FORM A
DISTRICT PROGRAM REVIEW
DEPARTMENTAL PROGRAM
REVIEW REPORT

DEPARTMENT: ITS   **ADMINISTRATOR: Bruce Griffin**

Instructions: "Form A" is required to be completed for all departments for the Departmental Program Review Report. PleaserespondtoQuestions1Athrough6 below. Provide an attachment if needed for additional narrative for any of the questions. This Form A will be completed for the three-year cycle from2017-2018 through 2019-2020. All other forms B through J for annual budget requests will be completed only for the first year2017-2018 and then submitted annually for each fiscal year.

1A. Provide a brief summary of your department's operations and any significant change since the last Program Review. Highlight the major duties and responsibilities of your staff in servicing the district and the colleges, along with the number and types of staff in your office. State how your department supports other administrative and academic units. Attach your department's current organization chart.

District ITS is responsible for the centralized information systems and services that provide technology solutions for the College and District. The primary services provided by District ITS include the following: Enterprise System hardware/software support, applications programming and analysis for administrative systems, network infrastructure for Wide Area Network (WAN) and Local Area Network (LAN), servers for district-wide applications, desktop support, support for district website, centralized Help Desk services, user training, and technology initiatives supporting the previous Measure B facilities projects and the new Measure A Bond projects.

The current District ITS staff consists of 21 staff (1 CTO, 1 Bond Program Manager, 1 Network Manager, 12 Applications staff, 6 Network/Help Desk/Operations staff). In addition to the District ITS, the CTO also manages the College IT staff at Chabot and LPC which includes an additional 15 staff providing computer/network support and audio visual support for classrooms. (District ITS and College IT Organization charts are attached). The District ITS and College IT staffs support all the administrative and academic units at both colleges and the district.

The School Services Report of 2014 indicated that District ITS had 6 staff less than the other 4 comparative colleges. Despite additions to staffing, these vacancies remain a critical point because as the technology requirements for both Banner and Measure A continue to increase significantly, the ITS staff size cannot efficiently accommodate the growing demands for projects. In addition, as the colleges increase their staffing in the various user departments, additional automation requirements are requested which cannot be addressed simultaneously with the same ITS staff already servicing the numerous development projects and the routine system maintenance. For the various systems that ITS maintains, there is a .5 FTE to 1.0 FTE dedicated to that support area, and the previous headcount prior to the 2011-2012 reductions allowed for 2.0 FTE, so that one person could focus on the development projects for that specific area resulting in faster implementations and another on the system maintenance tasks.

The Applications Staff deal with all the Enterprise Systems, both hardware/software, Oracle database, and application systems for Banner and all the third party software products that interface with Banner. For each of the Banner or Third Party areas of responsibility to support the colleges/district such as Student, Financial Aid, Finance, and Human Resources/Payroll, there is at most 1.0 FTE that support these technical areas. Each of these areas is unique in the knowledge base required in both the functional and technical aspects. For the Network area, the ITS staff deals with the network infrastructure, desktops/laptops, general servers, Banner computer operations, Help Desk, and Web. Each of the staff in the Network area have discrete responsibilities based on their skill level and their duties are not interchangeable.

The various technology system categories that District ITS supports for both new installations and ongoing upgrades are as follows:

1. Banner Student, Counseling, Special Programs
2. Banner Financial Aid
3. Banner Finance, Purchasing, Accounts Receivables
4. Banner Human Resources/Payroll
5. Banner Degree Works
6. 25 Live Room Scheduling
7. Banner new modules for Recruit and CRM Advise
8. Banner Document Management
9. OmniUpdate Web Content Management System
10. Portals for Ellucian Luminis and Unicon Single Sign for OEI Systems like Canvas
11. Banner Mobile Applications
12. Banner & Third Party System Hardware, Software, Servers, Operating Systems, Oracle Database, System Installs & Upgrades, Special Projects
13. Banner State Reporting and Custom Application Systems
14. Banner Batch Processing, Reporting, Forms, Mailers, Bulk Email Reports, Smarthphones
15. Help Desk for Staff and Students on Zone, Training, Custom Web Applications
16. Web support for District Internet & Intranet
17. Network Servers/Email/Desktops
18. Measure A Bond Projects
19. New Total Cost of Ownership of Technology Equipment Tracking and Monitoring of installations, training, repair costs, and replacements
20. Canvas Course Management Systems with Banner interface
21. Student Learning Outcomes (SLOs) for Elumens at LPC and Curricunet at Chabot
22. State's Open CCCApply Student Application System and BOGW, eTranscript for electronic transcripts
23. SARS Systems – SARS-Trak for positive attendance, SARS-Grid for Counseling, eAdvising for Counseling, eSars for Web, SARS Anywhere for texting
24. Argos Ad-hoc Reporting
25. Student Credit Card Payment through Heartland, Installments through FACTS, and Boss Cars for parking permits.

1B. Forthe2017-2018Program Review, summarize and address any suggested improvements based on the recommendations proposed in the School Services report presented to the Board of Trustees on April 15,2014. The School Services presentation can be found at the following URL: http://www.clpccd.org/board/documents/ChabotPresentationFinal.pdf .

District ITS implemented many of the recommendations for the Technology Department that were presented in the School Services Report of 2014; however, the new staffing hires proposed were not able to be acted on due to the lack of budget funding for these ITS positions over the past several years. The various recommendations and the current status are listed below:

1. The School Services Report of 2014 noted that the District ITS staff was the leanest of the comparative districts at 17.0 FTEs, compared to the average of the comparative districts of 22.89 FTEs, which was 6 staff less that equaled the 2011-2012 loss of classified staff to retirements. The Report noted that the District's staffing was leaner than the comparative districts for clerical, management, and staff level positions that support the Banner System. Both clerical and management positions remain unfilled as of 2019-20. School Services specifically recommended the addition of an Applications Manager and 2 Administrative Systems Analysts. The Applications Manager would provide the needed project management over the numerous technology projects and the Applications staff implementing those projects. Within the 4 comparative districts, they each had an equivalent of an Applications Manager and a Network Systems Manager to service these two technology areas. The 2 Administrative Systems Analysts would provide additional user support for the primary Enterprise Banner System standard processing and reports, liaison support to the various user departments to centralize the ad-hoc Banner user requests for quicker service, and user assistance as needed for the Banner System, including documentation and training. One of the two Administrative Systems Analysts was has been added devoted specifically to training. District ITS continues to need the School Services recommendation for staffing augmentations and this ITS Program Review includes requests for an Applications Manager and 1 Executive Assistant to the CTO.

2. The School Services Report commented on the need for more technical training for the ITS staff and more user training. In 2016, the Applications Staff attended training in the initial required class for Java/Groovy Grails in preparation for the future Banner XE (Banner 9) implementation in 2018. For the new Banner Systems and Third Party products such as 25 Live Room Scheduling, Ellucian Degree Works, and Ellucian Recruit, ITS staff continues to provide training in coordination with the vendor consultants for the new system. ITS did hire a full time Administrative Analyst I to do user training in 2016, but the new hire did not work out and left. This Administrative Systems Analyst I position has since been replaced. Besides the classroom training environment, District ITS has provided users with access to online tutorials. District ITS has a subscription with Ellucian for an On Demand online tutorial that covers all the Banner modules, including the newer modules that CLPCCD has purchased in this last year such as Recruit and CRM Advise. For other general products, District ITS subscribed to Lynda.com (now provided by the state's PNL), which has a variety of software tutorials available such as the Microsoft Office products including Outlook email, Adobe software, and the recent Canvas Course Management System. In addition, the Canvas vendor, Instructure, also provides online Webinars that District ITS has enrolled in an annual subscription for unlimited faculty usage.

3. The School Services Report recommended improving the cross-departmental communication on projects and user needs. In response to this recommendation, ITS reinstated the separate Banner User Groups (BUG) in 2016 that include both college and district representatives dependent on the Banner module. The Banner User Groups include Admissions & Records for Banner Student, Financial Aid, Business Services users for Banner Finance, and Banner Payroll/Human Resources. The Banner User groups meet monthly or as needed to discuss current projects in progress and new requirements needed for the department, which are prioritized with schedule dates. In addition to the monthly

Banner User Group meetings, ITS conducts separate project meetings with ITS and the user project teams impacted on the major new development projects that are being implemented.

