

2016 – 2019 Technology Plan

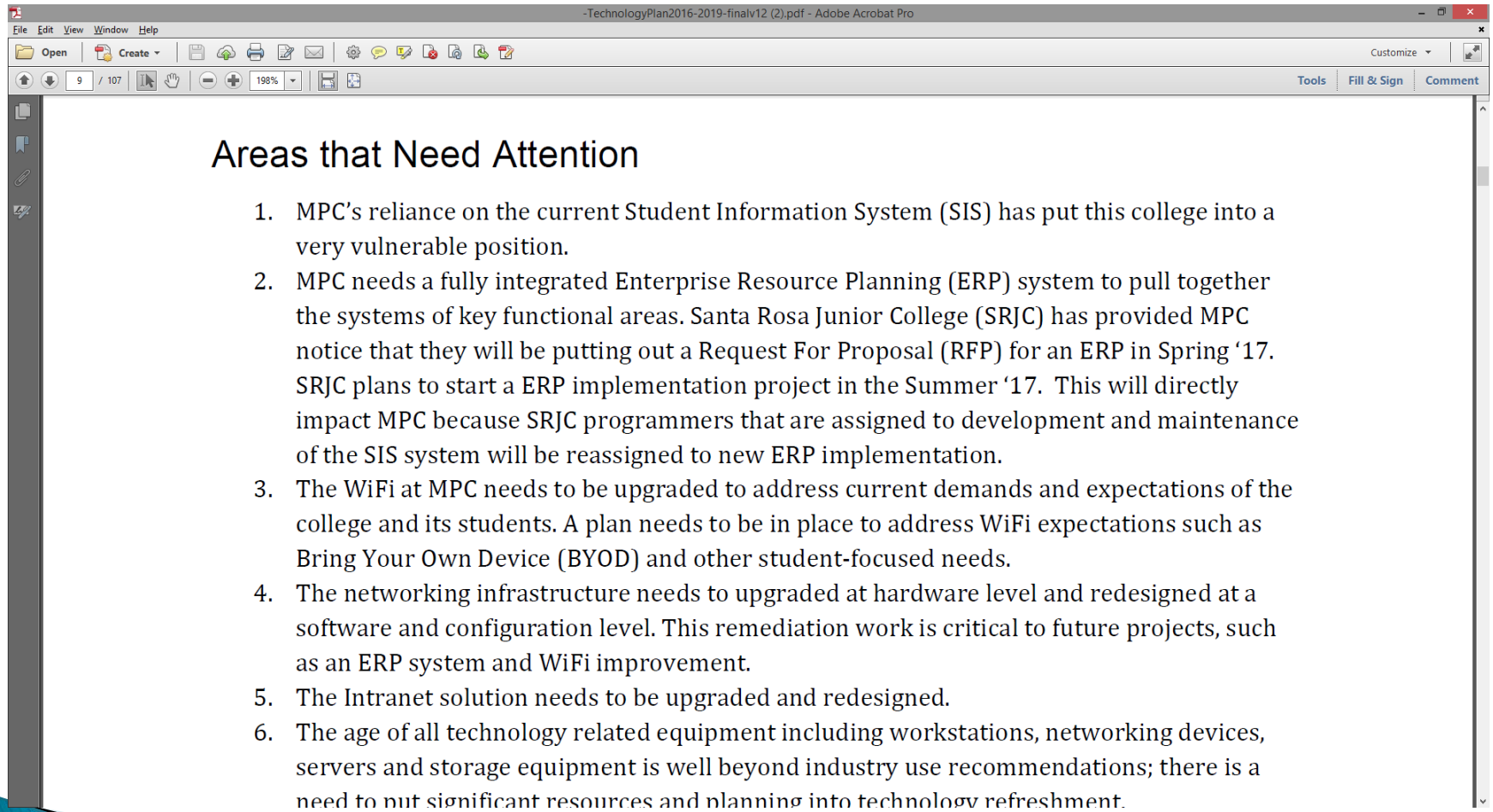
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Administrative Services



