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| **DETS Executive Committee**  | **December 10, 2010****Minutes** **1:00 p.m. – 3:00 p.m.****PDC 104** |
| **TOPIC** | **DISCUSSION** |
| Review of the Minutes | Motion to approve by Jeremy Sims, seconded by Jason Brady. |
| Introductions of all members | All members of the committee introduced themselves and stated their positions with the District. |
| Review Committee Charge-Renaming of DETS to TESS (Technology and Educational Support Services) | Develop, monitor, and update the Technology Strategic Plan, ensuring alignment between the District-wide use of technology and the Board of Trustee’s imperatives. Glen reported that the collective areas of Technology and Distance Education in the District have been called Distributed Education and Technology Services. This title has raised questions regarding its meaning as well as level of dissatisfaction with the name. There is a move to change the title to TESS (Technology and Educational Support Services) once all of the levels of approval have been satisfied. Glen anticipated the name change will take place early spring of 2011.  |
| Schedule | 12/10/10 – Update/review progress/request direction on emerging issues02/25/10 – Update/review progress/request direction on emerging issues05/06/10 – Summarize progress towards goals and recraft focus for next year |
| Committee Reports-Administrative Applications -User Services-Technology -Web Standards  | Minutes are posted on District web-site: [http://www.sbccd.org/District\_Faculty\_,-a-,\_Staff\_Information-Forms/District\_Committee\_Minutes/DETS\_Committees.aspx](http://www.sbccd.org/District_Faculty_%2C-a-%2C_Staff_Information-Forms/District_Committee_Minutes/DETS_Committees.aspx) Everett reported that the committee met on Friday December 3, 2010. There are two areas the committee is currently addressing. The first areas concerns Administrative Standards. Everett has asked the committee members to discuss with their co-workers Administrative Standards that they feel we should have in place and put a list together of those items. Data Entry Standards may be one of the issues on the list. The issues we are facing with the Help Desk are another item that was discussed. Everett asked the members to be advocates of the use of the Help Desk and then report back any problems that are encountered. Everett reported that there was a conference call with Presidium on December 9, 2010 to review the problems we are encountering with their service. Presidium said they are reorganizing the entire process in order to address the problems we are having. They are also in the process of revamping their training for their internal CSR’s. Presidium stated there will be incremental improvements in the service in the next few months.Glen reported for Wayne that the committee focused mostly on the Computer Usage Policy and there were some very good recommendations made. The Policy will be discussed later in the meeting.Jeremy reported that the committee met on Friday December 3, 2010. Jeremy had requested the members review the Communication Plan and Catalog of services prior to the meeting. He did not hear any discrepancies from those two documents. The committee also reviewed the first rough draft of the IT and AV standards Doc and everyone agreed with the draft. The Computer Usage policy was also discussed and the committee was in agreement with that plan. Jeremy reported that there were two documents that he wanted to address during the year, the Security Policy and the Security Instant Response Procedure. The committee decided to table the Security Policy because it is a very expensive document. Jeremy presented a partial rough draft of the Security and Instant Response Procedure to the committee and there were no issues with it, so the committee will move forward on the development of the procedure.Jason reported that the committee will be meeting on December 17, 2011 and they will discuss the Social Website Policy recommendation. Craig and Alicia will be providing some material from other colleges policies. Alicia will also be attending a conference on social Media in January and will bring back information. The committee will also be working on the External Links Policy recommendation and the Computer Usage Policy. The committee had a recommendation for cross reference Web Presences and they will be reviewing this. Jason reported on the Share Pointe training that occurred in November. The IT Directors of each site are in charge of handing out permissions. Jason also reported on Web compliance and Monitoring tool called Site Check and gave a summary of its purpose and use. Jason reported on the progress on the Valley Website project.  |
| CHC Technology Services Report | Glen reported that Wayne sent out an e-mail last night that they were doing some migration and then a follow-up e-mail that all went well. They were able to move some of their servers from the old location to the new location. Glen doesn’t believe their Technology Committee has met this year.  |
| SBVC Technology Services Report | Rick reported that there would be some training on the new website for the users. The training would be scheduled shortly.Rick also reported that they still have the test server up for Share Pointe. Rick is trying to do some branding on the Valley SharePoint and they are still trying to come up with some structure on how they want to structure the SharePoint.There are some problems with the wireless at Valley. The contractors got paid before it was finished correctly and Rick is fighting with them to get the issues corrected. The Valley Technology Plan was approved by the College Council. |
