

INFORMATION TECHNOLOGY

ORGANIZATIONAL TRANSFORMATION

IT Team Transformation

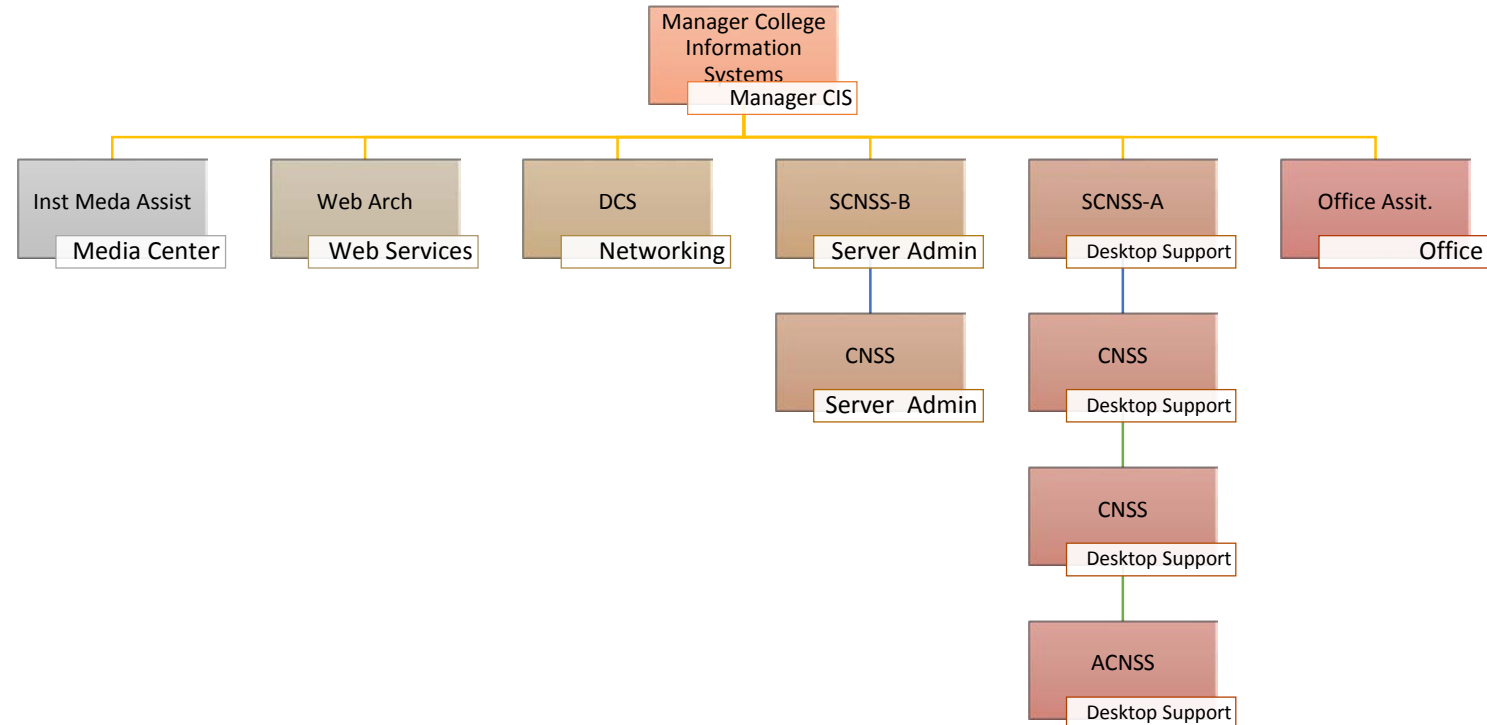
Within the next few days, Information Technology shall begin to transform its processes and procedures in response to a number of issued as listed below.

1. Lack of available resources to meet the services demanded.
2. An IT Assessment conducted by an independent consultant.
3. A serious backlog of work tickets within the IT Department.
4. Union Grievances which have been filed.
5. ACCJC Compliance issues with respect to IT.
6. Vote of No Confidence by the Academic Senate.

