|  |
| --- |
| **Administrative Applications Committee Meeting*****Membership***Kathy Wilson Patrice Hollis Everett Garnick James Smith Richard Hughes Mandi Batalo Penny Ongoco Cheryl Marshall Marie Mestas Joe Cabrales Keith Wurtz Director HR SS Mgr SBVC Student CHC Student SBVC ***Other Attendees***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Agenda** | **January 18, 2010** **9:00 a.m. – 11:00 p.m.****District Annex – Conference Room 1** |
| **TOPIC** | **DISCUSSION NOTES** |
| 1. Committee charter review (review of organizational bullet points)
 | 1. Develop a recommended software strategy
2. ***\*\*Develop a data security strategy***
3. Assure applications meet DETS approved standards;
4. ***\*\*Ensure a Total Cost of Ownership (TCO) model for all new acquisitions and updates***
5. ***\*\*Prioritize software projects to ensure that organization operational and strategic goals are met***
6. ***\*\*Define standards and policies to software systems acquisition, implementation, and management***
7. ***\*\*Assist with development and resolution of needs and schedules for user training, testing, and support resource allocations in support of ongoing projects***
8. Advocate for agreed software system changes, deletions, additions, and upgrades
9. Monitor levels of satisfaction and assist in developing programs to address reductions in satisfaction
10. Provide input and direction in the development and measurement of qualitative and quantitative elements to be used in a district program review model
11. ***\*\*Review and recommend policies and procedures***
12. Propose/re-adjust project priorities (iterative process)
13. Review and recommend SLAs
 |
| 1. Member roles and responsibilities
 | Chair: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***To Do Items***1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
8. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ContributeResearch issuesMake recommendations |
| 1. Schedule for the year.
 | The DETS Management Team agreed that committees will me four times per year.* 9/24/2010: Focus for the year based on District/College Strategic Plans
* 12/3/2010: Update/Request for direction on emerging issues
* 2/18/2011: Report on progress/challenges, Request for Direction
* 4/29/2010: Summarize progress and recraft focus for fall

Committees are to focus on “global” guiding issues, not nitty gritty. |
| 1. Focus areas discussion (review excerpts from strategic plan and formulate priorities for work)
 |  |

**Distributed Education and Technology Services**

**Management Meeting Ground Rules**

* We will start and end meetings on time;
* We will read materials, minutes, etc and be prepared to discuss at meetings;
* We will listen to our colleagues without interruption;
* We will operate on consensus and seek agreements all can “live with;”
* We will make decisions based on clear information;
* We will bring closure to decisions;
* We will support committee recommendations;
* We will agree on what information goes “out” and what stays “in” the group;
* We will accept the fact that there will be differences in opinion;
* We will show mutual respect;
* We will use the best interests of our stakeholders (especially faculty and students) as the basis for our decision making;
* We will honor brainstorming without being attached to our viewpoint;
* We will use meeting summaries (including agenda and minutes);
* We will check our egos at the door;
* We will attack the problem, not the person – “no blame game;”
* We will give the opportunity for all members to contribute;
* We will speak when recognized;
* We will be free to speak our minds without fear or reprisal;
* We will not “blind-side” our colleagues;
* We will be transparent with our colleagues and our positions on issues;
* We will not attribute ideas to individuals;
* We will identify pending issues and agreements at the end of meetings.

**The following information is from the District technology strategic plan 2010-2013**

# **Weaknesses**

The weaknesses of SBCCD in the area of technology include:

* SBCCD’s technology has lacked sufficient, sustainable funding sources to keep up with the needs of the District and Colleges;
* Many of the SBCCD’s core systems work independently of one another. The lack of integration between systems hinders processes and services and leads to duplication of effort;
* SBCCD’s technology lacks integration between data sources which hinders ready access to data and raises questions about the reliability of such data;
* SBCCD lacks well-structured training programs and services for many of the technology services and applications of the District;
* SBCCD lacks well documented IT security practices and standards.
* SBCCD IT needs to enhance its communications and overall relations with the Colleges and other District entities;
* SBCCD has minimal documentation of technology standards and procedures;
* SBCCD has a backlog of projects which need to be prioritized and addressed;
* SBCCD’s core technology infrastructure has become dated and requires modernization;
* SBCCD has been slow or unable to keep pace with the ever changing landscape of technology;
* SBCCD IT’s staffing levels have not kept pace with the tremendous growth in the number and variety of applications and services employed by the District and Colleges;
* SBCCD has over-customized many applications which has led to challenges in keeping pace with updates and patches.