4. The School Services Report commented on the need to get the colleges to implement Ellucian's Degree Works System which had been installed for several years without full adoption by the users to go live. Since that time, both colleges have hired a full time Degree Works Coordinator in 2016. Degree works is live at both colleges, however, there is a significant need to upgrade to the latest version following the completion of the Banner 9 INB upgrade.

1C. Address any issues or recommendations for your area coming out of an accreditation review. For the 2019-2020 Program Review, provide any assessment of your department activities from the last accreditation cycle in October 2015, including progress on any self-evaluation improvement plans.

The last Accreditation Review in 2015 resulted in a district recommendation to implement a Total Cost of Ownership (TCO) process for both Facilities and equipment. For the Measure A Bond project, the equipment remains predominantly technology installations and upgrades throughout the colleges. The equipment projects are not just related to new construction or facility recommendations, but also includes the 4-year refresh cycle of desktops and the replacement of servers and network equipment based on their service life cycle. District ITS developed a TCO analysis and plan that was approved by the Board of Trustees in February 2017. The Service Now Help Desk System Inventory module is not implemented. It would automatically track and monitor the TCO for all technology equipment. An alternatives are being reviewed. The TCO analysis identified the need to increase staff for both College IT staffs for desktop/server/audio visual support (3 for Chabot and 2.5 for LPC) and the District ITS staff for expanded server support (3 for District).

2. Discuss generally the way in which the department serves and contributes to achievement of the District Mission and Vision, including academic excellence and student success (directly and/or indirectly);

All of the District ITS project initiatives for the Enterprise Banner System and the other related Third Party products that interface with Banner focus on the district mission and vision to provide a transformative education for our students using technology to enhance their college experience. Technology is an integral part of all the aspects of the colleges' operation in serving students, and the expansion of technology usage is a key priority for all the user departments that either directly or indirectly service our students. The Banner System provides the necessary data to track student success including the newer modules of Degree Works for student education plans and degree audit, Recruit for outreach to potential students, and Advise for increased student retention of enrolled students. In addition, one of the primary technology projects under the Measure A Bond focused on the students' needs to expand the Wi-Fi environment at our colleges and enhance the cell phone coverage through distributed antenna systems and cell towers for carriers on campus. District ITS continues to make improvements to the smart classroom configuration, the network infrastructure to increase the bandwidth for better connection speeds, the desktop/laptop upgrades for student labs and staff, and the server hardware that supports the various enterprise systems utilized at the colleges and district for our students. The OEI project to migrate from the Blackboard to the Canvas Course Management System is focused on facilitating the student's experience with online education so that all the California Community Colleges utilize a common platform and can expand student's options for scheduling classes for their course completions through the shared Course Exchange.

3. Identify key internal and external environmental factors and expectations, including those from funders and regulators, which impact the department's operations;

District ITS completes modifications and replacements to our Enterprise Banner System as needed to meet the new regulatory requirements from the State and the Federal government. Changes to the Banner System are constant to address these regulatory changes, especially in the Financial Aid area where federal and state mandated changes are required to be implemented at least four times a year with many of these changes being major. The Banner Student area is also impacted frequently by the state regulations for new initiatives and programs such as AB705, Guided Pathways and the Student Centered Funding Formula.

4A. Determine departmentalstrengths, effectiveness and the satisfaction of its primary users and staff;

The District ITS Applications Staff that support the Enterprise Banner System possess significant knowledge of the system since CLPCCD has been on Banner from the 1990s. Their extensive technical skills with the Banner System allows us to make customizations to the system to satisfy unique requirements for our colleges and district that the baseline system may not provide. In addition, the longevity of the District ITS staff provides them with a thorough understanding of the operations and procedures within the user areas district-wide. Therefore, they can provide as much functional support to the users as they can provide technical support. The District ITS staff is very team-oriented and flexible in adapting to changing priorities as needed.

The consolidation of the College IT staffs under the CTO in 2012 has proved to be very beneficial and provides a better cohesiveness for IT projects with common priorities and a single point of responsibility to better serve the colleges in their work with students. The District ITS group actively participates in both College Technology Committees and the district-wide Technology Coordinating Committee (TCC) provides the forum to address district-wide initiatives that affect both colleges such as the recent state's OEI initiative to migrate from Blackboard to Canvas for the Course Management System and the OmniUpdate Web Content System. District ITS also conducts Banner User Group meetings with Admissions & Records for Students, Financial Aid, Finance, and Payroll/Human Resources to identify new projects to implement for their respective areas. The Banner User group participants work very closely with the responsible ITS analysts for their areas and the users respect and appreciate the staff's dedicated efforts and contributions in supporting them.

4B. Identify areas for improvement, and any areas of change or growth;

The areas of improvement are predominantly to backfill some of the District ITS classified positions that were lost in 2011-2012 or identified in the School Services Report adequately staff and address the new and increasing requirements for automation throughout the district. The District ITS staff supports both the new development systems as well as maintain the existing installed systems, and it is a constant challenge to address both development and maintenance projects simultaneously with the same analysts, especially when the systems ITS is supporting continues to grow and the staff is not growing accordingly. The remaining staff positions in the order of priority for the District ITS are the Applications Manager, the Executive Assistant to the CTO, and the Administrative Systems Analyst I.

Another area of improvement for the District ITS is the implementation of a new Service Now Help Desk and Inventory System for our equipment. The Service Now System addresses the user needs for a friendlier and real time service request system. The system provides online input by the user and online updated status for the user with workflow tracking, which was identified in the Colleges' Education Master Plans.

The new Measure A Bond project also will provide substantial improvements in the technology throughout the colleges for Wi-Fi, Cell phones, Audio Visual smart classrooms, Servers, Network infrastructure, telephones, and refresh cycles for desktops/laptops. The technology equipment for Measure A is for new building construction or renovation as well as the replacement of existing hardware on a standard refresh cycle based on the service life of the equipment.

The biggest area significant change is the upgrade to Banner 9 for both the forms used by workers at their desks and the Classweb self-service system used by faculty, student and staff. The upgrade has been a major technical change for the ITS staff and procedural change for the various user departments, work on the migration will began at the end of 2017 and included a migration to the Ellucian California version (CALB) of common forms and processes used throughout the District. With the start of the new CTO, it was decided to stagger the roll out of Banner 9 based on individual modules starting with HR, Finance and Financial Aid in order to give more time to migrate student and perform quality assurance on the software as released by Ellucian. The target for a complete migration to Banner 9 INB is late June 2019 with work on the Banner 9 SSB components beginning shortly after.

5A. Set and evaluate the department's goals and objectives, which should align with the operational responsibilities of the department as well as the District Strategic Plan and Board of Trustees Priorities, and the colleges' Educational Master Plans. The goals should be limited in number, and should focus on major areas of emphasis. The objectives will describe some steps that will lead the department toward achieving the goal.

The District ITS goals and objectives will be itemized in the current district-wide Technology Plan, which all support the Board Priorities as approved in 2019.

Some of the primary goals and objectives based on the major ITS development projects that span multiple years include:

1. Development of a new 5-year Technology Plan to be completed in collaboration with the colleges and district by Fall of 2019. The prior Technology Plan which focused on Measure B Bond projects as well as the Enterprise Banner System and related Third Party products is concluding. The new Measure A plan for technology changes in phase 1 have been identified and cost estimates were provided to be incorporated in the Measure A budget. District ITS and the College IT staffs are continue to work with the Technology Committees at all locations to develop a new 5-year Technology Plan to pick up where the previous one left off. The technology initiatives are those identified in the Colleges' Education Master Plans and the District Strategic Plan.

2. Support of Measure A Bond projects for Phase 1 from 2017-2021 with emphasis on Wi-Fi and cell phone coverage, upgrade or replacement of the network infrastructure, enterprise servers, desktops/laptops, update of audio visual configuration for smart classrooms, and upgrades or replacements of the telephone systems so they are consistent across all the locations.

3. Complete the major update of the current Banner 8 System to the new CALB version of Banner 9 by the summer of 2019 which entails significant technical infrastructure changes and substantial changes to the user procedures and previous CLPCCD customizations.