IT Team Transformation

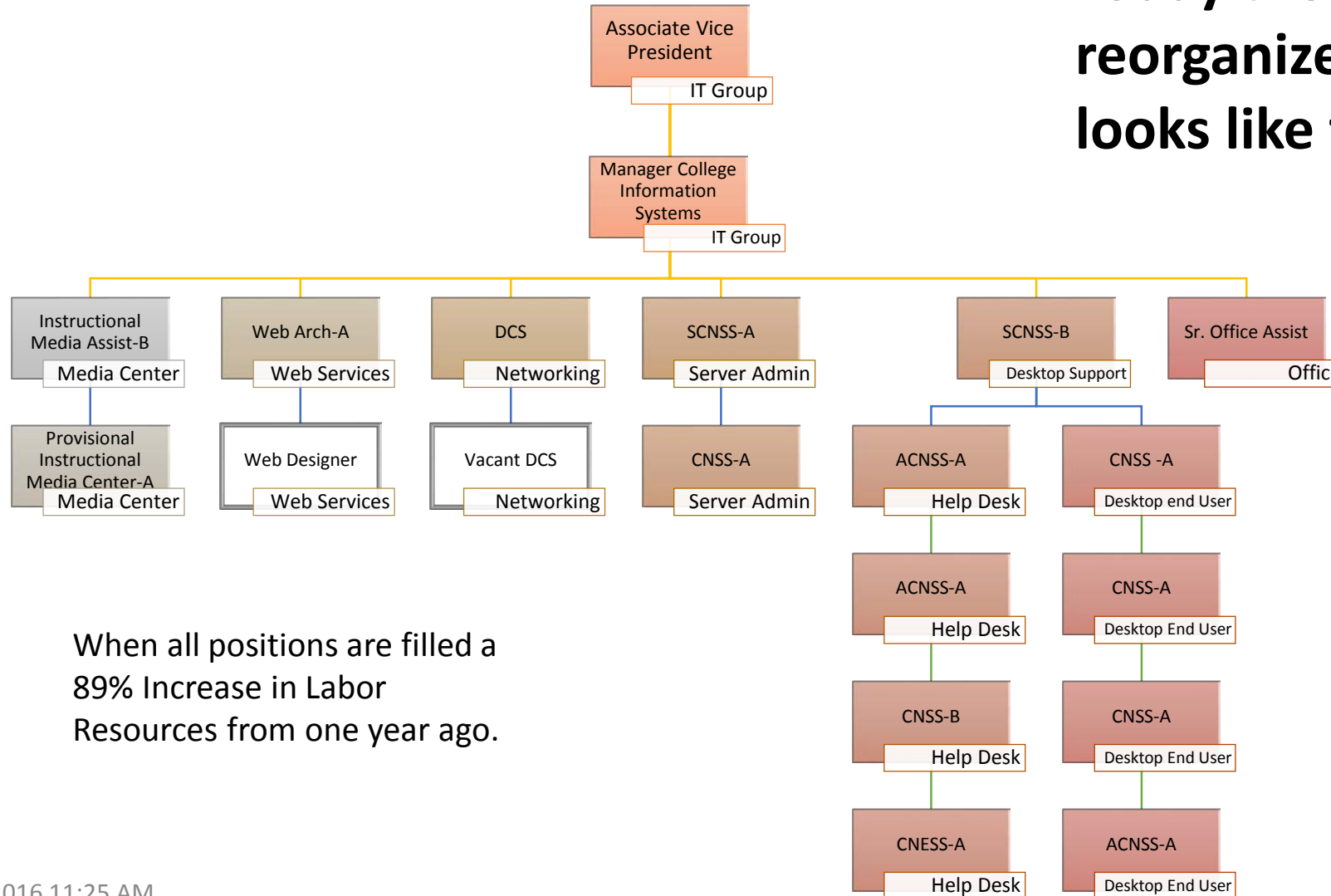
While many changes have occurred over the last year, additional organizational revisions will be implemented in the next few months.

- Supported with additional communication
- Prior to 2015 the IT Team it looked like this



IT Team Transformation

Today the interim reorganized IT team looks like this



When all positions are filled a 89% Increase in Labor Resources from one year ago.

IT Team Transformation

As a result of these issues, the College will take the following actions

1. Continue to allocate \$200,000 per year toward desk top refresh.
2. Establish a Technology Equipment Replacement and Asset Management plan.
3. Continue to fill all vacant positions.
4. Cement a more stringent process to create an IT Project Priority Listing.
5. Drive a dramatic change in oversight of daily work orders.
6. Improve the completion of major IT projects.
7. Engage Phase 2 contractor to refresh Data Center, Wireless, install Business Continuity Disaster Recovery, and Outlook Office 365.

IT Team Transformation

In order to accomplish these actions and to facilitate change, the IT supervisory team will begin to:

1. Established written procedures which will allow for standardization.
2. Begin to institute an IT Help Desk between the hours of 8:00 AM to 7:00 PM¹
3. Standardize all working days and hours for the IT Team to meet the college's demands.
4. Conduct daily work order meetings with IT staff.
5. Establish documentation for major procedures including Data Backup, Bug Fixes, Data Recovery.
6. Tighten communication between IT senior employees and supporting staff.
7. Implement Professional Development training at all levels.

Note 1 - Except on Fridays close at 3:30 PM, Weekends and holidays

IT Team Transformation

These slides only reveal a small aspect of the changes which will occur over the next few months. If you are interested in more details, the Technology Committee will receive additional information as to the specifics of these changes. Please follow up with your representative on this committee.

