student learning and District and college operations. The Accrediting Commission's Standard 1.B.3-4 states:

The institution assesses progress toward achieving its stated goals and makes decisions regarding the improvement of institutional effectiveness in an ongoing and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data.

The institution provides evidence that the planning process is broad-based, offers opportunities for input by appropriate constituencies, allocates necessary resources, and leads to improvement of institutional effectiveness.

Plan Due Date

The initial unit plans are required to be developed by December 18, 2014 and annually, hereafter, by December 1st. and use this template. A copy of the review will be maintained in the unit and the Office of Chancellor.

Statement of Purpose

Provide your unit's statement of purpose.

To provide reliable, scalable and secure information systems, networks, and applications to support the vision and mission of the Colleges and the reporting responsibilities of the District

For reference, the following are KCCCD's Vision and Mission statements.

Vision Statement

The Kern Community College District is recognized as an exemplary educational leader, partnering with our communities to develop potential and create opportunities. Successful students will strengthen their communities and, along with the faculty and staff, become life-long learners.

Mission Statement

The mission of the Kern Community College District is to provide outstanding educational programs and services that are responsive to our diverse students and communities. To accomplish this mission, we will:

- Provide academic instruction to promote fulfillment of four-year college transfer requirements and encourage degree and/or certificate acquisition in our surrounding communities.
- Provide workforce skills training through Career and Technical Education programs.
- Provide basic skills education and student services programs to enable students to become successful learners.
- Establish partnerships with businesses and governmental entities as well as other educational institutions to advance economic development.
- Improve the quality of life of our students and communities through broad-based general education courses.
- Prepare students with the skills to function effectively in the global economy of the 21st century.

- Anticipate and prepare to meet challenges by continually assessing and prioritizing programs, services, and community needs.

Unit Responsibilities and Projects

List your unit's primary assigned responsibilities including those related to creating and/or supporting an effective learning environment. Also, identify any expected changes in responsibilities or major new projects (e.g. opening of new facilities, IT infrastructure upgrades, etc.) for the next academic year (summer, fall, spring). Please reference any KCCD Strategic Plan strategies, accreditation standards or policies, or changes to state or federal laws that are informing your changes in primary responsibilities or new projects.

Describe the end-user or the population that is served by the department.

The population served by the unit is all students, faculty, classified employees, and administrators of the District.

List the major projects or services performed by the department (current or one-time).

Districtwide infrastructure

- **Networks (including security)**
 - **Local area network**
 - **Wide area network**
 - **Wireless**
- **Servers**
- **Data storage**
- **Telephone**
- **Internet**
- **Video conferencing**

Districtwide administrative system (Banner)

- **Student**
- **Finance**
- **Human Resources**
- **Financial Aid**

Districtwide web development

Other Systems

- **District Portal**
- **Degreeworks (Degree audit and educational planning)**
- **Curricunet**
- **Identity management**
- **Schedule plus**
- **SARS**
- **Email (exchange)**
- **ODS (operational data store) reporting system**
- **Employee help desk**
- **Student help desk (outsourced)**
- **Emergency notification**
- **Class climate (faculty and course evaluations)**
- **Hershey (imaging)**
- **Academic works (scholarship support system)**
- **ASAP (community education registration system)**
- **Moodle (Learning management system)**
- **Student email**
- **Database administration**
- **Schooldude (M&O work order system)**
- **Electronic transcript process**
- **Boarddocs**
- **Primavera (facilities project management system)**
- **Quickbooks**
- **MIS reporting**
- **320 reporting**
- **Support IR reporting**
- **Support desktop management (software updates)**
- **Drupal (Web content management system)**

Projects or significant upgrades

- **Redesign of all websites**
- **Schedule Plus rewrite**
- **CCC Apply (in progress)**
- **Academic works (scholarship support)**
- **EAB PC & CC (Educational Advisory Board – onboarding project)**
- **ASAP (community online registration) (in progress)**
- **Moodle modification (inmate access)**

