

PROGRESS REPORT of TECHNOLOGY PLAN 2016 INITIATIVES

AS OF FEBRUARY 28, 2013

The Tier 1 Initiatives were tied to Strategic Plan 2013 and the Program Review & Planning process. They offered desirable benefits with existing resources, no additional funding, and a completion or implementation timeframe estimated to be within the first 3 years of Technology Master Plan 2016.

Progress for all Tier 1 Initiatives is reported below.

Tier 1 Initiatives	Progress
Access:	
Expand wireless network access to all District owned assets.	New buildings are constructed with full wireless access and all existing buildings have been updated with wireless access points. Additional access points are added on a requirements basis.
Expand wireless network to include access to campus network resources for faculty, staff and students based on security profile.	Partially completed. A staff wireless network is available for district owned laptops and is available upon request, and a staff mobile wireless network has been setup for personal mobile devices, such as tablets and phones. Also, awaiting approval of computer usage policy in order to establish the appropriate security profile for students.
Improve access to information by providing more self-service functionality in the Student and Faculty eServices systems to facilitate academic advising, prerequisite checking, and degree audit.	Partially completed. Implemented eServices enhancements and Student Services initiated the PeopleSoft Academic Advisement project in order to provide students with advisement reports.
Provide more open labs for students, and provide signage so students will know about them.	No more open labs have been established, but with the opening of the MD building in Spring 2011, several new labs were created and some have established open times.
Revise VOIP system auto-attendant processes and caller functionality in the Call Center application.	Started. Researched Cisco VOIP applications to implement improved functionality, but due to higher priorities this initiative was placed on hold.
Training and Support:	
Provide training on District security policies and practices, including email security, viruses, phishing attempts, spam, acceptable use of email, and other email-related topics.	No progress was made on this initiative. Awaiting approval of computer usage policy in order to establish the appropriate security procedures.
Develop a personal computer backup strategy for all campus computers and publicize its use.	Partially completed. Installed EMC's Avamar backup appliance and Data Domain storage system in the Data Center and the Escondido Backup Data Center, but need to additional equipment to activate the client backup component.

Evaluation:	
Allocate technical resources to research and evaluate new academic and administrative technologies.	This is an ongoing initiative for Academic Technology and Information Services.
Create a small evaluation body that can comment authoritatively on use of new software and hardware based on established campus technology specifications.	Completed, SPC accepted Technology Master Plan 2016 in November 2010 and the Technology Plan Workgroup was established.
Disaster Preparedness:	
Keep the Data Center Disaster Recovery plan current.	Partially completed. The Avamar and Data Domain systems were installed in Fall 2011 and as a result the plan needs to be updated.
Validate application priorities and redundant hardware strategy for the Escondido Educational Center Disaster Recovery facility.	Partially completed. Installed EMC's Avamar backup appliance and Data Domain storage system at the Escondido Backup Data Center. Also, new storage units and servers still under warranty are planned to be moved to this facility to provide a backup hardware environment, but a review of the application priorities is still needed.
Implement a disaster notification system, such as School Messenger	Completed. Via the County Office of Emergency Services MOA, implemented Blackboard Connect in Fall 2012.
Data Security:	
Implement stronger password requirements and more secure change control procedures.	Partially completed. Implemented stronger password requirements in the PeopleSoft Student and HCM systems, but has not for Windows.
Implement Secure Sockets Layer (SSL) encryption security on all web servers.	Completed.
Develop an educational initiative on privacy policies and security measures being taken by the District and inform system users.	No progress was made on this initiative. Awaiting approval of computer usage policy to in order establish the appropriate security procedures.
Develop data security guidelines and provide orientation for faculty and staff.	No progress was made on this initiative. Awaiting approval of computer usage policy.
Ongoing Technology, Maintenance and Replacement:	
Establish an annual budget to support ongoing technology, maintenance and replacement.	Workgroup recommended a \$3 million Non-Discretionary budget line-item be added to the Resource Allocation Model (RAM), but budget was not established.
Review end-of-life status of the District's servers, computers, digital projectors, and audiovisual assets to project annual expenditures.	Workgroup estimated annual expenditures for years FY2012-2016 to be \$3 million to maintain and replace the District's existing servers, computers, storage equipment, and audiovisual and data center assets.
Ensure technology needs identified in the annual Program Review and Planning (PRP) process meet established campus technology specifications.	Workgroup recommended PRP procedures be modified to include time for their technology review in accordance with the Planning Councils plans and objectives.