Additional Technology goals and objectives that are itemized in the District Strategic Plan include the following:

1. Update the technology plan for the colleges and the district. As stated above, a new 5- year Technology Plan is in process in coordination with the Colleges' and District Technology Committees which will be distributed through the various user groups for their inputs.

2. Upgrade cabling in buildings at both colleges and backbone cabling to buildings at Chabot where needed to take advantage of increased bandwidth and Wi-Fi connections. Expand voice and data connectivity at and between all district locations. Under Measure A he cabling for the older buildings at Chabot that need to be replaced will be addressed.

3. Move the Chabot College Main Point of Entry (MPOE) from Building 200, which is scheduled for demolition and size constrained.   The new MPOE will be located in Building 300 and provide a permanent location for future construction tie ins.

4. Provide strong, consistent Wi-Fi connections at all district locations. Under Measure B, Wi-Fi connections were installed throughout the colleges with Chabot having 118 Access Points and Las Positas having 80 Access Points. With the new Measure A, the Wi-Fi will be redesigned to include the newest technology and expand the coverage both internal within the buildings and external outside areas using antennas. Along with the Wi-Fi expansion, the cell phone coverage will be improved with local cell towers installed by the carriers and the installation of distributed antenna systems for better internal building coverage.

5. Provide IT training to bridge the gap between user knowledge and the full, actual capabilities of these technology tools. District ITS subscribed to new online training tutorials in 2014 for Lynda.com (now offered through the state's PNL), Ellucian On Demand tutorials, and the new Canvas Webinar annual subscription. For new system implementations, user training is provided by the vendor in conjunction with the ITS staff. District ITS has also hired a full time staff to be dedicated to user training.

6. Review, redesign and streamline business processes, systems, procedures, and work flows through smarter use of on-line information sharing and approval systems. District ITS continues to implement many new systems to digitally transform the CLPCCD environment and many of these new projects have been previously mentioned. One new initiative that the district-wide TCC is addressing is the selection of a Forms Generation software with workflow and online approvals to automate all the manual forms or PDFs used by the colleges and district or the PDFs being used

7. Enhanced Learning Environments for smart classrooms at both colleges to include a more robust backbone to provide lecture capture/distribution capabilities and video streaming. With Measure A technology initiatives, the data connectivity between the CLPCCD locations and for the Internet will be updated to provide higher speed and more capacity. Video Streaming has already been introduced at both colleges for specific events, and under Measure A that will be expanded further. Distance Education classrooms have been installed at both colleges to-date, but expansion of facilities of these types will continue to occur as needed.

5B. Discuss two or three projects/activities that you are planning to undertake that promote innovation and productivity, and overall service improvements. Briefly outline the steps you are going to take to get there, and how these projects take into account best practices associated with improved quality.

The projects listed below are just a few examples of some new development projects that ITS is implementing for the colleges and district. A complete list of the ITS projects that are completed, in progress, or to be scheduled can be found in the Technology Plan on the District website at http://www.clpccd.org/tech/TechnologyPlans.php . The projects were identified in a combination of sources from the District Strategic Plan, the Colleges' Education Master Plan, the previous Measure B Bond projects and now the future Measure A Bond projects. All the projects promote innovation and productivity using technology enhancements, which in turn provide overall service improvements to both District ITS and the various user departments affected at the colleges and district. All the projects take into account best practices based on the experiences from implementations at other colleges that the vendors have worked with, which result in improved quality of services and data availability.

1. Enhancements to the Ellucian Banner System with additional modules or upgraded modules which includes:

a. The updated Luminis 5 portal to provide a clean interface and additional capabilities to be released to users in fall of 2019 in conjunction with the OnmiUpdate Web Content Management System.

b. The new Recruit module for colleges and marketing to track the effectiveness of the outreach efforts to potential students is scheduled to be operational in Summer 2019.

c. The new CRM Advise module for the colleges to monitor student risk levels with automatic alerts to improve student retention and increase student course completions is planned for implementation in Spring 2020.

d. Major upgrade of the Degree Works System, which is live at both colleges, will be integrated with the new CRM Advise System to provide the Student Education Plan information along with the Banner Student course completion data.

2. Select and implement a Forms Generation software solution by Spring 2018 to replace manual forms throughout the colleges and district that includes online forms for input with workflow tracking and online approvals.

3. Complete the implementation of a new District web site by summer of 2019.

4. Implement the Banner Grants Module for Business Services to utilize initially for Measure A in Summer 2019 and then expand the usage for the colleges' other grant programs.

7. Expand the usage of Human Resources beyond online Personnel Action Forms (PAFs) to include other scenarios such as new hires so all requests are automated with electronic signatures through the Banner System.

6. Service Area Outcomes(SAOs) will be required for the Department Program Reviews after the initial 2017-2018 cycle, which will be in year 2 of the cycle 2018-2019. Set and evaluate the results for service area outcomes. SAOs are outcomes/performance expectations, indicators of where the

department wants to be in specific aspects of operation; they address the department's expected results for those goals and objectives which are directly relevant to institutional effectiveness and academic quality/student success. In other words, the SAOs will come out of some of the goals and objectives noted in 5A above; you won't have them for all goals and objectives.

Provide a description for up to four SAOs for your department and the key performance indicators(KPI). (Refer to the District-wide IPBM Committees' charters for sample KPIs). Indicate how you will measure the efficiency of your operations, and then based on what feedback, what improvements are needed.

SAOs are not applicable for the year 1 of the Program Review for 2019-2020.

FORM B
DISTRICT PROGRAM REVIEW
BUDGET HISTORY, CURRENT SUMMARY AND PROPOSED AUGMENTATION

DEPARTMENT: **ITS - Fund 101023**   ADMINISTRATOR: **Bruce Griffin**

Form B: Budget History, Current Summary, and Proposed Augmentation

Instructions: This analysis describes your history of budget requests from the previous two years and the impacts of funds received and needs that were not met. It also describes the proposed internal budget shifts that will not change the total budget allocation for your department.

1.

Category	Prior Year Budget Actuals	Current Year Budget 2018-2019	Augmentation Requested for 2019-20 (as on Forms C-J)
Classified Professional/Administrator Staffing (# of positions) (2000)			
Supplies & Services (4000)			
Technology SW/Conference & Travel (5000)	$338,732	$274,369	$70,000
Technology (6000)			$
Equipment (6000)			
Other (3000 Benefits)			
TOTAL	$338,732	$274,369	$70,000

2. How has your investment of the budget monies you <u>did</u> receive help you reach your goals, achieve objectives, and meet service area outcomes (note that SAOs not included in 2017-2018). When you requested the funding, you provided a rationale. In this section, assess if the anticipated positive impacts you projected have, in fact, been realized.

District ITS utilizes multiple funds for hardware and software technology purchases. Fund 101001 is the primary fund for ongoing District ITS expenses to support the colleges and district for the CLPCCD enterprise systems. Fund 101023 is the fund utilized for new software purchases that are predominantly cloud services but also new Ellucian local installations which includes both the original purchases in year 1 and then ongoing annual recurring expenses in subsequent years as well as new local installations. The year 1 costs were covered using one-time funds that were available from a variety of sources.

For Technology purchases, District ITS uses both accounts 5000 and 6000 for hardware and software that is used to support the colleges and district. The purchases under account 5000 have been included under the 5000 category above, but this is not limited to just Contract Services/Conference & Travel, but most of the ITS

expenses is for software licenses both local and cloud options, software and hardware maintenance, vendor professional services, training, and data communications needed for all the locations. The Technology account 6000 only includes hardware capital purchases that cannot be covered under the Bond Measures and software capital purchases. Therefore, most of the technology expenses for district-wide support are under the 5000 accounts.

The Technology purchases in 2019-2020 were to support the college and district requirements for new software solutions. Uptrends is a new cloud-based service that monitors the state of essential services like email, the District web page and email. The District also began to use Iron Mountain to manage and store back up data tapes offsite to avoid damage in the event of a major disaster in the server room. The District also had to pay a substantial increase licensing for its COBOL complier which is needed to maintain the Banner ERP system. These purchases also satisfy the Board Priorities for 2016-2019 to "Expand the use of technology to enhance instruction, support assessment, and insure continuous improvement of our services to students."