TECHNOLOGY PLAN 2016-2019

Areas That Need Attention – Pg. 7



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Areas that Need Attention

1. MPC's reliance on the current Student Information System (SIS) has put this college into a very vulnerable position.
2. MPC needs a fully integrated Enterprise Resource Planning (ERP) system to pull together the systems of key functional areas. Santa Rosa Junior College (SRJC) has provided MPC notice that they will be putting out a Request For Proposal (RFP) for an ERP in Spring '17. SRJC plans to start a ERP implementation project in the Summer '17. This will directly impact MPC because SRJC programmers that are assigned to development and maintenance of the SIS system will be reassigned to new ERP implementation.
3. The WiFi at MPC needs to be upgraded to address current demands and expectations of the college and its students. A plan needs to be in place to address WiFi expectations such as Bring Your Own Device (BYOD) and other student-focused needs.
4. The networking infrastructure needs to be upgraded at hardware level and redesigned at a software and configuration level. This remediation work is critical to future projects, such as an ERP system and WiFi improvement.
5. The Intranet solution needs to be upgraded and redesigned.
6. The age of all technology related equipment including workstations, networking devices, servers and storage equipment is well beyond industry use recommendations; there is a need to put significant resources and planning into technology refreshment.

Recap of 2013 – 2016 Goal, Objectives and Initiatives – Pg. 9

Goal 1: Academic Accessibility and Success	Status	Notes
Objective 1a – Enhance Delivery and Support of Technology to MPC		
1.a.1: Implement help desk software for IT/AV	Implemented July 2016	Freshservice IT helpdesk solution was implemented to enhance the ability for customers to request support and for IT managers to track / monitor progress of support tickets. Freshservice is based on Information Technology Infrastructure Library (ITIL)

2016 – 2019 Goals, Objectives and Initiatives – Pg. 26

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Goal 1: Academic Accessibility & Success

To ensure students have access to classes, services, and support with a focus on their overall academic success

Scope:
With declining enrollment and the current funding challenges that face MPC, it is imperative that efforts to enhance student accessibility and success are fully supported. It is necessary that adequate resources be provided to the Information Technology Department in order to support the technology-focused goals of the college.

Objective 1a – Enhance the Delivery and Support of Technology to MPC

Initiative	Description	Measureable Outcomes
1.a.1 Continue to enhance processes associated with the IT Helpdesk system	In Spring '16, IT implemented a new helpdesk system called Freshservice. The basic operations of this system are	<ul style="list-style-type: none">● Build out Frequently Asked Questions (FAQs) section● Adjust Services Level

Information Services Department Overview – Pg. 39

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Information Services Department Overview

