



INFORMATION SERVICES

Presented by Deborah Ludford, District Director, Information Services

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714-808-4866

<http://www.nocccd.edu/Departments/IS/InfoServices.htm>

PURPOSE

- District Information Services provides *Computer and Telecommunication Technology* (CaTT) services to support the mission of the North Orange County Community College District. Four strategies guide the department in providing this support:
 - **Provide the best technology for the best value** by leveraging the investment in systems and people that we already have and by exploring new and better technologies to better serve our students and staff;
 - **Meet legal and system requirements** to insure a sound education for our students;
 - **Provide high quality customer service** using tools and techniques that provide staff and students what they need to be successful;
 - **Plan for the future** to enhance the ability of the department to more effectively serve our students and staff and respond quickly to environmental changes.
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SERVICES PROVIDED BY INFORMATION SERVICES

- Training on all systems with signup via myGateway
 - myGateway portal and Employee Self Service
 - Banner Student, Finance, Human Resources
 - Event Management System
 - Enrollment Management System
 - ARGOS Reporting
 - Blackboard
 - Help Desk support at: (714) 808-4849
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NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT INFORMATION SERVICES

Deborah Ludford
District Director,
Information Services

Karla Garcia
Administrative Assistant III

Erin Ridley
User Support Analyst

Nicholas Wilkening
Manager, Technical Support

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Manager, Application Support

Boaz Carmi
Systems Analyst -
Technology

Hank Eggers
Systems Analyst -
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Mike Kessler
Systems Analyst
Applications

Adam Howard
Systems Analyst
Application

Richard Oberlin
IT Project Leader

Brad Rippe
IT Project Leader

Vacant
Data Quality
Analyst

Tim Nguyen
IT Security Analyst, System
Administrator

Peter Teipe
IT Project Leader

Chris Taylor
IT Specialist
Systems Applications

Allan Abutin
IT Project Leader

Hani Amin
IT Specialist Systems
Applications

Jason McPherson
IT Project Leader

Lance Aponte
IT Specialist
Systems Applications

Malcom Ridley
IT Specialist,
Network

Tony Lee
IT Technician

Gary Schneider
IT Technician

CLOUD SERVICES

- Most new development of systems is offered in the cloud as the only option – Why?
- Once something is in the cloud even if you delete it, it's not gone!
- Only protection is the contract / End User Licensing Agreement – Read it!
- Refer to Cloud Solution Security Measure Guidelines on our website at:
http://www.nocccd.edu/Departments/IS/documents/Cloud_Solution_Security_Measure_Guidelines.pdf



SOCIAL MEDIA

- Separate Work from Personal – e-Discovery; Free Speech; Privacy
- Understand how security settings work
- Understand how to restrict your posts to the audience you want
- Remember just because you delete something does not mean it is gone – everything is stored on a backup server somewhere
- Remember this is a cloud based service in most cases, treat it as such
- If you don't want it seen on the front page of the paper or in a Tweet don't write it!
- Refer to the Social Media Guidelines:
http://www.nocccd.edu/Departments/IS/documents/Social_Media_Guidelines.pdf



EMAIL

- What is phishing? Does anyone know enough about you to pose as you? <https://www.lookout.com/resources/know-your-mobile/what-is-phishing>
- Don't open ANY attachments that end in .exe or .scr AND unless you know the person and you were expecting them to send something. Call them and see if they sent you something.
- Never send passwords, credit card, SSN etc.
- Don't send anything you don't want to see in the newspaper or on Twitter!



WEBSITE

- Anything on a public site is available to the world!
- Remember, you are representing the District if you use one for District business
- Follow Board Policy:
http://www.nocccd.edu/Policies/PDFs/3740.AP.final_032904.pdf
- Guidelines offer additional suggestions:
http://www.nocccd.edu/Departments/IS/documents/Website_Guidelines.docx (Note new version under consideration at DCC)
- Consider ADA/Section 508 requirements!



MOBILE DEVICES



- District Owned Devices governed by BP/AP 3720
- BYOD (Bring Your Own Device)
 - Use is optional and District not responsible
 - No technical support
 - Wired or wireless network use is governed by each campus
 - myGateway not mobile responsive at this time
 - Don't expect privacy
 - BP 5500 will apply to your students' usage
 - Put in your syllabus the expectations for these devices; you cannot require them of students
 - Wipe the device of college business upon separation
 - Don't share personal information
 - Contract provisions will apply
- Use of personal device may become public if used for business!
- Refer to Mobile Computing Device Guidelines:
http://www.nocccd.edu/Departments/IS/documents/Mobile_Computing_Guidelines.pdf

A FEW OTHER REMINDERS!

- Passwords – don't share; use a phrase; never use personal information
- Computers – log off when you leave your work location



LOCAL BOARD POLICIES & PROCEDURES

- Be familiar with your district Board Policies and Procedures at:
 - <http://www.nocccd.edu/Policies/documents/AP3720.revised.C-Cabinet4-28-08.pdf>
 - http://www.nocccd.edu/Policies/PDFs/3740.AP.final_032904.pdf
 - http://www.nocccd.edu/Policies/PDFs/3750.AP_072505.pdf
- Make sure you know what is expected of you



RESOURCES

- ❖ California Community College Legal:
<http://extranet.cccco.edu/Divisions/Legal.aspx>
- ❖ Chancellor's Office Legal Advice Guidelines:
http://extranet.cccco.edu/Portals/1/Legal/Guidelines/Legal_advice.pdf
- ❖ ADA/Section 508 – Chancellor's Office:
<http://extranet.cccco.edu/Divisions/StudentServices/DSPS/StatutesRegulations.aspx>

QUESTIONS?

Contact information:

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Thank You!