3. What were the budget augmentations (resources) you requested previously that were not received? What has been the impact of <u>not</u> receiving some of your requested funding, as toward reaching goals, achieving objectives and meeting SAOs?

The software requests for new innovative solutions were satisfied by using one-time funds for District ITS to make those specific purchases. The increases for the new year 2017-2018 is for the on-going annual recurring expenses for those purchases.

4. Describe any shifts within your budget that are significant. Discuss any correlation or connection between the budget shifts for your current budget and budget (resource) augmentation requests, if any.

The increases for Fund 101023 have been used to cover the ongoing annual recurring expenses for the new software mentioned above for both local installations and cloud solutions. The District ITS Budget for Fund 101023 was not increased for the initial purchases done through one-time funds, so the District ITS budget now needs to be augmented for the ongoing annual recurring costs for these new products.

The only new software purchase is for a district-wide Forms Generation software which was a priority in the Colleges' Education Master Plans and all the Technology Committees at the colleges and district. The Forms Generation software will provide workflow and online approval to replace manual forms and PDFs. The Technology Coordination Committee restarted the Forms Taskforce to finalize the selection of a product. Chancellor Jackson approved moving forward with the forms project in 2015.

FORM B
DISTRICT PROGRAM REVIEW
BUDGET HISTORY, CURRENT SUMMARY AND PROPOSED AUGMENTATION

DEPARTMENT: **ITS - Fund 101001**   ADMINISTRATOR: **Bruce Griffin**

Form B: Budget History, Current Summary, and Proposed Augmentation

Instructions: This analysis describes your history of budget requests from the previous two years and the impacts of funds received and needs that were not met. It also describes the proposed internal budget shifts that will not change the total budget allocation for your department.

1.

Category	Prior Year Budget Actuals	Current Year Budget 2018-2019	Augmentation Requested for 2019-20 (as on Forms C-J)
Classified Professional/Administrator Staffing (# of positions) (2000)	$2,229,842	$2,337,418	$205,364
Supplies & Services (4000)	$8,998	$10,000	0
Technology SW/Conference & Travel (5000)	$641,392	$579,146	$100,000
Technology(6000)	$10,911	$51,000	$154,000
Equipment (6000)	0	0	0
Other (3000 Benefits)	$929,883	1,038,510	$90,734
TOTAL	$3,821,027	$4,016,510	$550,098

2. How has your investment of the budget monies you <u>did</u> receive help you reach your goals, achieve objectives, and meet service area outcomes (note that SAOs not included in 2017-2018). When you requested the funding, you provided a rationale. In this section, assess if the anticipated positive impacts you projected have, in fact, been realized.

District ITS utilizes multiple funds for hardware and software technology purchases. Fund 101001 is the primary fund for ongoing District ITS expenses to support the colleges and district for the CLPCCD enterprise systems. Fund 101023 is the fund utilized for new software purchases that are predominantly cloud services but also new Ellucian local installations which includes both the original purchases in year 1 and then ongoing annual recurring expenses in subsequent years as well as new local installations. The year 1 costs were covered using one-time funds that were available from a variety of sources.

For Technology purchases, District ITS uses both accounts 5000 and 6000 for hardware and software that is used to support the colleges and district. The purchases under account 5000 have been included under the 5000 category above, but this is not limited to just Contract Services/Conference & Travel, but most of the ITS

expenses is for software licenses both local and cloud options, software and hardware maintenance, vendor professional services, training, and data communications needed for all the locations. The Technology account 6000 only includes hardware capital purchases that cannot be covered under the Bond Measures and software capital purchases. Therefore, most of the technology expenses for district-wide support are under the 5000 accounts.

3. What were the budget augmentations (resources) you requested previously that were not received? What has been the impact of <u>not</u> receiving some of your requested funding, as toward reaching goals, achieving objectives and meeting SAOs?

The software requests were satisfied by using one-time funds for District ITS to make those specific purchases. The increases requested for year 2017-2018 were for the on-going annual recurring expenses for those purchases. The preliminary Banner 9 INB Training for ITS Staff for the new Banner 9 System was done using one-time Innovation funds, but the need for more concentrated training classes are required for the ITS staff and the user departments as the Banner 9 INB implementation continues to require a full year to phase in and is scheduled by the summer 2019. The increases for 2019-2020 is to provide both training classes and consulting services to assist in this major migration which is a significant impact to the technical staff but also the users to review past customizations.

In past years, the requests for ITS staff hires has not been funded which continues to impact project implementations with our limited staff. During the 2010-2011 downturn, District ITS lost 7 ITS staff which included 6 classified staff for technical positions who retired. The need for increasing the ITS staff continues to be a critical area which has been addressed in several forums over the years such as the School Services Report of 2014, the Colleges' Education Master Plans in 2015, the Total Cost of Ownership IT Analysis and Plan in 2016.

4. Describe any shifts within your budget that are significant. Discuss any correlation or connection between the budget shifts for your current budget and budget (resource) augmentation requests, if any.

The increases for the new year 2019-2020 for salary/benefits address the ITS staffing positions that are needed that were recommended by School Services for Applications Manager and Executive Assistant to the CTO to close the gap noted in comparison to the 4 equivalent colleges, recommended by the School Services report.

The additional increases for 2019-2020 totaling $250,000 are to address the Banner 9 training and professional services required to prepare the ITS and user staff for the Banner 9 migration that includes modifications and the migration to Banner 9 SSB (Classweb). The other increases are to cover the ongoing annual recurring expenses for the new software for both local installations and cloud solutions. The only new software purchase is for a district-wide Forms Generation software which was a priority in the Colleges' Education Master Plans and all the Technology Committees at the colleges and district.

FORM C
DISTRICT PROGRAM REVIEW
CLASSIFIED PROFESSIONAL/ADMINISTRATOR REQUESTS

DEPARTMENT: Information Technology Services (ITS)

ADMINISTRATOR: Bruce Griffin

Form C: Classified Professional/Administrator Request(s) [Acct. Category 2000]

Purpose: To provide an explanation and justification for new and replacement positions for full-time and part-time regular (permanent) classified professional positions (new, augmented and replacement positions) and administrator positions.
Remember, student assistants are not to replace Classified Professional staff.

Instructions: Please complete a separate Classified Professional/Administrator Staffing Request form for each position requested and attach form(s) as an appendix to your Program Review. **For Form C, do not include resignations or retirements if you plan to rehire to the same position and only include these positions if you will reassign the position.**

Spreadsheet: To be considered, requests must be added to the **"RESOURCE REQUEST SPREADSHEET"** AND a separate Classified Professional/Administrator Staffing Request form must be completed for each position requested.

You can find the template for the Classified Professional/Administrator Staffing Request form on the District Program Review webpage. Please save the fillable PDF form, fill it out, then save again and check the box below once you've done so.

> Total number of positions requested (*please fill in number of positions requested*):   1

[✓] Separate Classified Professional/Administrator Staffing Request form completed and attached to Program Review for each position requested *(please check box to left)*

[✓] Summary list of positions requested, in priority order. Details should be completed in the Program Review **"RESOURCE REQUEST SPREADSHEET"** *(please check box to left)*

FORM C DISTRICTOFFICE/M&O
CLASSIFIED PROFESSIONAL/ADMINISTRATOR
Staffing Request

Please fill out one form for each classified staff position that you are requesting for your department. This form is to be submitted as an appendix in your program review each fiscal year and a copy should be forwarded to the District Prioritization Committee (DPC). For positions requested outside the program review cycle (e.g., retirements, resignations, grant/categorical funded positions), this form should be submitted to the DPC and will be used for information/tracking purposes.