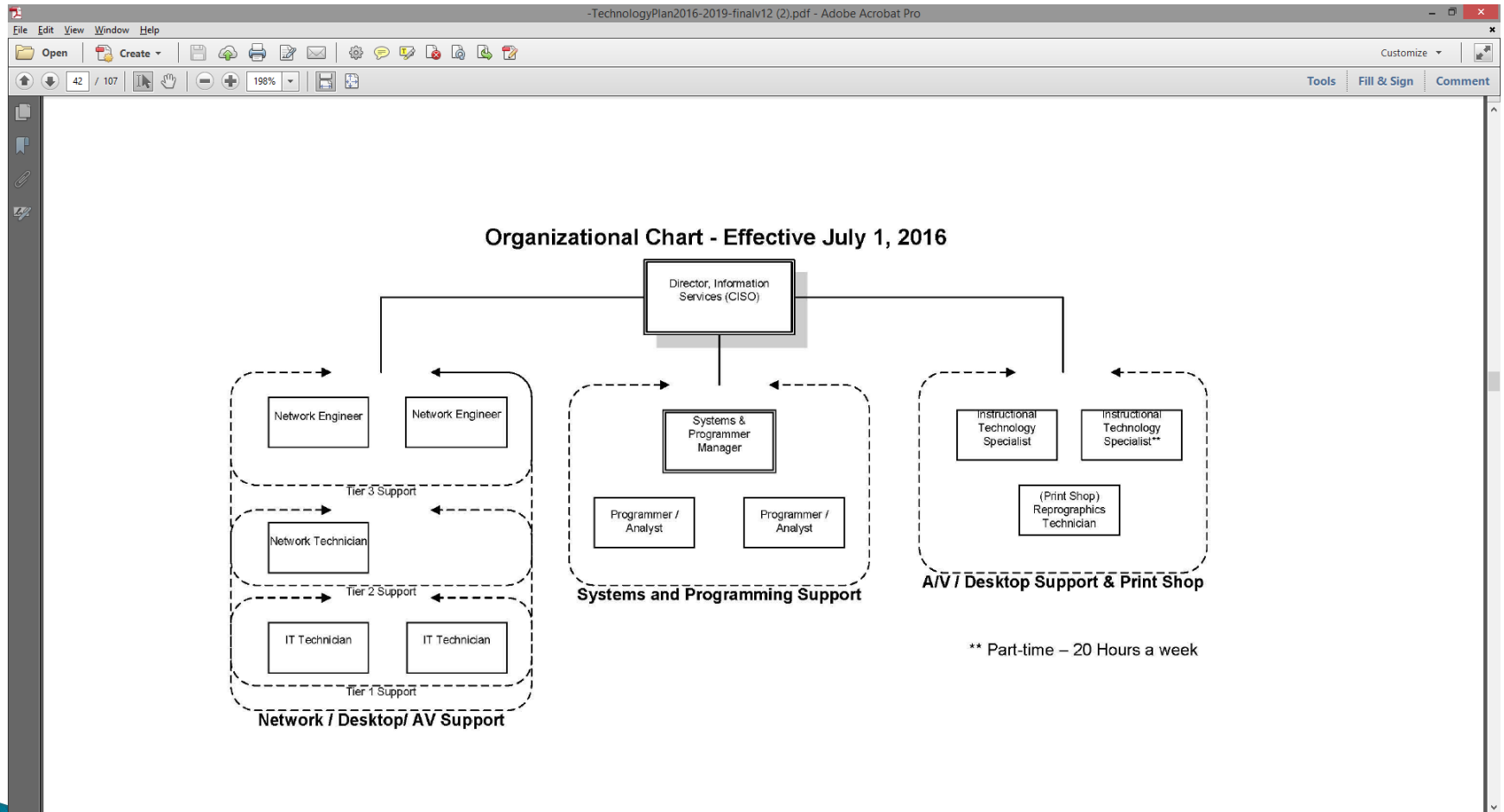
An essential factor in the Technology Plan is the available resources to successfully complete technology initiatives. The Information Technology (IT) Department is responsible for the implementation and continuing maintenance of the majority of the technologies discussed in this plan. The narrative below is the current status of the IT Department staffing as well as a proposed staffing model to address current and future technology needs as defined in this Technology Plan.