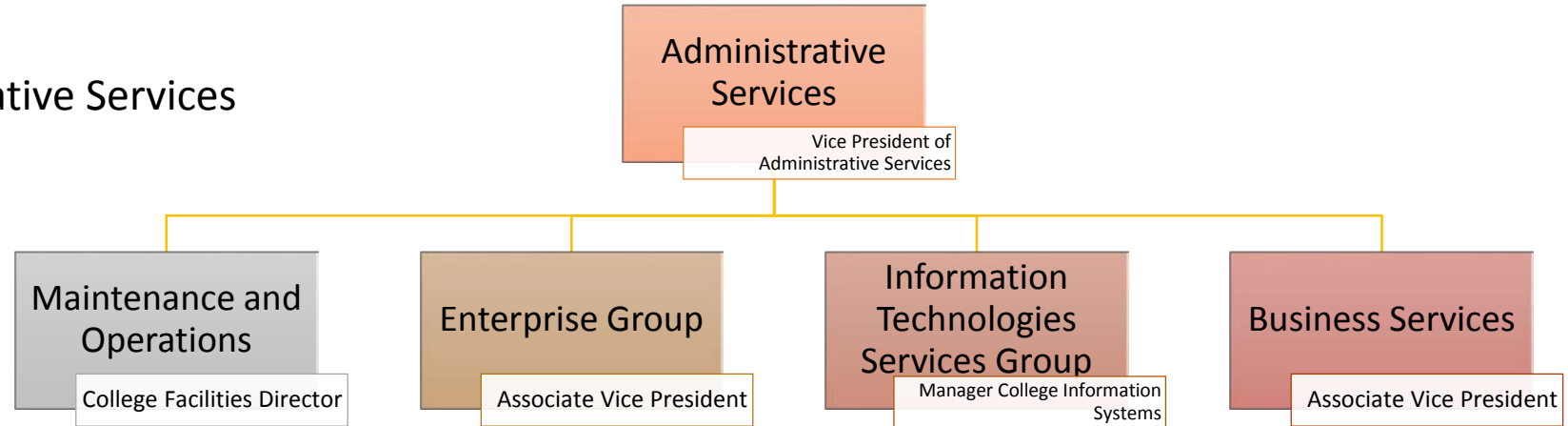
Thank You

IT Team Transformation

Technology Committee Slides

IT Team Transformation

IT resides within Administrative Services



Taking a step back to look at the

The Mission of the Information Technology Group

Maintain the college technology infrastructure, including website services, multimedia, audio/visual to support student learning outcomes, pedagogy, and administrative support services by ensuring quality customer service, efficient cost-effective solutions, and technology strategic planning.

IT Team Transformation

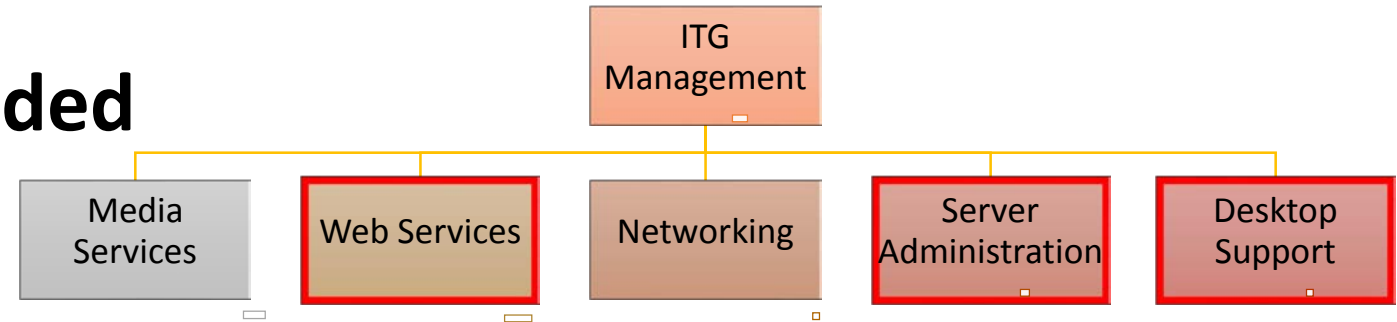
In the last 12 months a considerable amount of change has occurred.

An assessment of the IT environment in August 2015 was received. This assessment is being used as the foundation on which plans to improve all aspects of the IT environment are being formulated on.