DEPARTMENT: Information Technology Services (ITS)
EMPLOYEE CLASS: Classified
(CLASSIFIEDPROFESSIONAL/ADMINISTRATOR/STUDENTASSISSTANT)

Position Title Requested: Applications Manager

Request Number (i.e., 1 + # of times position requested, but not granted, in past five program reviews)**:**

Please indicate if this is a request for/to:

[✓]

New position *(Must attach proposed job description; see DPC for assistance.)*

[40] hours per week   [12] months per year

Fill a currently vacant position *(Must attach District job description; see DPC for assistance.)*

hours per week   months per year

Increase of an existing position *(Must attach District job description; see DPC for assistance.)*

from: 9,   10,   11 month to: 10,   11,   12month

from: %   to: %

Budget Item for Overtime: Estimate $

Estimate Increase / Proposed Annual Salary Cost: (assume step 1 for vacant position) $130,021 Note: Cost of position will include salary Benefit Costs will be calculated on Summary Spreadsheet	Funding Source:
	[✓] General 100%
	[ ] Categ %
	Grant %
	Grant Name:

Justification:
Why is this position necessary?

This position is a Classified Administrator position that is required to manage the Applications Staff that currently consists of 11 staff that includes Senior Programmer Analysts, Programmer Analysts, and Administrative Systems Analysts. The Chief Technology Officer (CTO) has been acting manager in this role for years due to the lack of budget to hire an Applications Manager.

Currently, the District ITS organization only has one Classified Administrator under the CTO which is the Manager of Network Systems and Services who oversees 5 ITS staff that support the networking, operations, and help desk. The CTO not only is the direct manager for the Applications staff, but the CTO is also the manager over both College IT staffs that consists of 15 additional staff for both colleges which was centralized under the CTO in 2012. The District ITS organization plan was to add an Applications Manager at the time that the Manager of Network Systems and Services was hired years ago, so that we had managers reporting to the CTO for both the Applications and Network areas, which are two discrete service areas for Banner support and Network support respectively. However, budget for this Applications Manager has not been available over the last several years.

The School Services Report of 2014 noted that the District's ITS staff was the leanest of the comparative districts at 17.0 FTEs, compared to the average of the comparative districts of 22.89 FTEs. The Report noted that the District's staffing is leaner than the comparative districts for clerical, management, and staff level positions. School Services specifically recommended the addition of an Applications Manager to provide the needed project management over the numerous technology projects and the staff implementing those projects. This Applications Manager position would provide appropriate supervision of the Applications group, consolidate the various Banner System tasks and projects with one staff member, and also serve as backup to the CTO. Within the 4 comparative districts, they each had an equivalent of an

Applications Manager and a Network Systems Manager to service these two technology areas.

This position is indicated as a new position because the title that is recommended is different from the previous ITS staff member who retired in 2011 who did assist the CTO with project management of the Banner projects. This previous staff position was a Senior Programmer Analyst III; however, the creation of the new Applications Manager at a classified administrator level is now what is required today due to the volume of the new projects and the complexity.

In past years, the requests for ITS staff hires has not been funded which continues to impact project implementations with our limited staff. During the 2011-2012 downturn, District ITS lost 7 ITS staff which included 6 classified staff for technical positions who retired and 1

administrator. Unfortunately, the baseline for the Budget Allocation Model for District ITS staffing was minus these positions, so for the past several years ITS requested budget to backfill some of these positions, but no budget was available to do so. The need for increasing the ITS staff continues to be a critical area which has been addressed in several forums over the years such as the School Services Report of 2014, the Colleges' Education Master Plans in 2015, and the Total Cost of Ownership IT Analysis and Plan in 2016. With the increasing emphasis on new technology initiatives for further automation at the colleges and district, the need for augmenting the technology staffs at both the District and Colleges is a primary topic of discussion. However, there are currently no budget funds available within the IT organizations for such additions.

What District functions does this position support? How does the request relate specifically to your Program Review, the District Strategic Plan, Colleges Education Master Plan, Board Priorities and/or Accreditation Recommendations?

This position will provide support for all the Enterprise Systems for Banner and other third party products that interface with Banner. The Applications group that this Applications Manager will oversee are responsible for planning, design, implementation, programming, and integration of application systems in development as well as ongoing maintenance to the installed systems. All of the projects that are being supported currently by the ITS Applications group have been identified in the following plans for the District Strategic Plan and the Colleges' Education Master Plan. Many of the technology initiatives are addressed in the Colleges' Accreditation Recommendations to support the colleges automated environment. The emphasis for this last Accreditation was on the Elumen and Curricunet Systems that support Student Learning Outcomes (SLOs) at the colleges and the latest district recommendation for Total Cost of Ownership for facilities and equipment that includes technology equipment.

Per District Strategic Plan, District ITS staff is responsible for centralized information systems and services that provide technology solutions for the College and District operations. The services provided by the District ITS department complement those

provided by the College computer support staff. The primary services provided by District ITS include: a) Administrative computing; b) Network infrastructure; c) Systems and servers for District-wide applications; d) Web development and support; e) Technology initiatives supporting Measure A projects.

This position supports Board Priorities, specifically to "Expand the use of technology to enhance instruction, support assessment and insure continuous improvement of our services to students."

Where will the individual work? To whom will the person report? Are there any special equipment/facilities needs to be considered?

The person filling this position will report to the Chief Technology Officer. The Applications Manager will be based at LPC IT Data Center Bldg 1900 where the majority of the ITS Applications staff are housed. However, the Applications Manager will also work at the District office and Chabot College as necessary for specific project implementations and to work with the few additional Applications staff housed at those other locations.

What is the consequence of not funding this position?

The volume and complexity of the various technology projects continue to increase to satisfy the new college and district requirements. The monitoring of the numerous project implementations and coordination with the vendors and user departments is a full time job with priorities changing often due to new demands or regulatory changes. The ITS Applications staff continues to support the existing Banner systems while also doing the implementation of new development projects, which is a challenge with the limited staff. The focus on having automated tools to monitor student success and the progress made for outreach and increased student retention continues. Additional new program needs continue to arise such as support for the AB705, Pathways, Student Centered Funding Forumula, and Non-credit, all of which require ITS applications support. Without the Applications Manager position, the project implementations will potentially be delayed due to the conflicting priority demands that differ across the user departments.

What alternative approaches have been considered in meeting the District operational demands of this request?

As an alternative, the CTO continues to act in the Applications Manager role as has been done for the past several years. However, with the increasing demands of the new Measure A Bond program which the CTO also directly manages and the increasing demands at the college level for the College IT projects that are different from the ITS Applications Banner projects, this is no longer manageable for one administrator to do.

How will the District (students, staff, and community) be positively impacted by filling this position?

This position will provide the necessary level of dedicated project management support for implementations of the numerous and varied Enterprise Banner and Third Party Systems as well as dedicated staff supervision. The district-wide focus on expanding the use of technology to improve our services to students, faculty, and staff continues to add more projects to the ITS list. This position will focus on the common technology priorities district-wide in the Applications area that should result in more timely new system implementations and improved maintenance of our various computer systems.

What other personnel currently provide support to this District function?

As stated previously, the CTO is the only administrator available with the necessary skills to provide the required management of the ITS Applications area. A dedicated Applications Manager reporting to the CTO to handle this specific area is needed.

Requested by: Bruce Griffin Date: 4-30-2019

Department Manager: Bruce Griffin   Date: 4-30-2019

FORM C
DISTRICT PROGRAM REVIEW
CLASSIFIED PROFESSIONAL/ADMINISTRATOR REQUESTS

DEPARTMENT: Information Technology Services (ITS)
ADMINISTRATOR: Bruce Griffin

Form C: Classified Professional/Administrator Request(s) [Acct. Category 2000]

Purpose: *To provide an explanation and justification for new and replacement positions for full-time and part-time regular (permanent) classified professional positions (new, augmented and replacement positions) and administrator positions.*
Remember, student assistants are not to replace Classified Professional staff.

Instructions: *Please complete a separate Classified Professional/Administrator Staffing Request form for each position requested and attach form(s) as an appendix to your Program Review.* **For Form C, do not include resignations or retirements if you plan to rehire to the same position and only include these positions if you will reassign the position.**

Spreadsheet: To be considered, requests must be added to the **"RESOURCE REQUEST SPREADSHEET"** AND a separate Classified Professional/Administrator Staffing Request form must be completed for each position requested.

You can find the template for the Classified Professional/Administrator Staffing Request form on the District Program Review webpage. Please save the fillable PDF form, fill it out, then save again and check the box below once you've done so.