Current Staff Model

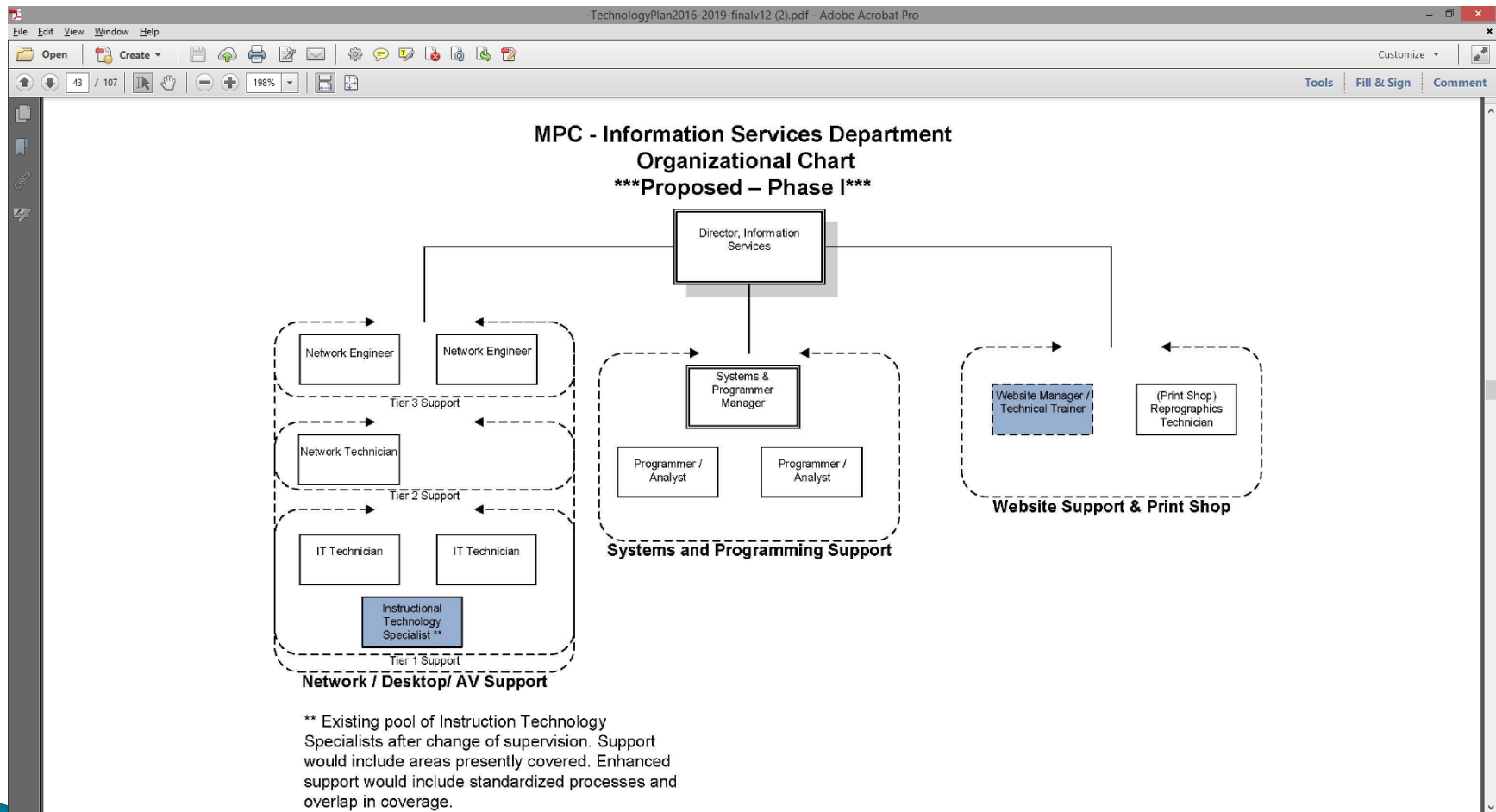
The IT Department supports the technology needs of the College in areas of instruction, student services and administration ranging from the central systems to individual desktops. The staff is composed of individuals trained in their area of specialty.

Qty	Position	Assignment or Speciality
1	Director of Information Services	Department Management and Chief Information Systems Officer (CISO) for the College
1	Systems & Programming	Supervises, organizes,

