



Administrative Program Review
2018-2019 Annual Update

Program / Department:	Information Technology Services
Date submitted:	July 9th, 2019
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Outcomes Assessment Report

Revised Plan of Action

The Annual Update is conducted by all programs at the college and consists of an analysis of changes affecting the program as well as significant new funding needs for staff, resources, facilities, and equipment. It should be submitted or renewed every year by June 30 in anticipation of budget planning for the following year, which begins at the planning retreat in November. *Note that if there is no change from the previous year, you may simply resubmit the information in that report (or any portion that remains unchanged) from the prior year as long as it is on the current form and completely responds to each question.

Programs and units should support their planning efforts with quantifiable data, conduct appropriate analyses, and make supportable conclusions.

I. Program Purpose (must align with college mission)

Describe the need that is met by the program or the purpose of the program.

Information Technology Services (ITS) department manages the AHC technology resources to serve all academic programs, support services, and institutional needs. A major department focus is managing the enterprise data processing and storage programs. Increasing and improving the online access to this data for our students and employees has become just as critical for ITS as maintaining the data. ITS provides technical support with an emphasis on reliability and security for all computers; servers; telecommunications systems and networks; and telephone systems. The ITS staff is committed to providing an exceptional service level with continuous technology improvements. An important function of the department is to listen to the user’s suggestions and problems and develop solutions. They also provide technology training and user manuals.

II. Progress on Comprehensive Program Review Final Plan of Action

Summarize the progress the program has made on recommendations, including the status of any incomplete items.

1. Hire Web Services Specialist II (replacement).
As part of the ITS Restructure Phase 2 which was approved and implemented in September 2017, this job description was changed to *Web Services Specialist* and staffed by existing employee, Phil Hamer
2. Hire Web Services Specialist I (replacement).
As part of the ITS Restructure Phase 2 which was approved and implemented in September 2017, this job description was retired and a new job description created for *Application Programmer*. A recruitment was done and this position was filled by new hire Philip Moore.

3. Upgrade ONESolution to v16.1.
ONESolution was upgrade to version 16.1 on July 22, 2016 with a hot fix applied March 30, 2017.
4. Hire Technical Support Specialist I (new).
As part of the ITS Restructure Phase 2 which was approved and implemented in September 2017, the three multimedia technicians (Al Garcia, Brad Bisquera, Jarrod Poole) were incorporated into the Technical Services organization within IT Services. As part of the restructure Jarrod Poole was reclassified as a fulltime *Technical Support Specialist I*. When Brad Bisquera retired in December 2017, the job description *AV Services Technician I* was retired. Brad's replacement was recruited as a *Technical Support Specialist I* which was filled by Cody Dill in May 2018. Cody Dill resigned in May 2019, and Liam Hosley is in this position in a substitute capacity.
5. Complete Applicant Online Implementation.
Although ONESolution Applicant Online technical implementation was completed, it was never launched. This decision was based on the available resources in the HR department that would be needed to complete and support Applicant Online. These HR resources were needed on the Banner HR project that was funded in spring 2017. In spring 2019, the college successfully launched its first online application system with Cornerstone.
6. Implement a computer/laptop/tablet inventory tracking system.
Completed the implemented of the computer asset management in the Helpdesk system to track age of computers in August 2017. In 2019, we did an extensive inventory of all computers in order to complete a large refresh project over the summer.
7. Identify a source of funding to sustain technology in the classrooms and offices.
A district funded program for technology replacements and expansions was incorporated in the 2017/2018 and 2018/2019 approved budgets.
8. Implement new myHancock portal.
The new myHancock portal was launched in January 2018.
9. Support Canvas in the new myHancock portal.
As completed in January 2018, the creation of Active Directory accounts for all current students for authentication supports both the new myHancock portal and the Canvas sign in.
10. Complete payroll in ONESolution.
This project was never completed. The Santa Barbara County Education Office moved from their 40 year-old 'home grown' COBOL system to the cloud-hosted Escape system in July 2014. Because AHC only used SBCEO services for payroll and not HR/Position Control, the integration of ONESolution and Escape for payroll was deemed not technically viable. Banner Payroll was launched in-house by AHC in July 2018.
11. Restructure the department to include a supervisor for technical support.
As part of the ITS Restructure Phase 2 which was approved and implemented in September 2017, a new *Technical Services Supervisor* position was created.
12. Hire a technical support supervisor.
Jake Zent was hired as the new Technical Services Supervisor in December 2017.
13. Purchase new data center hardware to support Banner XE.
In February 2017 under PO 172904, two Dell PowerEdge M630 servers, four VMWare vSphere Enterprise licenses, two Pernix licenses, and four Veeam licenses were purchased. This hardware and software was used to build new virtual servers for the Banner 9 (XE) environments. In spring 2019, we purchased four vSAN ready nodes to modernize our data storage.
14. Upgrade Banner to version XE (renamed Banner 9).