Total number of positions requested (*please fill in number of positions requested*):   1

- [✓] Separate Classified Professional/Administrator Staffing Request form completed and attached to Program Review for each position requested (*please check box to left*)

- [✓] Summary list of positions requested, in priority order. Details should be completed in the Program Review **"RESOURCE REQUEST SPREADSHEET"** (*please check box to left*)

FORM C DISTRICTOFFICE/M&O
CLASSIFIED PROFESSIONAL/ADMINISTRATOR
Staffing Request

Please fill out one form for each classified staff position that you are requesting for your department. This form is to be submitted as an appendix in your program review each fiscal year and a copy should be forwarded to the District Prioritization Committee (DPC). For positions requested outside the program review cycle (e.g., retirements, resignations, grant/categorical funded positions), this form should be submitted to the DPC and will be used for information/tracking purposes.

DEPARTMENT: Information Technology Services (ITS)
EMPLOYEE CLASS: Classified
(CLASSIFIEDPROFESSIONAL/ADMINISTRATOR/STUDENTASSISSTANT)

Position Title Requested: Executive Assistant to the CTO

Request Number (i.e., 1 + # of times position requested, but not granted, in past five program reviews)**:**

Please indicate if this is a request for/to:

[✓] New position *(Must attach proposed job description; see DPC for assistance.)*

[40] **hours per week**   [12] **months per year**

Fill a currently vacant position *(Must attach District job description; see DPC for assistance.)*

hours per week   **months per year**

Increase of an existing position *(Must attach District job description; see DPC for assistance.)*

from: 9,   10,   11 month to: 10,   11,   12month

from: %   to: %

Budget Item for Overtime: Estimate $

Estimate Increase / Proposed Annual Salary Cost:	Funding Source:		
(assume step 1 for vacant position) $90,815	[✓]	**General**	**100%**
	[ ]	**Categ**	**%**
Note: Cost of position will include salary			
Benefit Costs will be calculated on Summary Spreadsheet		**Grant**	**%**
		Grant Name:	

Justification:

Why is this position necessary?

This position is necessary to provide executive level administrative support for the District's Chief Technology Officer (CTO) and a staff comprising 21 district employees who work in applications, networking, operations, and help desk. The CTO also manages the Colleges' LPC IT and Chabot IT departments that include an additional 15 staff.

The person in this position will perform a variety of administrative, secretarial, and difficult and complex duties in support of the ITS CTO and staff. The person will also serve as a liaison and facilitate communications between ITS and other departments at District, LPC, and Chabot.

The CTO is the only senior executive reporting to the Chancellor that does not have an administrative assistant. Administrative assistants have even been hired for managers and directors at the colleges, so the lack of clerical support for the CTO and the ITS department has impacted the department's efficiency and is needed to centralize the department's communications.

What District functions does this position support? How does the request relate specifically to your Program Review, the District Strategic Plan, Colleges Education Master Plan, Board Priorities and/or Accreditation Recommendations?

This position will provide executive level administrative support for the ITS CTO and staff. District ITS has been requesting the need to hire administrative support as far back as 2007 in their ITS Strategic Plan for the CTO and ITS department, but no funding has been provided to do so. The addition of an Executive Assistant to the CTO would alleviate the CTO and the ITS technical staff from doing clerical tasks often done on an overtime basis and allow them to focus more time on the numerous project implementations that are in process.

Per District Strategic Plan, District ITS staff is responsible for centralized information systems and services that provide technology solutions for the College and District operations. The services provided by the District ITS department complement those provided by the College computer support staff. The primary services provided by District ITS include: a) Administrative computing; b) Network infrastructure; c) Systems and servers for District-wide applications; d) Web development and support; e) Technology initiatives supporting Measure A projects.

This position supports Board Priorities that were established for the 2016-2019 academic years under Curriculum Relevancy & Community Collaboration, specifically to " Expand the use of technology to enhance instruction, support assessment and insure continuous improvement of our services to students."

Where will the individual work? To whom will the person report? Are there any special equipment/facilities needs to be considered?

The person filling this position will report to the CTO of District ITS and College IT. The Senior Administrative Assistant will be based at the District Office located at 7600 Dublin Blvd, Dublin..

What is the consequence of not funding this position?

ITS will not have the administrative support essential in providing timely and efficient services to employees and students. Currently, the CTO and the ITS staff expend overtime on a regular basis to do clerical tasks due to the lack of any administrative assistance.

The School Services Report of 2014 noted that the District ITS is lean in the clerical and management positions in comparison to the 4 equivalent colleges that were part of the study.

What alternative approaches have been considered in meeting the District operational demands of this request?

The CTO and ITS staff will continue to expend overtime to handle all the necessary clerical tasks for the ITS department. This time could be better spent on the more technical and pressing project implementations that keep increasing without any ITS staff increases.

District ITS has attempted in the past to share Executive Assistant time with other departments, but due to different priorities on the assistant's work assignments, that has not worked out to provide any benefit to the demands of the ITS department on a daily basis.

How will the District (students, staff, and community) be positively impacted by filling this position?
This position will provide enhanced and timely support for clerical tasks within the ITS department as well as improve the communications to the user departments at the colleges and district.

What other personnel currently provide support to this District function?

None. We have no similar clerical positions within the ITS department.
Requested by: Bruce Griffin Date: _4-30-2019_
Department Manager: Bruce Griffin Date: _4/30/2019_

FORM E
DISTRICT PROGRAM REVIEW CONTRACT
SERVICES/CONFERENCE & TRAVEL
AUGMENTATION REQUEST

DEPARTMENT:___ITS_____ADMINISTRATOR: Bruce Griffin

Form E: Contract Services, Conference & Travel Augmentation Requests
          [Acct. Category 5000]

Instructions: Use this form to request augmented funding for contracts & services and conference attendance. List or describe proposed contracts and services. For conferences/training programs, include available specific information on the name of the conference and location. Your rationale should discuss connection to the District Strategic Plan goal.

NOTE: Do not include existing Contract Services, Conference & Travel within your department budget on this form. Only use this form to add new requests to augment the current department budget.

Listing/description and rationale for Contracts and Services:

   Listing and rationale for Conferences and Travel:

Ellucian eLive Annual Conference provides technical sessions for migration to Banner 19 SSB in 2019-20. The new Banner 9 system which is dramatically different from an IT support standpoint must be upgraded to provide enhanced functionality via Classweb. Additional funding is requested to increase the number of IT attendees at the annual Ellucian elive conference in Spring 2020 where much of the networking with other colleges and their conversion experiences is performed. Total cost for three staff members is $9,900 to include registration fee and travel cost. Account code is   fund 101001, account 5220, department is 10610.

The annual Chief Information Systems Officers' Conference meets with the CCC Banner Group (3CBG) as the primary function for technologists throughout the system. The conference provides an opportunity to network and share effective practices specifically with other CCCs. It also serves as the best forum to learn about state technology initiatives. Total cost for four staff members is $8,000 to include registration fee and travel cost. Account

How do these requests support the results and future directions in your departmental program review?

See above

Spreadsheet: To be considered, requests must be added to the **"RESOURCE REQUEST SPREADSHEET"**. Add your requests to your spreadsheet under the 5000 tab and check the box below once they've been added.

CONTRACT SERVICES/TRAVEL tab (5000) completed in Program Review **"RESOURCE REQUEST SPREADSHEET"** *(please check box to left)*

FORM F
DISTRICT PROGRAM REVIEW TECHNOLOGY REQUEST

DEPARTMENT: ITS_____ADMINISTRATOR: Bruce Griffin

Form F: Technology Requests [Acct. Category 6000]

Instructions: Please list computer and technology hardware and software requests including instructional technology and infrastructure, as relevant.

IN ADDITION TO THE TECHNOLOGY PURCHASE COSTS FOR THE HARDWARE AND SOFTWARE, INCLUDE ANNUAL MAINTENANCE COSTS AS A SEPARATE LINE ITEM TO PROVIDE THE "TOTAL COST OF OWNERSHIP" (TCO).

<u>**NOTE:**</u> **Do not include existing Technology within your department budget on this form. Only use this form to add new requests to augment the current department technology, infrastructure, and budget.**

Forms Generation Software which Includes Installation, Training, and Annual Maintenance.

