Information Technology Assessment Review

CAMPUSWORKS

Presented to the Board of the

State Center Community College District

What we saw and heard

- High degree of participation
- High level of commitment to the institutions and students
- Concern about resources
- Desire to see results

Assessment against Distinctive Higher Education IT Practices

Community College
Technology Best Practice Snapshot

- 🔴 Mature technology governance

- 🔴 Seasoned executive-level leadership

- 🟡 Integrated administrative system with a continuous process improvement approach

- 🔴 Documented policies and procedures reflecting compliance and system utilization

- 🟡 Widely adopted course management system

- 🔴 Regular, predictable, funded life cycle replacement strategy

CAMPUSWORKS

Community College Technology Best Practice Snapshot

- ● Robust, stable, secured network environment

- ○ Integrated email and calendaring systems, for faculty, staff and students

- ○ Consistent backup and recovery

- ● Data security

- ● Solid technology plans with budgetary support

Specific Opportunities for Improvement

- Challenges with governance and overall decision-making
- Lack of planning, including project management
- Disconnect between Datatel users and technical support
- Inconsistent life cycle replacement
- Low adoption of course management system
- Unreliable wireless network

SCCCD Technology Snapshot

- Network vulnerable to intrusion

- Network saturation at Reedley College

- Disorganized and inconsistent delivery of services

- Multiple security issues

- Inadequate leveraging of prior technology investments

- Significant lack of technology leadership and vision

The Challenge

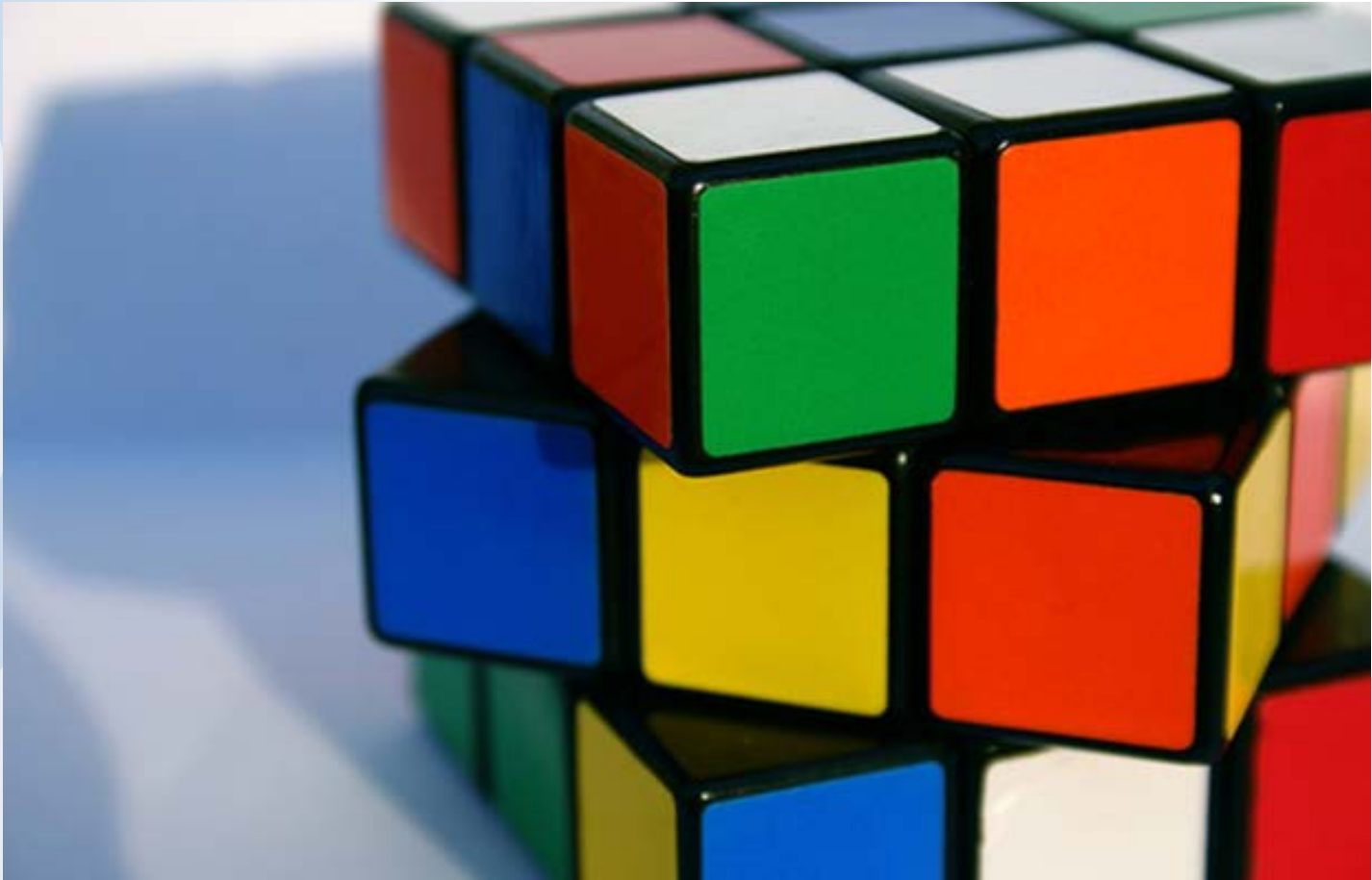State Center District

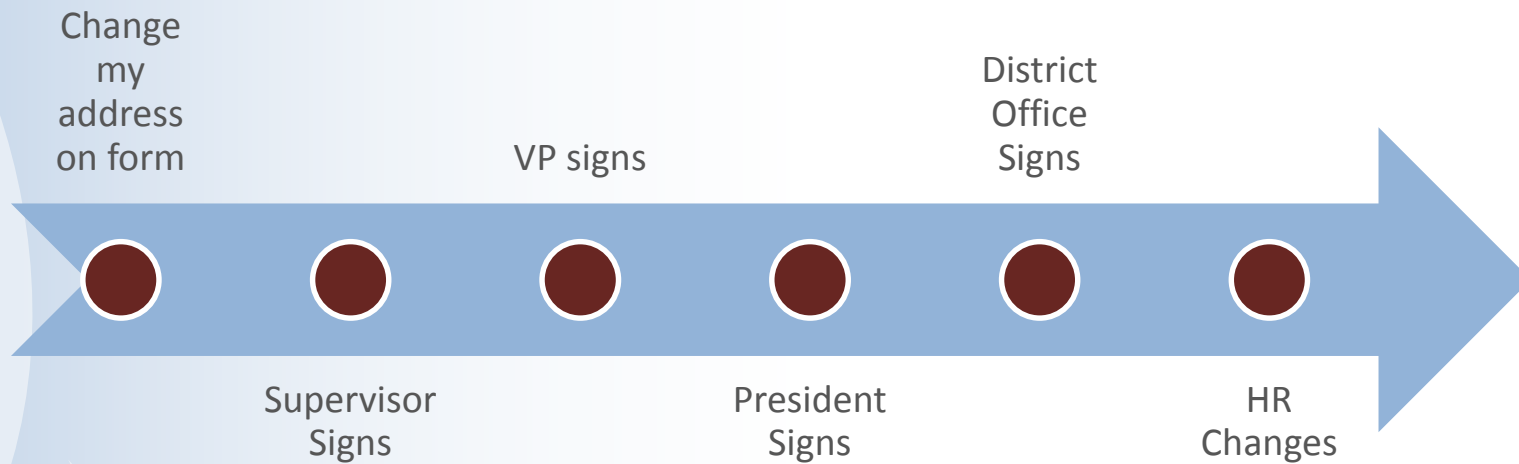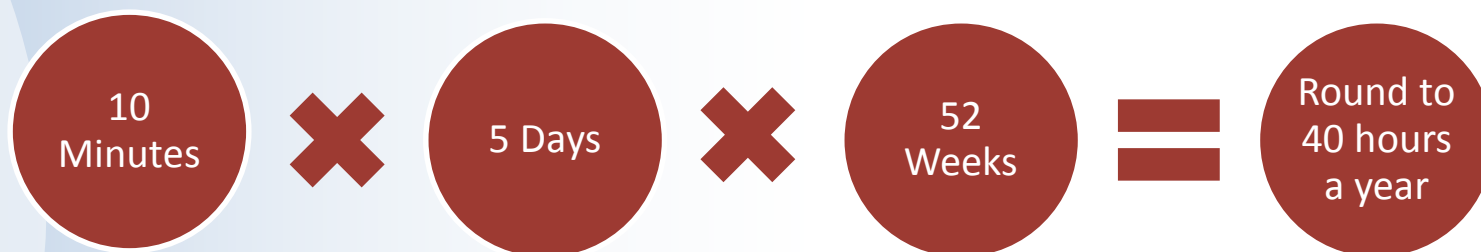| Fresno City College | Reedley College | Oakhurst Center | Madera Center | Willow International |

The Opportunity

The Magic Form, Part 2
HR Cost

10 Minutes **×** 5 Days **×** 52 Weeks **=** Round to 40 hours a year

1 week per year **×** 5 people **=** > 1 Month Salary Cost

The Path

Senior Executive Leadership
Multi-year Plan
Resource Management Plan
Governance
Execution

Senior Executive Leadership

- The District requires a seasoned, executive-level Chief Information Office reporting to the Chancellor