1. During the summer of 2015 fiber was installed on the campus.
2. In September 2015 the first of three (170) desk top shipments arrived.
3. In October 2015 the college took steps (Phase 1A) to stabilize the network environment.
4. During the last 12 months, IT has enhanced its labor resources by 89 percent.
5. In November 2015 IT instituted a new work ticket processes and replaced CMMS.
6. In the Spring of 2016 GST was hired to provide services to repair smart classrooms in the CFS.
7. In October 2016 Phase 2 RFP was publically bid. A selection committee was formed and a recommendation made.
8. In November 2016 Phase 1B was activated to update the Domain Controller and to address virtualization issues.
9. On November 2, 2016 the Phase 2 project was not approved by the BOT on November 2, 2016.

IT Team Transformation

Functional Services Provided



Server Administration

- Provides Email Administration
- Provides IT Hardware maintenance
- Ensures Server software licensing
- Provides Desktop Support (Academic/Admin)
- Acts as a District IT Liaison
- Supports ESC projects

Desktop Support

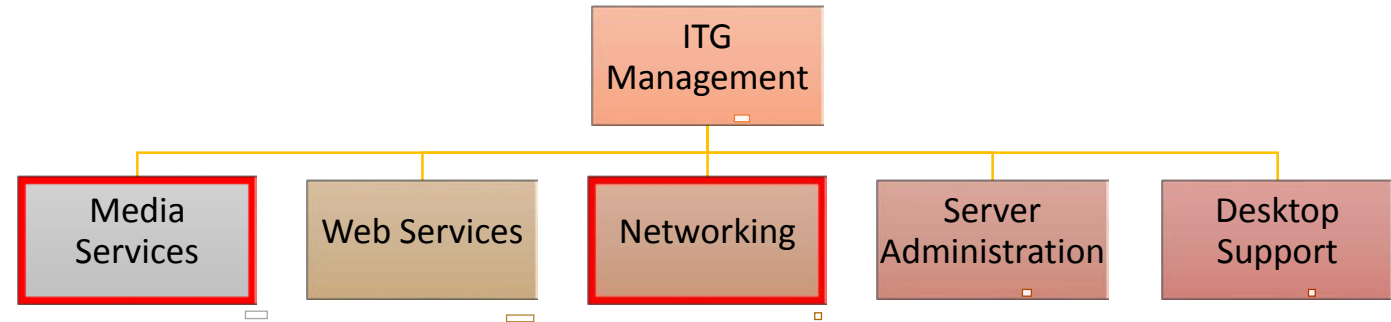
- Provides IT desktop hardware maintenance
- Provides desktop software maintenance
- Provides Desktop Support (Academic/Admin)
- Supports ESC projects

Web Services

- Maintains and support Pierce College academic and administrative web presence.
- Assists all academic, student service, and administrative departments in meeting their web presence goals and objectives.
- Assists faculty in meeting their web presence goals and objectives.
- District Web Taskforce Member.
- Supports ESC projects.

IT Team Transformation

Functional Services Provided Continued



Networking

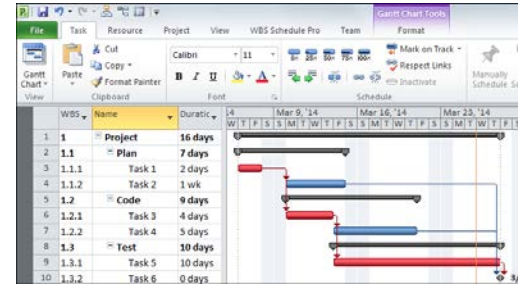
- Maintains Fire/Life Safety Systems
- Provides Infrastructure cabling
- Supports Wireless
- Responsible for Network Port Activations
- Maintains VoIP
- Supports ESC projects

Media Services ← New Name

- Maintains all audio/visual equipment and classroom instructional media.
- Responds to all academic, student service, and administrative departments requests for A/V services.
- Assists students in use of instructional media.

IT Team Transformation

IT Project Ranking List



Recommendations to establish a Process for IT Project Ranking Listing

As part of the transformation it is proposed that all new and or existing projects (not started) will be ranked by the Technology Committee. These projects will be approved following participatory governance as indicated below.

1. The IT project list shall be reviewed every six months by TC. At that time new projects can be submitted for consideration.
2. The IT Project List will be presented as a Gantt Chart format using MS Project management software.
3. Individuals wishing to submit an IT Project must present the justification for the project and be present at the TC to address any questions.
4. Based on the information received at the TC the IT Manager will provide an initial recommended list at the next regularly assigned meeting.
5. Using this list from the IT Manager, the TC can discuss and modify as necessary. The TC must vote to approve the list and forward the list to the PCC for approval and submittal to the President.
6. Any project which was on the existing List as of December 31, 2015 shall be considered grandfathered into the list.
7. Any project which is currently being assigned as a task and under development shall be allowed to be completed without risk of losing priority for completion.
8. All approved projects which have been converted to a task must be Project Managed through completion.
9. Projects which are actively being addressed (in production) must be discussed at the TC each month along with percentages of completion