Colleges' Education Master Plans identified the need to purchase a Forms generation software that includes workflow and online approval capabilities that would replace hard copy forms and fillable PDFs. The Technology Coordinating Committee (TCC) Task Force has been formed to evaluate various vendor products. Estimates were based on the analysis of one vendor for potential pricing for the colleges and district. The request was approved by Chancellor Jackson in 2015.

Total cost is estimated to be $50,000. Account code is fund 101023, account 6422 (software purchase), department 10610.

Spreadsheet: To be considered, requests must be added to the "**RESOURCE REQUEST SPREADSHEET**". Add your requests to your spreadsheet under the 6000 tab and check the box below once they've been added.

      Technology tab (6000) completed in Program Review "**RESOURCE REQUEST SPREADSHEET**"
(please check box to left)

FORM F
DISTRICT PROGRAM REVIEW TECHNOLOGY REQUEST

DEPARTMENT: **ITS**   ADMINISTRATOR: **Bruce Griffin**

Form F: Technology Requests [Acct. Category 6000]

Instructions: Please list computer and technology hardware and software requests including instructional technology and infrastructure, as relevant.

IN ADDITION TO THE TECHNOLOGY PURCHASE COSTS FOR THE HARDWARE AND SOFTWARE, INCLUDE ANNUAL MAINTENANCE COSTS AS A SEPARATE LINE ITEM TO PROVIDE THE "TOTAL COST OF OWNERSHIP" (TCO).

NOTE: Do not include existing Technology within your department budget on this form. Only use this form to add new requests to augment the current department technology, infrastructure, and budget.

Summary of request and rationale. Explain how this request correlates with the findings of your departmental program review:

This hardware request is for HP desktops that also includes the warranty for maintenance TCO. The District Office does not have a current 4-year replacement cycle covered under the bond as the colleges do for desktops, so the recommendation is to do a one-time replacement of the majority of units that are 4 years old this year. Then the plan is to setup funding in the General Fund to allow 25% replacement of units on an annual basis similar to the colleges' 4-year refresh cycle.

Total cost for the purchase of district desktops in 2017-2018 is $111,100. This includes 71 replacement units on a one-time basis for $78,100 and 30 units based on the 25% annual 4 year cycle replacement for $33,000. Account code is fund 101001, account 640101 (equipment), department 10610.

Spreadsheet: To be considered, requests must be added to the **"RESOURCE REQUEST SPREADSHEET"**. Add your requests to your spreadsheet under the 6000 tab and check the box below once they've been added.

> ✓ **Technology** tab (6000) completed in Program Review **"RESOURCE REQUEST SPREADSHEET"**
> *(please check box to left)*

FORM F
DISTRICT PROGRAM REVIEW TECHNOLOGY REQUEST

DEPARTMENT: ITS   ADMINISTRATOR: Bruce Griffin

Form F: Technology Requests [Acct. Category 6000]

Instructions: Please list computer and technology hardware and software requests including instructional technology and infrastructure, as relevant.

IN ADDITION TO THE TECHNOLOGY PURCHASE COSTS FOR THE HARDWARE AND SOFTWARE, INCLUDE ANNUAL MAINTENANCE COSTS AS A SEPARATE LINE ITEM TO PROVIDE THE "TOTAL COST OF OWNERSHIP" (TCO).

NOTE: Do not include existing Technology within your department budget on this form. Only use this form to add new requests to augment the current department technology, infrastructure, and budget.

Summary of request and rationale. Explain how this request correlates with the findings of your departmental program review:

This hardware request is for HP laptops which also includes the warranty for maintenance TCO. There is a need to replace laptops for District office training and general usage for meetings and workshops. The District Office does not have a current 4-year replacement cycle covered under the bond as the colleges do for laptops, so the recommendation is to do a one-time replacement of the majority of units that are 4 years old this year. Then the plan is to setup funding in the General Fund to allow 25% replacement of units on an annual basis similar to the colleges' 4-year refresh cycle.

Total cost for the purchase of district laptops in 2019-2020 is $42,900. This includes 23 replacement units on a one-time basis for $29,900 and 10 units based on the 25% annual 4 year cycle replacement for $13,000. Account code is fund 101001, account 640101 (equipment), department 10610.

Spreadsheet: To be considered, requests must be added to the **"RESOURCE REQUEST SPREADSHEET"**. Add your requests to your spreadsheet under the 6000 tab and check the box below once they've been added.

☑ **Technology** tab (6000) completed in Program Review **"RESOURCE REQUEST SPREADSHEET"**
(please check box to left)

FORM C1 LIST - Summary Staffing Requests - Classified Professionals/Administrators

Fiscal Year:	**2019-2020**

Administrator: Bruce Griffin

Department: Dept 10610 - Information Technology Services (ITS)

Account Code: Fund 101001, Acct 2111 (Management)

Position	Description	Department	Salary (Annual)	Employee Class	Benefits (Cost to be Calculated)	Total Costs	Priority Number	Priority Ranking
Manager, ITS Applications Systems	Administrator Position, Management of Applications Systems Staff, CTO is acting manager in this role, Recommended by School Services in 2014, All comparative colleges had an Applications Systems Manager to handle the project management of the technology projects and staff. CLPCCD only has a Network Systems & Services Manager and no parallel for Applications Systems Manager.	District ITS	$ 130,021	Classified Administrator	$ 52,177	$ 182,198	1	1
					$ -	$ -		
					$ -	$ -		
					$ -	$ -		
					$ -	$ -		
					$ -	$ -		
					$ -	$ -		

Links:

Classified Position List
Executive Position List
Management Position List
Confidential and Supervisory Position List
Student Salary Schedule effective 1/1/2017

Instructions:

Complete all Fields.

Please make requests for additional resources you are not already receiving and speak with your Administrator if you have questions.

Priority 1: Are *critical requests required to sustain a District function* or to meet college or District needs for mandated requirements of local, state or federal regulations or those regulations of an accrediting body for a program.

Priority 2: Are *needed requests that will enhance a District function* but are not so critical as to jeopardize the continuation of the function if not received.

Priority 3: Are requests that are *enhancements, non-critical resource requests* that would be nice to have and would bring additional benefit to the function.

FORM C1 LIST - Summary Staffing Requests - Classified Professionals/Administrators

		Fiscal Year:	**2019-2020**

Administrator: Bruce Griffin **Department:** Dept 10610 - Information Technology Services (ITS)

Account Code: Fund 101001, Acct 2101 (Classified)

Position	Description	Department	Salary (Annual)	Employee Class	Benefits (Cost to be Calculated)	Total Costs	Priority Number	Priority Ranking
Senior Administrative Assistant	Classified Position, Need Admin Assistant support for CTO and overall department, CTO is Only Senior Manager without Senior Administrative Assistant. School Services Report in 2014 noted that District ITS was lean in the clerical and management positions.	District ITS	$ 75,343	Classified	$ 38,557 $ - $ - $ - $ -	$ 113,900 $ - $ - $ - $ -	2	2

Links:

Instructions:

Complete all Fields.

Please make requests for additional resources you are not already receiving and speak with your Administrator if you have questions.

Priority 1: Are *critical requests required to sustain a District function* or to meet college or District needs for mandated requirements of local, state or federal regulations or those regulations of an accrediting body for a program.

Priority 2: Are *needed requests that will enhance a District function* but are not so critical as to jeopardize the continuation of the function if not received.

Priority 3: Are requests that are *enhancements, non-critical resource requests* that would be nice to have and would bring additional benefit to the function.

FORM D1 LIST - Supplies Augmentation Request

Administrator: Bruce Griffin

Department: Dept 10610 – Information Technology Services (ITS)

Account Code: NONE

Description	Quantity	Unit Price	Total Amount	Tax	Cost of Shipping/ Freight	Grand Total	Vendor	Department	Priority Number	Priority Ranking	Justification

---

Instructions:

Complete all Fields.

Please make requests for additional resources you are not already receiving and speak with your Administrator if you have questions.

Priority 1: Are *critical requests required to sustain a District function* or to meet college or District needs for mandated requirements of local, state or federal regulations or those regulations of an accrediting body for a program.