Banner forms was upgraded to Banner 9 in April 2018. Self-service modules for general, finance, and employees have been implemented. Additional student modules are being rolled out over the next one to two years.

15. Identify and implement new Room/Event scheduler system.

The main motivation for evaluating a different room scheduler system than Astra was to accommodate the needs of reserving and making payments for AHC facilities by community members for their own events. With the decision and implementation of Faciltron by the AHC facilities department, this need no longer existed. As a result, Astra was upgraded to the new cloud version in July 2017.

16. Implement Finance and HR/PY in Banner XE (renamed Banner 9).

Banner 9 Finance and HR/Payroll was launched in July 2018.

17. Staff attend technical training and conferences such as SUGA and ELive.

IT Services staff members expanded their knowledge and skills by participating in the following:

- Ellucian Live: 2015, 2016, 2017, 2018, 2019
- 3CBG: 2017, 2019
- OmniUpdate Conference and Training Workshops: 2015, 2016, 2017, 2018, 2019 (presented)
- Superion software users' group (SUGA): 2016
- Ellucian Introduction to Groovy and Grails online training: 2018
- Compuware Technology Conference: 2015, 2016, 2018
- VMWare User Group: 2015
- Microsoft Azure Workshop: 2015
- Assistive Computer Technology Installation, Configuration & Troubleshooting: 2015
- Sophos Endpoint Training: 2015, 2019
- CENIC training 2019
- Online AV support training 2018, 2019
- Lean Manufacturing and Six Sigma Training 2019

18. Aruba ClearPass Services for wireless and wired network management.

At the end of the June, all locations at Hancock have been switched to the new wireless system except for I, M, O100/200, and C. These will be completed in July.

19. Online catalog for AHC websites

20. Implement Early Alert System using Hobson Starfish

Authentication and data feeds were set up in spring 2019. Pilot groups are using it in summer, and it will be rolled out in fall

21. Support Follett ConnectOnce

22. Support Open Education Initiative Pilot program

ITS developed a process to create a file that the vendor, Quottly, uses to populate their website.

23. Implement Fed Aid Course Program of Study Process (CPOS)

Work began on CPOS in the spring of 2019. We are targeting a go-live of spring 2020.

24. Support CCC library pilot

ITS worked with the vendor, ExLibris, to use the CCCProxy to establish authentication. ITS will work with the library in June and July on datafeeds.

III. Program Assessment



Check here if any SAOs have changed since the last comprehensive program review and/or annual update.

What are your program service area outcomes? Which of these have been assessed since the last comprehensive program review and/or annual update? How are they measured? What did the assessment data indicate about the strengths and weaknesses of your program? What changes have you made/do you plan based on these data? *(See Administrative Service Area Outcomes SAOs Assessment Report form on last page)*

Program Intended Outcomes	Means of Assessment
Employees are provided with the technology resources needed to accomplish their functions.	<ul style="list-style-type: none"> a. AHC computer standard will be updated to reflect the technology needs of the college. b. Inventory of installed computer hardware compared against standard. Recommended replacement cycles to be defined in updated Tech Master Plan. c. Survey conducted to measure against 70% overall satisfaction goal.
Employees are satisfied with the outcomes of their technology support requests.	<ul style="list-style-type: none"> a. Average days to close Helpdesk case to decrease 5% each year. b. Satisfaction survey will be conducted to measure against 85% overall approval goal.