- **Build ODS test instance**
- **Banner upgrades**
- **Upgrade Evisions software**
- **CC fiber WAN connection (D395)**
- **CC San upgrade (data storage)**
- **District data center blade chassis install**
- **PC fiber WAN connection (CVIN)**
- **Firewall monitoring (DDOS)**
- **Wifi access completion**
- **SARS integration**
- **SARS alert**
- **Pay for print system migration**
- **Degreeworks Student educational planning**
- **Curricunet META**
- **PCI compliance upgrade**
- **HR process review**
- **Telephone system upgrade**
- **Campus ID cards and financial distribution**
- **Moodle upgrade**
- **ODS upgrade**
- **Oracle upgrade**
- **MS SQL server consolation and upgrades**
- **New firewall implementation**

List your unit's primary functions and responsibilities (ongoing):

Support and maintain the above systems and processes.

Keep informed of emerging trends, systems, and risks related to technology within the business environment and higher education.

Plan and implement new projects requiring IT support.

Describe the mechanisms used to monitor the department's budget and fit with student and institutional needs.

Monthly review of current budget by IT managers. Monthly meeting of all IT managers to review projects, problems and priorities.

Participate in District committees and workgroups that are supported by this department.

- **Chancellors cabinet**
- **Chancellors administrative council**
- **Districtwide A&R directors meeting**
- **Districtwide Financial aid directors meeting**
- **Districtwide Finance managers meeting (when invited)**
- **Districtwide Vice Presidents meeting (when invited)**
- **Human resources managers meeting (when invited)**

Is there a desire or plan to add or expand services provided by the department? Explain how added or modified services will help improve an institutional process or customer satisfaction. Also, what is the strategy to implement and/or modify those services?

There are significant requests to add and expand services by the department. Any of these projects will require additional resources.

Current possible projects and significant upgrades

- **Event Scheduling software**
- **Luminis IV replacement (required)**
- **Group tools (Google Apps or similar)**
- **Mobile platform**
- **Online orientation – BC (this may be part of EAB for CC & PC))**
- **Program review software**
- **Identity management software**
- **Database security (required)**
- **Banner XE implementation (required)**
- **Document imaging**
- **Discover replacement (ODS reporting tool) (required)**
- **Migrate Oracle databases to 12c (required)**
- **Secure remote access for applications**
- **BC fiber WAN (wide area network) upgrade (CVIN) (required)**

- **BC 1G direct internet connection (required)**
- **CC blade chassis replacement (required)**
- **District data center blade chassis install (required)**
- **District data center core router replacement (required)**
- **District data center SAN size increase (required)**
- **Districtwide door locks**
- **PC 1G direct internet connection (required)**
- **Firewall event correlation software to block suspicious traffic (required)**
- **Server user tracking software (required)**
- **Server migrations (required)**
- **WAN (wide area network) traffic shaping (required)**
- **Disaster recovery configuration (required)**
- **IT asset management**
- **Third party software patching management**
- **Contract management software**
- **ERP (Banner) replacement research**
- **Online orientation**
- **ASAP/Moodle integration**
- **Districtwide directory**

Upgrades or expansion of services required by our unit’s purpose are planned and implemented as part of the operating processes within the department.

Other added or modified services are justified by the unit requesting the added or expanded services. The implementation is planned on a project by project basis.

Unit Plans

Use the following question prompts to document how your unit will complete your assigned responsibilities and projects. State your unit's plans to:

Describe the adequacy of the unit's equipment, software, supplies needed to support new projects, expanded responsibilities, and necessary upgrades. Be specific.

The equipment and software needs will depend on the proposed project or expansion of existing services.

Necessary upgrades are included in the units' hardware replacement plan that is budgeted annually.

How adequate and appropriate are departmental facilities and equipment? Be specific about current deficiencies and projected needs at the colleges and the District Office.

The current equipment and facilities are adequate for the current operations.

Identify appropriate staffing needed to support new projects or expanded responsibilities.

Staffing needs are dependent on the specific project.

Describe the adequacy of the department's staffing levels to provide quality services to the colleges and the District.

The current staffing budget is adequate for the current operations.

Identify remodels or alterations needed to support the completion of unit responsibilities.