Software and Hardware:	
Implement new functions and features in the District's Student and Administration Information Systems (PeopleSoft) to improve eServices, streamline administrative tasks and comply with federal and state regulations.	This is an ongoing initiative. Installation and certification procedures for PeopleSoft Payroll and Financial Aid regulatory releases have been routinized and new PeopleSoft modules and enhancements are implemented upon departmental request.
Implement new versions of District standard operating systems, applications, and desktop productivity software, where appropriate, and maintain currency by applying software patches when available.	This is an ongoing initiative. Installation procedures for Windows patch releases have been routinized and the impact of Windows 8 on the District's PeopleSoft application is currently under review. Since the District has no touchscreen applications there is little value to be gained by using Windows 8 on campus, at this time. Review of Exchange 2010 is in process, but we may bypass it because 2013 is expected to be released shortly.
Implement new functions, features and software upgrades in the District's library management system (SirsiDynix).	Completed. The Library updates the SirsiDynix system annually each Summer.
Implement a system whereby laptop computers with docking stations can replace faculty desktop computers.	This should be reclassified as a Tier 3 Initiative because it requires a feasibility study to determine if replacing faculty desktop computers with laptops would be more beneficial and reduce computer replacement costs.
Implement a system of electronic signatures in order to move manual business functions online.	This should be reclassified as a Tier 2 Initiative because it requires analysis and potentially additional funding, if implemented in PeopleSoft.
Network Infrastructure:	
Provide the bandwidth necessary to keep the District's systems stable and secure and robust enough to support current technology.	This is an ongoing initiative. The Cisco core switches were upgraded in Spring 2012 with Prop M funds and 10 Gigabit capable network infrastructure services is being deployed in all new buildings.
Increase CENIC (Corporation for Education Network Initiative in California) building and off-site center connections as demand dictates.	This is an ongoing initiative. The CENIC network serves the entire K-20 educational community in California. Both the San Marcos campus and Escondido Center have a CENIC connection and when ready the North and South campuses will be connected to CENIC.
Replace the Data Center infrastructure to support increase in bandwidth requirements.	This is an ongoing initiative. With Prop M funds, the District's Data Center infrastructure was upgraded in Spring 2012 to support virtualization and Internet computing technologies.
Ensure the conduit/cable infrastructure and network systems in all buildings comply with District standards to support access, software applications, telecommunications, audiovisual solutions, and security.	Completed. The Governing Board established a District standard for telecommunications products at the April 2011 meeting.
Telecommunications:	
Implement new versions of network operating systems and applications, where	This is an ongoing initiative. Cisco IOS version upgrades would be minor, such as 15.0 to 15.1 and 12.2(50) to

appropriate, and maintain currency by applying software patches when released.	12.2(55), but the VOIP system needs to be upgraded from release 8.x to 9.x. A SARS text messaging system was installed in Fall 2012 to replace the outdated Call system.
Implement an emergency notification system capable of immediately contacting all students and staff via multiple, optional means of communication, including calls, text messaging, an email.	Completed. After the County Office of Emergency Services MOA was signed, the District's data was added to their Alert San Diego system. In Fall 2012, the District implemented the Blackboard Connect system which the county purchased to replace the Alert San Diego system.
Complete roll-out of Berbee paging system and add phones in all classrooms which can be utilized with the system.	Completed. InformaCast, previously Berbee, has been implemented and tested. It provides on-campus mass notification and paging services through the VOIP system.
Add emergency phone systems District-wide.	Started. A pilot project is underway to install Talk-a-Phone emergency phones in several parking lots.
Implement E911 system.	Completed. E911 service has been implemented on the District's VOIP system.
Add redundancy to phone systems.	Partially completed. A redundant Call Manager was added to the Escondido Center Backup Data Center, but to complete the redundancy the services to be provided and at what level of failure need to be identified.
Audiovisual Solutions:	
Develop standards for network-based AV devices and systems to simplify the selection, ordering and support of AV equipment.	In progress. After Information Services assumed responsibility for AV services, Extron equipment and systems became the product standard and a consultant contracted to develop the District's AV standards.
Secure all technology equipment to prevent theft and operational damage.	This initiative was not started due to higher priorities and a lack of AV resources. Once AV services in the Humanities building stabilizes, this initiative will be revisited.
Develop a sound system standard for classrooms based on need.	In progress and part of the AV consultant contract to develop the District's AV standards.
Create an ongoing, line-item budget for replacement of digital projector lamps.	Completed. Audiovisual replacements were included in the recommendation to add a \$3 million Non-Discretionary budget line-item to the Resource Allocation Model (RAM).
Other Related Processes And Services:	
Allocate proper facilities and workspace for technical staff.	Partially completed. The Information Services technicians have been permanently relocated to the ST building and the TSA trailer converted to workspace. However, more storage space and a training facility are still needed.
Complete the segmentation of network infrastructure and client services in Information Services.	Completed. A second Network & Technical Services Manager position was approved by the Governing Board and a current employee promoted to the new position.

The Tier 2 Initiatives required additional funding, assessment or planning, and were envisioned to be completed or implemented in years 4-6 of Technology Master Plan 2016. The Tier 3 initiatives require further study to determine feasibility and cost benefit. As a result, progress was made on only a few initiatives and that progress is reported below.

Tier 2 Initiatives	Progress
Training and Support:	
Implement a remote desktop support application such as WebEx.	Completed. Information Services licensed and installed WebEx for Helpdesk to provide support for staff at the Escondido Center. Also, Academic Technology has used join.me which is free remote assistance software.
Consider a chat feature for student help with the District's PeopleSoft and Blackboard applications.	Partially completed. Academic Technology provides a chat tool for Blackboard, but nothing has been installed for PeopleSoft.
Increase quality and quantity of training and support for Apple computers.	Completed. Information Services has several Apple trained technicians. Some are Apple certified and training is provided annually for them to keep their certification.
Disaster Preparedness:	
Develop a system of campus digital signage for emergency notifications.	Partially completed. Six digital monitors were installed in the Student Union, but Student Affairs needs additional training to enable them to utilize digital signage and to incorporate InformaCast emergency notifications.
Network Infrastructure: □	
Add building automation for facilities functions.	Partially completed. With each new building, automation systems are being installed to manage HVAC, electrical and other facilities, but in order for the District to fully reap the benefits of building automation systems, additional training for Facilities staff is needed.
Audiovisual Solutions:	
Implement a central control system that would network all digital projectors and provide software control of all critical projector functions available from any computer.	In progress. As part of the District's AV standards, Extron products and systems are planned for installation in the new Humanities building.
Tier 3 Initiatives	Progress
Audiovisual Solutions:	
Install blu-ray players or blu-ray equipped computers in all classrooms.	In progress. Wherever funding permits, blu-ray players are installed in the Instructor's lectern in the classroom.
Investigate and recommend LCD monitors as replacements for digital projectors and screens where appropriate.	In progress. As part of the District's AV standards, LCD monitors are being recommended as replacements for projectors in conference rooms and where appropriate.