IV. Internal/External Conditions

What external conditions have influenced the program in the past year? Have there been regulatory changes, changes in technology, accreditation recommendations, demographics, labor market, or other changes? Summarize the major trends, challenges, and opportunities that have emerged in the program since the last comprehensive program review and /or annual update.

1. **Multiple Measures/AB705** – In 2017, all California Community Colleges were required to implement a multiple measures approach where the standardized placement testing was no longer the primary means of assessing if a student is prepared for college-level coursework. AHC completed the 2017 multiple measure requirements in August 2017. With the introduction of AB705, ITS has worked closely with student services to develop custom self-service tools for students and counselors to be able to view and modify their placement.
2. **Americans with Disabilities Act (ADA) compliance of websites** –Section 508 is a federal law that requires all electronic and information technology developed, procured, maintained, or used by the federal government be accessible to people with disabilities. As a public higher education institution, AHC falls under the Section 508 compliant requirements. As of January 2017, Section 508 had adopted WCAG 2.0’s success criteria to Level AA conformance. The Hancock public website is in the processing of being redesigned to meet these requirements. We use SiteImprove software to monitor the accessibility of our webpages, and ITS takes corrective action when necessary.

3. **California Community College MIS requirements** – The state continues to expand the MIS reporting requirements. The challenge in meeting these requirements is the dependency on Ellucian to provide changes to Banner to store these values in logical locations. There is also a dependency on the California Community College Technology Center to upgrade CCCApply when needed to capture information from the student for MIS information.
4. **Disaster Recovery requirements**
After the Banner Payroll implementation, Hancock became a fiscally independent organization. As part of the audit for granting this independence, it was recommended that the College improve its disaster recovery capabilities to support operational backups in the case of a disaster. Previously, our disaster recovery practices have been developed solely to minimize data loss. We are now required to additionally minimize downtime by making sure we have functional backup systems. Ferrilli Information Group conducted a security assessment in the spring 2019, and ITS is currently creating a plan to build a more robust disaster recovery system.

What internal conditions have influenced the program in the past year? Have there been trends in SAOs/assessment data; changes in technology, budget, staffing or resources; facilities issues; etc.?

1. **Staffing** – With a systems analyst serving as the interim director, we will have a vacant position until the director is filled on a permanent basis. An assessment by Ferrilli Information Group noted the need for additional staff covering the network and servers. We will request a new position Technical Support Specialist III.

V. Update to Final Action Plan

If you change or modify a previous recommendation, provide an explanation for the change and a new target date. For new recommendations, provide target dates and data for support. For all items, show how they are related to assessment results where possible and provide approximate costs for resources requested. Resources may include budget, facilities, staffing, research support, professional development, marketing, etc. Not all recommendations will require resources. (Plan may cover period up to the next scheduled comprehensive program review.)

Complete Applicant Online Implementation – This project has been cancelled. Cornerstone OnDemand Services has been funded and will be implemented in 2018/2019 for posting employment opportunities and submitting employment applications.

Complete payroll in ONESolution – This project has been cancelled. Banner Payroll was funded and implemented with a July 2018 launch.

Identify and implement new Room/Event scheduler system – This project has been cancelled. Astra is sufficient to support the needs of Banner room scheduling and conference room events. The Faculties department contracted with Facilitron to meet their needs for community events.



VI. Revised - Plan of Action (Annual Update)

The last comprehensive program review was completed April 2016.
 The self-study and validation teams developed a final plan of action – post validation based on information in the self-study and the recommendations of the validation team.

(If any plan was made and action not taken, please state the rationale for not pursuing that particular item. If action was delayed or postponed, provide an explanation and a new target date.)

CHANGES AND MODIFICATIONS

RECOMMENDATIONS FROM PLAN OF ACTION	ACTION TAKEN, RESULT AND STATUS
Upgrade Banner to version XE (renamed Banner 9)	Banner forms was upgraded to Banner 9 in April 2018. Banner Student/Financial Aid/Advancement self-service upgrade to Banner 9 has been delayed until Ellucian releases the needed software to support the California Community College requirements.