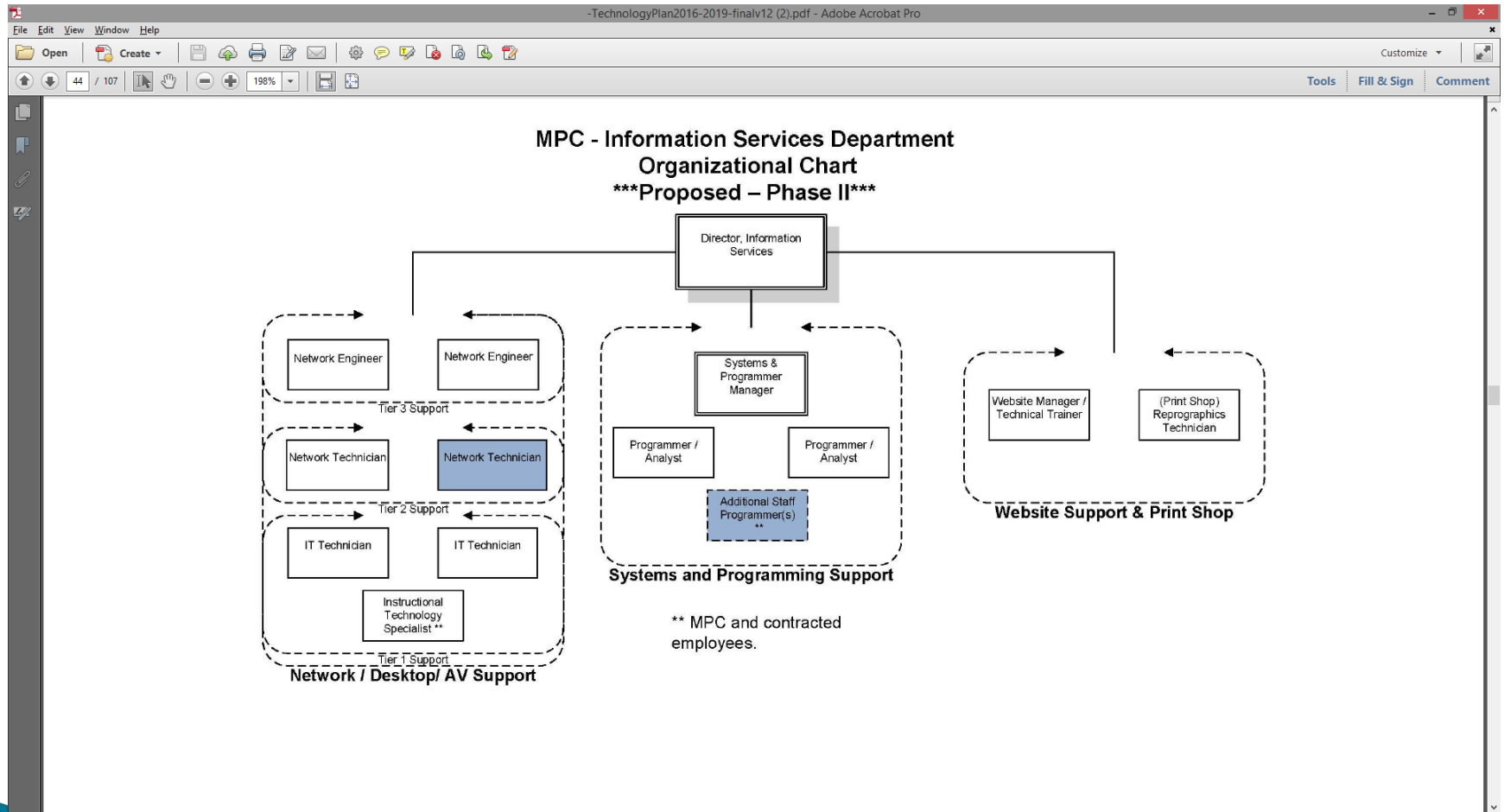
Information Services – Current Organization Chart – Pg. 39



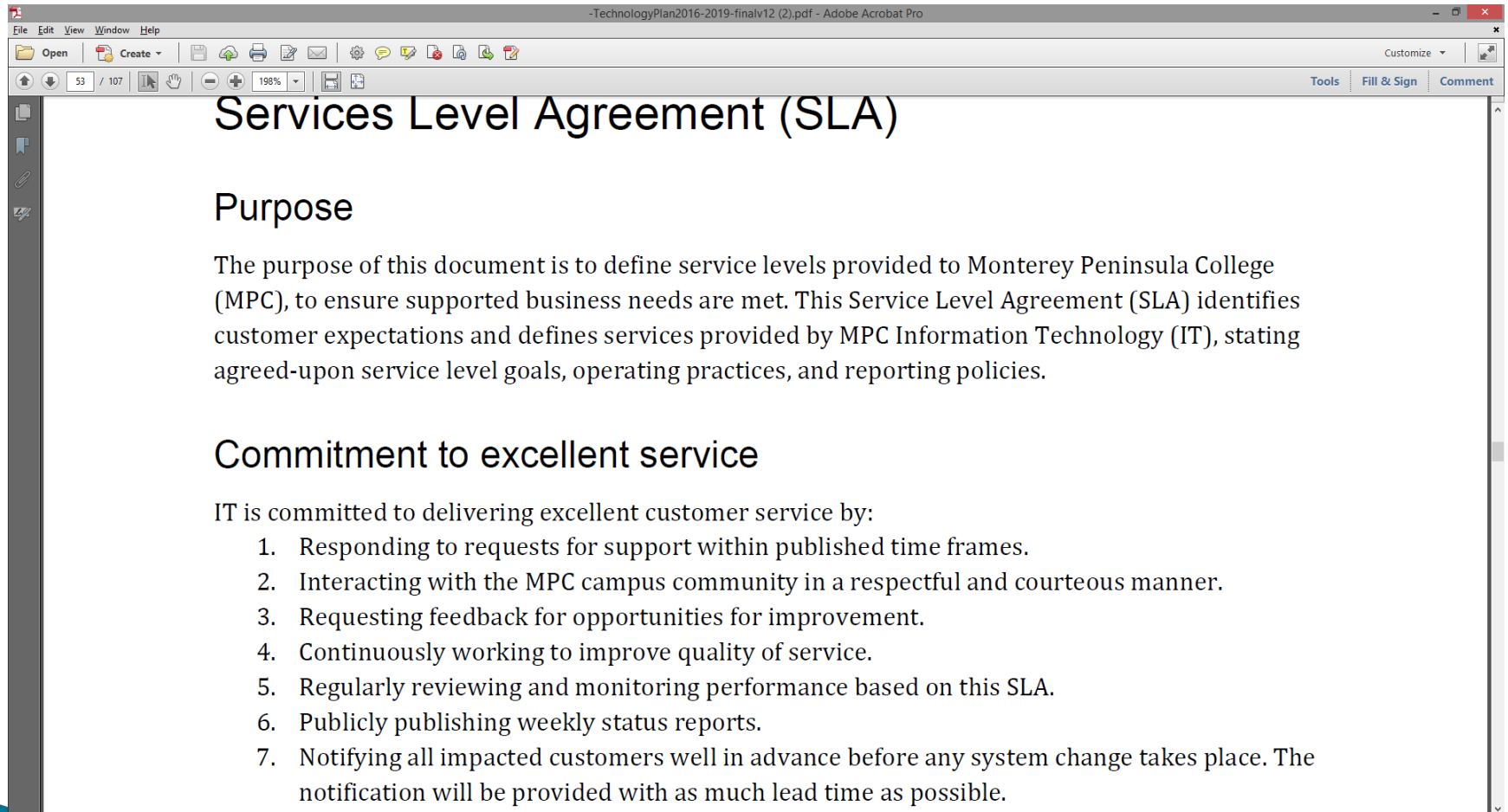
Information Services – Proposed Phase I – Pg. 40