# **Challenges**

SBCCD foresees many challenging years ahead. We believe that anticipating these challenges will better prepare us to more effectively maintain and prioritize projects and services to our faculty, students, and service areas. The challenges we anticipate include:

* Significant fiscal challenges over the next 2-3 years due to state budget cuts;
* Serving more with fewer staff and the need for staff development to bring employees with new responsibilities and new hires up to necessary competence levels;
* Increasing demands on core systems as we address increasing class sizes;
* Remaining technologically current, despite budget cuts, and finding innovative ways to serve more with less;
* Finding effective ways of collaborating with, serving, and meeting the expectations of end-users and other stakeholders;
* Ensuring the security and integrity of all information systems while improving access;
* Modernizing our infrastructure and accommodating for emerging technologies that will enable us to streamline applications and business processes;
* Anticipating and implementing systems that will enable us to address federal, state, local, and accreditation requirements;

**Administrative Systems Goals**

Goal 1: Help the user community become knowledgeable in, and effectively use, application systems provided.

|  |
| --- |
| 1.1 Work with Human Resources and college Professional Development committees to coordinate training and documentation efforts.  |
| 1.2 Develop and deliver ongoing training and documentation on use of District systems and applications, including web-based applications. |
| 1.3 Provide a vehicle for a unified training calendar. |
| 1.5 Obtain feedback on needed training from meetings with user focus groups.  |
| 1.6 Engage vendors where needed and applicable. |

Goal 2: Develop tools and resources that facilitate the daily management of college functions, including the monitoring, assessing and use of financial information.

|  |
| --- |
| 2.1 Work with college leaders to evaluate tools and data needed for financial analysis and planning. |
| 2.2 Research and deploy systems to address the needs identified in 2.1 |
| 2.3 Define and implement systems to help users monitor the reliability of crucial data.  |

Goal 3: Provide a financial base to allow the District to keep pace with technology

|  |
| --- |
| 3.1 Identify opportunities and partner with grant writing experts to obtain grant funding. |
| 3.2 Develop a budgeting plan that is reviewed annually. |

Goal 4: Develop and build consistent and effective communication mechanisms among all District sites.

|  |
| --- |
| 4.1 Develop, implement, and maintain multiple channels of communication between DCS and user communities, particularly at the colleges. |
| 4.2 Ensure DCS management has regular face-to-face contact with constituency groups on both campuses. |
| 4.3 Ensure that management at DCS works closely with at the Campus Directors of Technology Services (CTS) in strategic and operational planning processes. |
| 4.4 Implement and evolve a communication plan that ensures all District sites are notified at pre-determined times of technology events that have occurred, or will occur. |

Goal 5: Create a simple and cohesive computing environment.

|  |
| --- |
| 5.1 Work with campus users to eliminate home-grown systems that are no longer manageable. |
| 5.2 For applications that cannot be replaced with commercial software, re-implement, where possible, within the framework of existing commercial systems, with as little customization as possible and in consultation with campus users. |
| 5.3 Consolidate, where possible, server systems in a virtual framework that reduces maintenance, space, electrical and cooling requirements. |
| 5.4 Create a single sign-on architecture  |

**Major Projects**

1. Schedule 25
2. WebAdvisor final rollouw (eCommerce/eRegistration)
3. WebAdvisor Gradebook
4. Single sign-on
5. Student email move to Google mail/apps
6. Datatel Portal/MOX
7. Automation of CCCApply imports
8. CCCBOG Import
9. eTranCA
10. Blackboard Connect
11. HR Import to Datatel
12. Implement a project management approach to running projects
13. Many smaller projects
14. Implementation of virtual environment (much of the rest of the projects rest on this)