ADDITIONS

PLAN OF ACTION	TARGET DATE
Replace CITrack Software	June 2020
Revise Banner, Argos, Xtender Request process	Summer 2019
Create ONESolution Archive Reporting Solution	January 2020
Implement IT Security Training	On-going
Replace all Windows 7 Computer	December 2019
Implement PortalGuard for multifactor authentication	Winter 2020
Implement VDI	Spring 2020
Implement Disaster Recovery Backup System	Spring 2020

RESOURCES NEEDED (Be sure there is sufficient justification and data contained in the narrative to support each of the items on your list.)

TYPE OF RESOURCE	SPECIFIC RESOURCE	APPROXIMATE COST
Facility Needs		
Technology Needs	1. VDI (Virtual Desktop Infrastructure) implementation for labs 2. CI Track Replacement 3. Distance learning rooms connecting SM and LVC 4. Managed Print Services 5. PortalGuard	1. \$474,600 for 360 machines, software, and server 2. \$25,000 3. \$150,000 4. \$50,000 5. \$10,000 year one. \$5k ongoing 6. \$1,600,000 7. \$600,000



	<ol style="list-style-type: none"> 6. Replace and upgrade fiber to north half of campus 7. Install outdoor security cameras and recording systems 8. Upgrade classroom AV technology to modern standards 9. Disaster recovery backup system 	<ol style="list-style-type: none"> 8. \$1,200,000 9. \$400,000
Staffing Needs	<ol style="list-style-type: none"> 1. Banner DBA outsourced to Strata Information Group (SIG) 2. Replacement of retired Director of ITS. 3. Replacement of vacant Technical Support Specialist I 4. Technical Support Specialist III to replace vacant Technical Support Specialist I 	<ol style="list-style-type: none"> 1. \$18,600/year for 20 hrs./month (included in 2019/2020 budget) 2. \$172k (\$21k decrease) 3. \$78k (included in 2019/2020 budget) 4. \$113k/year (\$113k increase)
Equipment (non-technology)	<ol style="list-style-type: none"> 1. Fire suppression system in the SM data center 	<ol style="list-style-type: none"> 1. Unknown
Other Resources		



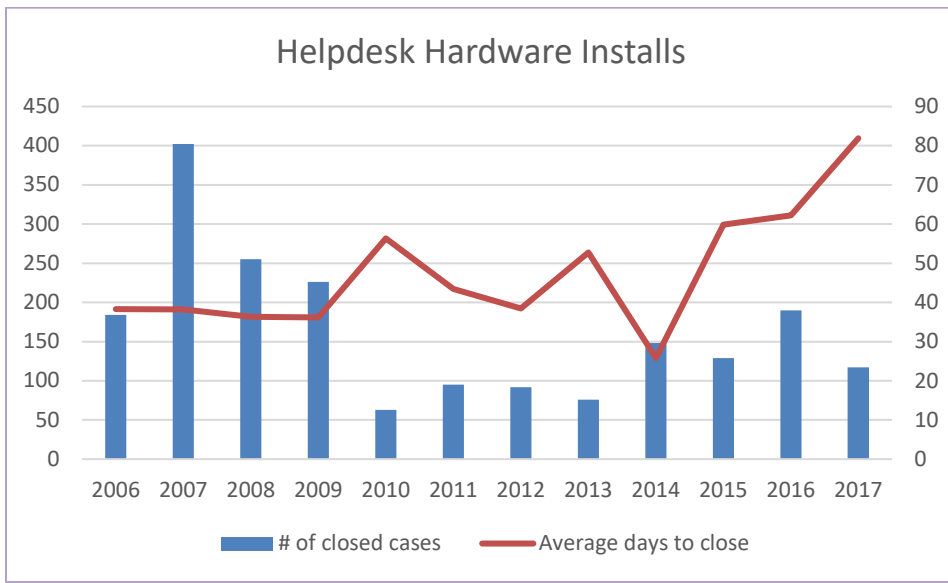
**Program Review Annual Update
Administrative Service Area Outcomes (SAOs) Assessment Report**

