

Technology Coordinating Committee (TCC)
District Office – Conference Room #1 (Delegates) / CCC Confer
Friday, September 14, 2018 9:00 AM - 10:30 AM

DRAFT MINUTES

Attended: Ken Agustin, Ronald Coleman, Tim Druley, Bruce Griffin, Richard Grow, Steve Gunderson, Wing Kam (CCC Confer), Matthew Kim, Bill Komanetsky, Christina Lee, Wendy Pinos, Nathaniel Rice, Mike Seaton, Katherine Tollefsen, Danita Troche (CCC Confer), Rachel Ugale, Lisa Ulibarri (CCC Confer), Chasity Whiteside

1. General Business		Actions
a. Meeting Dates	Meetings will follow past practice, held on second Fridays of the month from 9:00 AM to 10:30 AM.	
b. Location	Meetings will be held in person and on CCC Confer. If needed, the meetings can be relocated to the Board Room.	<ul style="list-style-type: none"> Relocate future meetings to Board Room as needed.
c. Minutes from June 1 meeting	The June meeting was canceled.	
2. Update on items from June 1 meeting		
a. Blackboard Archive	Access to the last academic year’s archived course content will be available through the end of this current academic year and is in read-only mode. The duration of the contract to access archived Blackboard content is one year and can be revisited if there is a need to extend. Otherwise, the contract expires at the end of June.	<ul style="list-style-type: none"> Revisit need to extend Blackboard archive access before contract expires.
b. 6-year Technology Plan	The process of updating the plan began last year. Fred Sherman (former Foothill-DeAnza CTO) has been contracted to put it together. The group needs to decide what format to use and review the 500 projects listed which includes duplicates. Items related to Guided Pathways and Canvas are included in the plan. It should be kept at a high level, providing guidelines to be followed. Outcomes should tie back to the District and	

	College master plans. The plan needs to include a matrix that shows how these objectives tie in.	
2. Banner 9 Upgrade Status		
	<p>Banner is made up of INB (Internet Native Banner – the forms that users log on to conduct their day-to-day business) and CLASS-Web/SSB (Self-Service Banner, used by students and employees). The upgrade affects both pieces but not concurrently. There is a December deadline for the INB conversion. It should be released to users at the end of October. In 2019, Ellucian is expected to release the latest version of SSB which includes drag & drop registration.</p> <p>Feedback from our students on CLASS-Web include having too many menu options and non-intuitive, clunky navigation that makes it hard to keep track of where you are. Complaints about CLASS-Web have also been posted to Livermore Rants & Raves. There is not much control over how CLASS-Web pages are presented, however. There is also a concern regarding CLASS-Web going down at 11pm on weekdays, and ITS is evaluating whether the downtime can be shortened.</p> <p>The original plan for the INB upgrade was to cut everybody over at the end of October, with go-live on November 1st, but this has been reevaluated for the softest impact on users. The transition will occur functional module by functional module, keeping Banner 8 available in case there are issues, but the absolute deadline is December 31st. Tentatively, the Student module will go at the end, with smaller groups (Human Resources, District Finance) going first to evaluate load on the system. Hands-on training will be available throughout October and afterward with separate training for users of the different modules.</p>	<ul style="list-style-type: none"> • Review changes to self-service to see if they address user concerns. • Evaluate need for daily downtime.
3. ServiceNow Service Desk Implementation Status		
	ServiceNow is in place but is still under development. It provides a way to track performance, allows users to follow the path of a ticket, and can	<ul style="list-style-type: none"> • Continue to expand usage of ServiceNow.

	serve as a single collection point with all issues flowing through the system. Technicians are still trying to get used to performing as a service desk. There needs to be more training on proper procedure when providing information on tickets. The system can be improved by adding more meaningful notes. Also, users need to get used to going to Service Now instead of making phone calls directly to technicians.	
4. IT Security Planning		
a. What it is and is not	There needs to be discussion throughout district about IT security. The intent is not to create a set of edicts without getting input or advice with respect to what works, but it is an important issue as LA Valley College was recently the victim of a ransomware attack that brought down their systems. ITS is working with Marketing to put out “tech tips” that will go out monthly. It was suggested that the same information be added to the college websites, course syllabi, and Clery reporting.	<ul style="list-style-type: none"> • Add IT security info to college websites. • Suggest to faculty to add info to syllabi. • Suggest to Campus Safety to add info to Clery reports.
b. CIS Top 20 Security Controls	Laws require that organizations collecting personally identifiable information need to be responsible for protecting it. Organizations using CIS controls are shown to be more responsible with their data. Adhering to these controls covers about 85% of security issues. A workgroup needs to be formed to review these controls.	<ul style="list-style-type: none"> • Form workgroup to review CIS controls
5. District Website Upgrade		
	Tim Druley and Katherine Tollefsen are working together on the District website upgrade. It needs to have same general look and feel as the college websites. The changes will be made over next six months. There is a need to come up with fresh content. Archives will be moved to another area. Wing Kam will also be reviewing content changes. Content currently available on the District Intranet will be moved into Luminis.	
6. IT Bond Projects		
a. Distributed Antennae Systems	The DAS system will overcome the highly reflective glass in buildings to boost cell signal from carriers inside the building. It is on this coming Tuesday’s Board of Trustees meeting for Las Positas. A location still needs to be identified at Chabot, as it requires additional space to install the	

	equipment. The hope is to implement within the next six months, once the equipment arrives to campus and carriers have made their services available.	
b. Network Upgrades	The colleges are running on equipment that was installed in 2005 and needs to be replaced. In order to replace the hardware, additional equipment is required. The project went out to bid in July and the equipment and should be delivered at the end of the month. The rollout will be scheduled soon.	