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| **Distributed Education and Technology Services Executive Committee** | **April 15, 2010**  **Minutes**  **10:30 a.m. – 12:00 p.m.** | |
| **TOPIC** | **DISCUSSION** | **FURTHER ACTION** |
| Approval of minutes | Motion to approve by Jeremy Sims, seconded by Charlie Ng. |  |
| Introductions | Since some of the members are new, Glen asked all members of the committee to introduce themselves and the position they hold in the District |  |
| Update on PlanNet Study | Glen reviewed the results of the Plan Net Study conducted in 2008 as well as the recommendations made by them and the current status of each.  Plan Net was concerned about:   * High turn over in all SHEMS positions; * Lack of clarity in scope of contract; * Philosophical disagreement on outsourcing; * Questions on conflict of interest of DCS Director; * High cost of contract * Challenges with split-shop   Their report cited these findings:   * Lack of continuity in DCS leadership role * Lack of meaningful DCS governance structure * Lack of latitude within scope of Sungard contract * Poor communication of services * Ineffective delivery model/poor ability to execute services |  |
| Update on Transition from Sungard based on Recommendation from Plan Net | The recommendations made by Plan Net based on their findings and the current status of those recommendations are:   * Hire a District Director for DCS (don’t outsource) - Everett Garnick was hired in November 2009 to fill this position * Establish new IT governance structure. - 5 District-wide IT committees have been established, they are the DETS Executive Committee; User Services Committee; Administrative Systems Committee; Technical Services Committee ; Web Standards Committee * Utilize Sungard as intermediate step towards comprehensive “out-task” strategy. Currently the Core Services are complete. The Web Services are complete and we will have a new Central Help Desk after June 30, 2010 * Implement District-wide project management and IT delivery methodology. Currently the IT Managers are meeting weekly to develop documented procedures and processes. The projected completion date is spring/summer 2010. * Localize all desk-side support at the colleges. This task has been completed. A DCS staff member has been moved full time to Valley and Crafton has alwys had desk side support services. * Establish District-wide IT communication plan. This has been completed. * Create IT service catalog, standards, and SLAs. This has been completed. * Commission feasibility study of 2008 Tactical Plan. This issues is mostly addressed by Web Advisory/e Advising. |  |
| College and District IT Plans/Catalogs   * District Technology Strategic Plan * District Communication Plan * Catalog of Services | The plan has been created and reviewed by the required constituents, as well as Matthew Lee. All recommended changes thus far have been made, but Glen requested the group do a final review. A recommendation was made to provide a brief description and purpose of the different committees listed on page six, seven and part of eight of the plan. Another recommendation was made to ensure 508 compliance was incorporated. Glen indicated that under section 7.1, ADA compliance would be added. A recommendation was to add how a committee member was selected and replaced in page 4. The final recommendation was to develop a statement to add to the plan that identifies the target deliverables and results.  Rick Hrdlicka reported the plan will identify who needs to to be notified if services are going to be performed, or services that failed. Also who the audience is for events that might happen and the communication avenue to be utilized. This is a living document and will be updated as we go.  The Catalog of Services defines the services of DCS, Campus Technology, EduStream and the Print shop. It will be available on the DETS website by the end of the week and a hard copy will be made available to all employees by the fall of 2010. It was pointed out the there is no help desk contact information for the EduStream help desk. | Glen incorporated all the changes and sent them back out to the group via e-mail. There is a deadline of April 23, 2010 for final approval of the plan.  The contact information for the Edustream help desk will be added. |
| Status of Major Projects   * Central Help Desk * Computer Rotation Plan * Smart Classrooms * Voice over IP (VoIP) Upgrade * Infrastructure Upgrade * District-wide copier maintenance agreement | We will be transitioning to Presidium effective 7/1/2010, this will be approved at the May board meeting.  The DETS Managers have been working to develop a computer rotation plan and the plan will be funded out of the bond funds. Computers will be replaced on a five year rotation plan.  Both college presidents as well as the DETS Managers committee want to make all classrooms smart. The committee is working on establishing a baseline to fund smart classrooms as well as on-going maintenance of those classrooms.  Jeremy reported that we have started a total upgrade/overhall of the telephone and voice mail system. We anticipate going live the end of June or July and the new system will have cool features such as a paging system, telephone use reports, and single number reach.  Glen reported for the past three or four years we have received no funds for upgrades and the infrastucture is outdated. Wayne, Rick and Jeremy worked to develop a plan for the new infrastructure and it will be funded by bond funds.  The intent is to start this project in July. There is no need for individual departments to enter into any copier maintenance agreements. Their will be a transtion of devices over time but the maintenance will be picked up by Konika July 1, 2010. |  |
| EduStream Update   * Conference/Campus Sponsorships   + TechEd   + Classified Staff Day   + Great Teachers Seminar * Samples of Use   + Streaming of Classes   + Tutoring Classes   + Classroom Capture   + Sport Highlights   + DSP&S   + Streaming of Board Meetings * Services   + Hosting/DR   + Captioning | EduStream has paid the registration fee for the District. Any members of the District who wish to attend may do so.  Edustream grant funds will be paying for lunch and snacks during the Classified Staff day at Valley.  Valley is holding this conference in the next fiscal year and EduStream will be sponsoring this.  Glen reviewed some of the examples of the Use of EduStream. This summer there will be a pilot with Crafton and the math department for tutoring. Students can click on a link, watch a live feed and e-mail or call in questions for the instructor to answer. We are doing classroom capture for two or three instructors, sports highlights etc. There is no limitations on what we can do with EduStream. |  |
| Election of Co-Chair | Charlie Ng was elected as the Co-chair of the DETS Executive committee. |  |
| Next Meeting (TBD) |  |  |