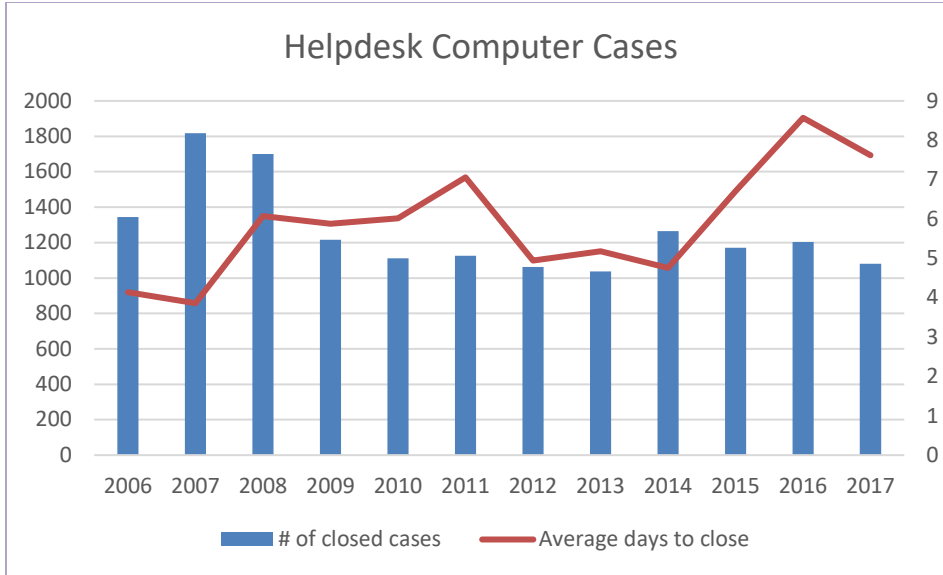
Program / Department: Information Technology Services

Use one row for each SAO

Program Intended Outcomes	Assessment Method(s)	Findings	Action Plan
Employees are provided with the technology resources needed to accomplish their functions.	<ul style="list-style-type: none"> a. AHC computer standard will be updated to reflect the technology needs of the college. b. Inventory of installed computer hardware compared against standard. Recommended replacement cycles to be defined in updated Tech Master Plan. c. Survey conducted to measure against 70% overall satisfaction goal. 	<ul style="list-style-type: none"> a. The computer standard is posted in the Technology Quotes web part on the Technology page of myHancock portal. The annual update is made by the IT Services department and presented to the Technology Council each fall. b. The current Helpdesk system by Internet Software Services was selected and customized in summer 2017 to meet the computer asset management needs for IT Services. c. The last technology survey was conducted in Fall 2013. A new survey has not been scheduled. 	<ul style="list-style-type: none"> a. The standard is updated annually in September by TAC and posted in myHancock. The standard needs to document the models of CPU that support the district wide software used by staff. b. A system needs to be selected and implemented for the inventory of computer hardware. The plan is to start this implementation in summer 2013. c. A survey with this question needs to be conducted.
Employees are satisfied with the outcomes of their technology support requests.	<ul style="list-style-type: none"> a. Average days to close Helpdesk case to decrease 5% each year. b. Satisfaction survey will be conducted to measure against 	<ul style="list-style-type: none"> a. The two categories tracked the closes because they have the greatest impact on the majority of customers are <i>Hardware Installation and Computer Services</i>. See charts shown 	<ul style="list-style-type: none"> a. Run statistics from Helpdesk system to measure average days to close cases by category annually in January.

	<p>85% overall approval goal.</p>	<p>below. No improvement was made in 2016 and 2017. With the hiring of the Technical Services Supervisor in December 2017 and the cross training of computer and audiovisual technicians, this situation should improve in the future.</p> <p>b. Starting in 2016, a survey question is emailed to the customer when the helpdesk case is closed. As show in the table below, customer satisfaction that the case was resolved increased to 98% in 2017.</p>	<p>b. A survey with this question needs to be conducted.</p>





Question: Are you satisfied with resolution of your case?				
	% Yes	% No	Response Rate	Number of Responses
2016	95%	5%	32%	593
2017	98%	2%	21%	360