Comprehensive, Technology Planning

- **Strategic Plan for Technology**
  - Aligns with and supports the strategic plan
  - Sets tone and direction
- **Tactical Technology Plan**
  - Operationalizes the strategic technology plan and allows for detailed budgeting over multiple (3-5) years
- **Disaster Recovery and Business Continuity Plans**
- **Comprehensive Information and Data Security Plan**
  - Addresses federal, state and industry standards for data security

Resource Management

Human

- **Improvements in technology resource allocation**

  - Common IT help desk with common dispatch
  - Common help desk system
  - Tiered support model
  - Staff professional development and cross-training

Financial

- **Financial resource allocation can be improved**

  - District-wide technology plan, including budget plan
  - Common systems leveraged across the district
  - Complete and thorough inventory of all equipment, with aging analysis
  - Funded and transparent life cycle management

Governance

- **Aligns with the strategic direction of the institution**
  - Fair and open debate of IT policy and procedure
  - Deficiencies are transparent and resolved in an open and collaborative forum
  - Colleges have appropriate input into technology strategy
  - Staff receives guidance and direction on priorities
  - Process for decision making on product acquisition and adoption
  - Instructional technology/classroom configuration issues are addressed in a manner that conforms with the academic schedule and requirements

Execution through Best Practices Support Model

District-wide Processes

Shared by all colleges and centers

Resource Optimization

Hardware & software standards

Inventory management

Life cycle management

Shared Services

Identity management & access

Knowledge base

Help Desk

Stages of Improvement

Remediation & Change

Stabilization

Moving Forward

Technology leadership
Technology plans
Consolidated systems
Help Desk reconfiguration
Network review
Data security audit
PCI compliance audit
PII audit

System maintenance
Leverage investments
Process improvement
Ubiquitous availability of services

Improved student experience
Enhanced service delivery
Secure platform
Continued application of evolving best practices

Discussion