A small remodel will be needed if the current open management positions are hired.

Identify professional development activities that help unit members stay current with their job requirements. Please list expected individual and department requests for professional development activities.

The department currently budgets an amount necessary for professional development of the department based on current systems and software.

These include:

Ellucian live

Durpal con

3CBG/CISOA conference

Educause

Gartner data center conference

Gartner research services

Additional Staff training and conferences may be necessary depending on new projects.

Are there unmet professional development needs of department staff? If yes, describe.

No

Briefly describe the techniques/assessments currently used to ensure quality or required external standards (e.g., audits, inspections). Also, describe techniques/assessments being developed for use next fiscal year.

The department keeps current on legal requirements related to security and data access.

The department hires consultants as necessary to review areas of concern related to security and best practices.

Currently the department is planning an external review of database security.

Provide 3-5 years of data on usage or services provided by the department to each college. Provide separate data by college and comment on significant information that emerges from the data.

No statistics on usage are available

See the list of services and projects listed above.

Provide satisfaction results from end-users (use mapping survey results or other assessment tool to gather feedback from end-users). If no data is available, explain how the department currently measures satisfaction from end-users. Comment on significant information that emerges from the data.

Help desk logs and transcripts

Are there specific fiscal needs that have not been previously identified? If yes, specify.

No

State your unit's plans to develop and implement any special or long term projects. List each plan below and attach a copy to your unit plan. Briefly describe projects and indicate implementation timelines below.

See list of expanded services and projects above.

Describe the strengths of the department.

The strengths of the department are:

- **Professional staff that remain current on the requirements of their job responsibilities and are available 27/7/365 in order to insure the systems are available.**
- **Management dedicated to insuring that the needs of the staff and the colleges are met within available resources**
- **The ability to plan, organize and implement projects.**
- **The ability to review, understand, and modify business processes as necessary to carry out the business of the District.**

- **The ability to quickly diagnose and resolve issues that cause an interruption of services.**

List your unit's accomplishments.

- **Redesign of all websites**
- **CCC Apply review**
- **Academic works (scholarship support)**
- **EAB PC & CC Review**
- **ASAP (community online registration)**
- **Banner upgrades**
- **Upgrade Evisions software**
- **CC fiber WAN connection (D395)**
- **CC San upgrade (data storage)**
- **District data center blade chassis install**
- **PC fiber WAN connection (CVIN)**
- **Firewall monitoring (DDOS)**
- **Expanded Wifi access**
- **SARS alert**
- **Degreeworks Student educational planning**
- **PC HR process review**
- **Telephone system upgrade**
- **Campus ID cards and financial distribution**
- **Moodle upgrade**
- **ODS upgrade**
- **Oracle upgrade**
- **MS SQL server consolation and upgrades**
- **New firewall implementation**

List sources you used to support your unit plan statements.

Project list

Attach supporting documents (Supporting Data from the IR, etc.) following this page, identifying those you have attached in the text box, below.

N/A

Describe departmental areas for improvement and how the department plans to correct identified weaknesses. Suggest timelines and required resources as appropriate.

Systems security –

- **Hire a security manager (already budgeted)**
- **Database security review (within 12 months)**

Project management-

- **Hire an enterprise project manager (already budgeted)**

Project prioritization –

- **Create a process to identify department capacity to support or implement:**
 - **Current systems**
 - **Growth of current systems**
 - **New systems**
- **Require justification, funding and prioritization of new system of modification of the current systems.**

Please provide any suggestions for improving the District's unit plan process, including how to more effectively align with other District and college processes (strategic plan, other planning, resource allocation, etc.).

Routing and Review Process

After completion of the program review report, the following steps are to be followed:

Step 1: District Department Head shall review the completed report with his/her department manager/director. Any suggested revisions shall be made before proceeding to Step 2.

Review date: _____

Signature of District Department Head: _____

Step 2: Final district unit review report shall be submitted to the Chancellor's Office.

Review date: Dec 19, 2014

Signature of Chancellor: Dandra G. Serrano

Step 3: Date posted on the District's website under the Chancellor's Office.