Priority 2: Are *needed requests that will enhance a District function* but are not so critical as to jeopardize the continuation of the function if not received.

Priority 3: Are requests that are *enhancements, non-critical resource requests* that would be nice to have and would bring additional benefit to the function.

FORM E1 LIST - Contract Services/Conference & Travel Augmentation Requests

Fiscal Year: 2019-2020

Administrator: Bruce Griffin

Department: Dept 10610 - Information Technology Services (ITS)

Account Code: Fund 101001 Acct 5220

Contract/Services

Job Description	Company or Vendor	Task	Length of Contract	TOTAL Amount	Department	Priority Number	Priority Ranking	Justification

Conference/Travel

Conference/Travel Description	Number of People	Registration Fee	Travel & Hotel Cost	TOTAL Amount	Division / Unit	Priority Number	Justification
Ellucian eLive Annual Conference	3	$1,000	$3,000	$12,000	District ITS	1	Sessions for migration to Banner 9 SSB in 2019-20
CISOA/3CBG Conference	4	500	2000	2500	District ITS	2	Sessions for state initiatives and Banner roadmaps

---

Instructions:

Complete all Fields.

Please make requests for additional resources you are not already receiving and speak with your Administrator if you have questions.

Priority 1: Are *critical requests required to sustain a District function* or to meet college or District needs for mandated requirements of local, state or federal regulations or those regulations of an accrediting body for a program.

Priority 2: Are *needed requests that will enhance a District function* but are not so critical as to jeopardize the continuation of the function if not received.

Priority 3: Are requests that are *enhancements, non-critical resource requests* that would be nice to have and would bring additional benefit to the function.

FORM F1 LIST - Technology Requests

Fiscal Year: 2019-2020

Administrator: Bruce Griffin

Department: Dept 10610 - Information Technology Services (ITS)

Account Code: Fund 101001 - Acct 640101 Equipment

Description	Quantity	Unit Price	Total Amount	Tax	Cost of Shipping/ Freight	Grand Total	Vendor	Department	Priority Number	Priority Ranking	Justification
(ONE TIME REPLACEMENT IN 2017-2018 THEN IN 2018-2019 ANNUAL RECURRING 25% REPLACEMENT 4-YEAR CYCLE QUANTITY 10/YEAR) Laptops (Includes Warranty for Maintenance TCO)											Need to replace laptops for District training and general usage for meetings and workshops. Do one time replacement of all laptops since 4 years old and then setup funding in General Fund to allow 25% replacement of unit on an annual basis for 10 units/year for $13,000.
ONE TIME REPLACEMENT UNITS	23	$1,300	$29,900	0		$29,900	Hewlett Packard	For All Depts	2	1	
ANNUAL 25% REPLACEMENT	10	$1,300	$13,000	0		$13,000	Hewlett Packard	For All Depts	2	1	
(ONE TIME REPLACEMENT IN 2017-2018 THEN IN 2018-2019 ANNUAL RECURRING 25% REPLACEMENT 4-YEAR CYCLE QUANTITY 30/YEAR) Desktops (Includes Warranty for Maintenance TCO)											District does not have a current 4-year replacement cycle covered under the Bond, so the recommendation is to do one-time replacement of all units since 4 years old and then setup funding in General Fund to allow 25% replacement of units on an annual basis as do for the colleges for 30 units/year for $33,000.
ONE TIME REPLACEMENT UNITS	71	$1,100	$78,100	0		$78,100	Hewlett Packard	For All Depts	3	2	
ANNUAL 25% REPLACEMENT	30	$1,100	$33,000	0		$33,000	Hewlett Packard	For All Depts	3	2	
**TOTAL						$154,000					

Instructions:

Complete all Fields.

Please make requests for additional resources you are not already receiving and speak with your Administrator if you have questions.

For each piece of equipment, there should be a separate line item and an amount.
Please note: Equipment requests are for equipment whose unit cost **exceeds $200**. Items which are less expensive should be requested as supplies.

Priority 1: Are *critical requests required to sustain a District function* or to meet college or District needs for mandated requirements of local, state or federal regulations or those regulations of an accrediting body for a program.

Priority 2: Are *needed requests that will enhance a District function* but are not so critical as to jeopardize the continuation of the function if not received.

Priority 3: Are requests that are *enhancements, non-critical resource requests* that would be nice to have and would bring additional benefit to the function.

FORM F1 LIST - Technology Requests

Administrator: Bruce Griffin

Department: Dept 10610 - Information Technology Services (ITS)

Account Code: Fund 101023 - Acct 5102 Canvas Training

Description	Quantity	Unit Price	Total Amount	Tax	Cost of Shipping/Freight	Grand Total	Vendor	Department	Priority Number	Priority Ranking	Justification
**TOTAL						$0					

Instructions:

Complete all Fields.

Please make requests for additional resources you are not already receiving and speak with your Administrator if you have questions.

For each piece of equipment, there should be a separate line item and an amount.
Please note: Equipment requests are for equipment whose unit cost **exceeds $200**. Items which are less expensive should be requested as supplies.

Priority 1: Are *critical requests required to sustain a District function* or to meet college or District needs for mandated requirements of local, state or federal regulations or those regulations of an accrediting body for a program.

Priority 2: Are *needed requests that will enhance a District function* but are not so critical as to jeopardize the continuation of the function if not received.

Priority 3: Are requests that are *enhancements, non-critical resource requests* that would be nice to have and would bring additional benefit to the function.

FORM F1 LIST - Technology Requests

2019-2020**Fiscal Year:** 2019-2020

Administrator: Bruce Griffin

Account Code: Fund 101023 - Acct 6422 Software Purchase

Department: Dept 10610 - Information Technology Services (ITS)

Description	Quantity	Unit Price	Total Amount	Tax	Cost of Shipping/ Freight	Grand Total	Vendor	Department	Priority Number	Priority Ranking	Justification
(ONE TIME PURCHASE THEN ANNUAL RECURRING MAINTENANCE NEXT YEAR ESTIMATED AT 10% FOR $4,737) Forms Generation Software (Includes Installation, Training, and Annual Maintenance)	1	$50,000	$50,000	0		$50,000	TBD	For All Depts	2	1	College Education Master Plans identified need to purchase a Forms generation software tht includes workflow and online approval capabilties that would replace hard copy forms and fillable PDFs. TCC Task Force has been formed to evaluate various vendor products.

Instructions:

Complete all Fields.

Please make requests for additional resources you are not already receiving and speak with your Administrator if you have questions.

For each piece of equipment, there should be a separate line item and an amount.
Please note: Equipment requests are for equipment whose unit cost **exceeds $200**. Items which are less expensive should be requested as supplies.

Priority 1: Are *critical requests required to sustain a District function* or to meet college or District needs for mandated requirements of local, state or federal regulations or those regulations of an accrediting body for a program.

Priority 2: Are *needed requests that will enhance a District function* but are not so critical as to jeopardize the continuation of the function if not received.

Priority 3: Are requests that are *enhancements, non-critical resource requests* that would be nice to have and would bring additional benefit to the function.

FORM G1 LIST - Other Equipment Requests

Fiscal Year: 2019-2020

Administrator: Bruce Griffin

Department: Dept 10610 - Information Technology Services (ITS)

Account Code: NONE

Description	Quantity	Unit Price	Total Amount	Tax	Cost of Shipping/ Freight	Grand Total	Vendor	Department	Priority Number	Priority Ranking	Justification

Instructions:

Complete all Fields.

Please make requests for additional resources you are not already receiving and speak with your Administrator if you have questions.

For each piece of equipment, there should be a separate line item and an amount.
Please note: Equipment requests are for equipment whose unit cost **exceeds $200**. Items which are less expensive should be requested as supplies.

Priority 1: Are *critical requests required to sustain a District function* or to meet college or District needs for mandated requirements of local, state or federal regulations or those regulations of an accrediting body for a program.

Priority 2: Are *needed requests that will enhance a District function* but are not so critical as to jeopardize the continuation of the function if not received.

Priority 3: Are requests that are *enhancements, non-critical resource requests* that would be nice to have and would bring additional benefit to the function.