| District Computing Services | Everett gave a brief overview of DCS projects. The current plan is to have E-Commerce available for summer registration. DCS is working on finishing out the programming for Blackboard connect and getting it set up; this is due to go into effect around the March 2011 timeframe. Schedule 25 is supposed to begin in mid-January 2011with full implementation for the fall semester. DCS is currently in the processing of moving all students e-mail accounts to goggle over the spring break. James Smith brought up the issue of students being sent survey requests immediately after registration. Discussion followed about student surveys at registration and surveys in general and the need for a process as it regards to requests for surveys. Glen will make this a follow-up item and will schedule a meeting. |
| Computer Usage Policy | Glen provided an overview and background of the policy. The DETS Managers meet every two weeks and one item of discussion it the need to update the policy. There have been different scenarios where DCS has been requested to investigate issues but there is no process in place to address the findings once the investigation completed. An email was sent out on the Chief Information Services Officers Association list serves. asking for their policies and procedures. This information was then compiled and reviewed and the DETS Managers all wrote a portion of the procedures. The procedures were sent through the four sub-committees. The only comments that we received were pertaining to PDA and smart phones. There was an addition regarding the purchase of software, the request was to cross reference it to the actual purchasing procedure in the Business Office. He requested the group review the policy and provide feedback to him by Friday December 17, 2010. |
| Live Scan | Glen reported the HR used to provide Live Scan functions for all new employees. They stopped doing so and it was moved to District Police. District Polices stopped performing the function and now it over at City Schools. City schools charges a rate of between $58.00 to $72.00 dollars to perform this function. There was a meeting yesterday with Jeremiah McFarland from HR. Jeremiah reported that they are recommending employees go to the City Schools because they will provide an e-mail with the results as well as any updates should the individual commit a crime at a later date. This issue was brought to the attention of the DETS Managers because we are requiring all student workers who have access to Datatel to have Live Scan. DETS provided a local survey of companies that provide this service and forwarded the information to HR for review and investigation. Jeremiah will look into getting similar arrangements with other companies providing the Live Scan service. |
| Update on Major Projects:-Phone Upgrade-District Infrastructure Upgrade-Computer Rotation-Datatel: >Web-Advisor >Resource25 >Active Campus Portal-Blackboard Learn-Blackboard Connect-Sharepoint-Student e-mail -Help Desk-ADA Software-DETS District-wide Survey | Jeremy reported that we are approximately 90% done. We are still waiting on call reports and the first responder E911. Informacast has been tested and expected to be implemented. Jeremy gave a brief overview of the variety of reports we can receive once everything is implemented. Jeremy reported that the e-net portion is done and virtualization hardware is in place. Crafton is current utilizing their hardware. District and Valley is still implementing. The Sans purchase should be here next week. The next project on our plate is firewall purchase. Glen reported that one of the challenge we have in the District is outdate computers. A inventory was done of all computers and no less than 70-80% of all computers are out of warranty. There is a meeting with the Chancellor’s Cabinet on the 18th of December to see if bond funds can be utilized to purchase computers and put them on a regular rotation schedule. Glen will have more direction after the December 18th meeting. Target to have operational for summer 2011 registration.Target to have fully operational for fall 2011 registration.Way off in the horizon Glen reported we are completing the transition. All faculty will be moved to Blackboard 9.1 as the most current CMS. Glen offered Kudos to both Professional Development Committees at both colleges and to Tre at the district for doing well rolling out training.Blackboard is a mass notification system that will be replacing Alert U. A brief overview of the system was provided. Procedures will be implemented on the use and training will be scheduled in the near future for the identified individuals.Glen reported that Sharepoint is an Microsoft environment that allows you to create Wiki sites, websites or a central place to store information. Identified individuals took a two week training course to learn how to use the tool. We are currently in a test environment until procedures are established on the use. All student e-mails will be transferred to Google over the spring break.There have been meeting with Presidium in regards to the problems we are experiencing with their service. Presidium said they are reorganizing the entire process in order to address the problems we are having. They are also in the process of revamping their training for their internal CSR’s. Presidium stated there will be incremental improvements in the service in the next few months.Rick reported that are in the process of identifying all of the software in order to make sure we have the appropriate software and licensing to meet the District’s needs. Based on a recommendation from Matthew Lee A survey was sent out a few weeks ago to determine user perception of services. The survey closes today at 5:00 p.m. and the results will be compiled and discussed at the next meeting.  |
| Next Meeting | February 25, 2011 from 1:00pm – 3:00pm in PDC 104 |