Information Services – Proposed Phase II – Pg. 42



Service Level Agreement – Pg. 51



The screenshot shows a PDF document titled "Services Level Agreement (SLA)" in Adobe Acrobat Pro. The document content is as follows:

Services Level Agreement (SLA)

Purpose

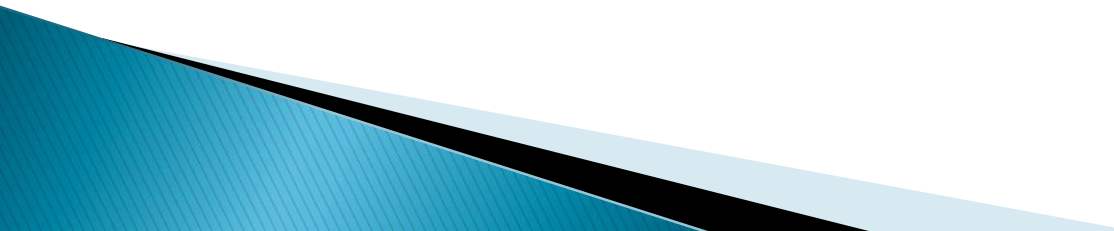
The purpose of this document is to define service levels provided to Monterey Peninsula College (MPC), to ensure supported business needs are met. This Service Level Agreement (SLA) identifies customer expectations and defines services provided by MPC Information Technology (IT), stating agreed-upon service level goals, operating practices, and reporting policies.

Commitment to excellent service

IT is committed to delivering excellent customer service by:

1. Responding to requests for support within published time frames.
2. Interacting with the MPC campus community in a respectful and courteous manner.
3. Requesting feedback for opportunities for improvement.
4. Continuously working to improve quality of service.
5. Regularly reviewing and monitoring performance based on this SLA.
6. Publicly publishing weekly status reports.
7. Notifying all impacted customers well in advance before any system change takes place. The notification will be provided with as much lead time as possible.

Appendixes

- ▶ Security Report – Pg. 55
 - ▶ IT Health Assessment – Pg. 56
 - ▶ Refresh Plan – Pg. 71
 - ▶ IT Customer Satisfaction Survey – Pg. 76
 - ▶ Major Improvements and Accomplishment 2013 – 2016 – Pg. 85
 - ▶ Quality Focus Essay – Pg. 88
 - ▶ Glossary of Terms – Pg. 101
 - ▶ Contributors – Pg. 105
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Thank you!

Questions?