



# **DISTRICT INFORMATION SERVICES TECHNOLOGY PLAN 2016-2018**

**Reviewed by Technology Coordinating Council, September 15 & October 20, 2015**

**Reviewed by Technology Coordinating Council, June 14, 2016**

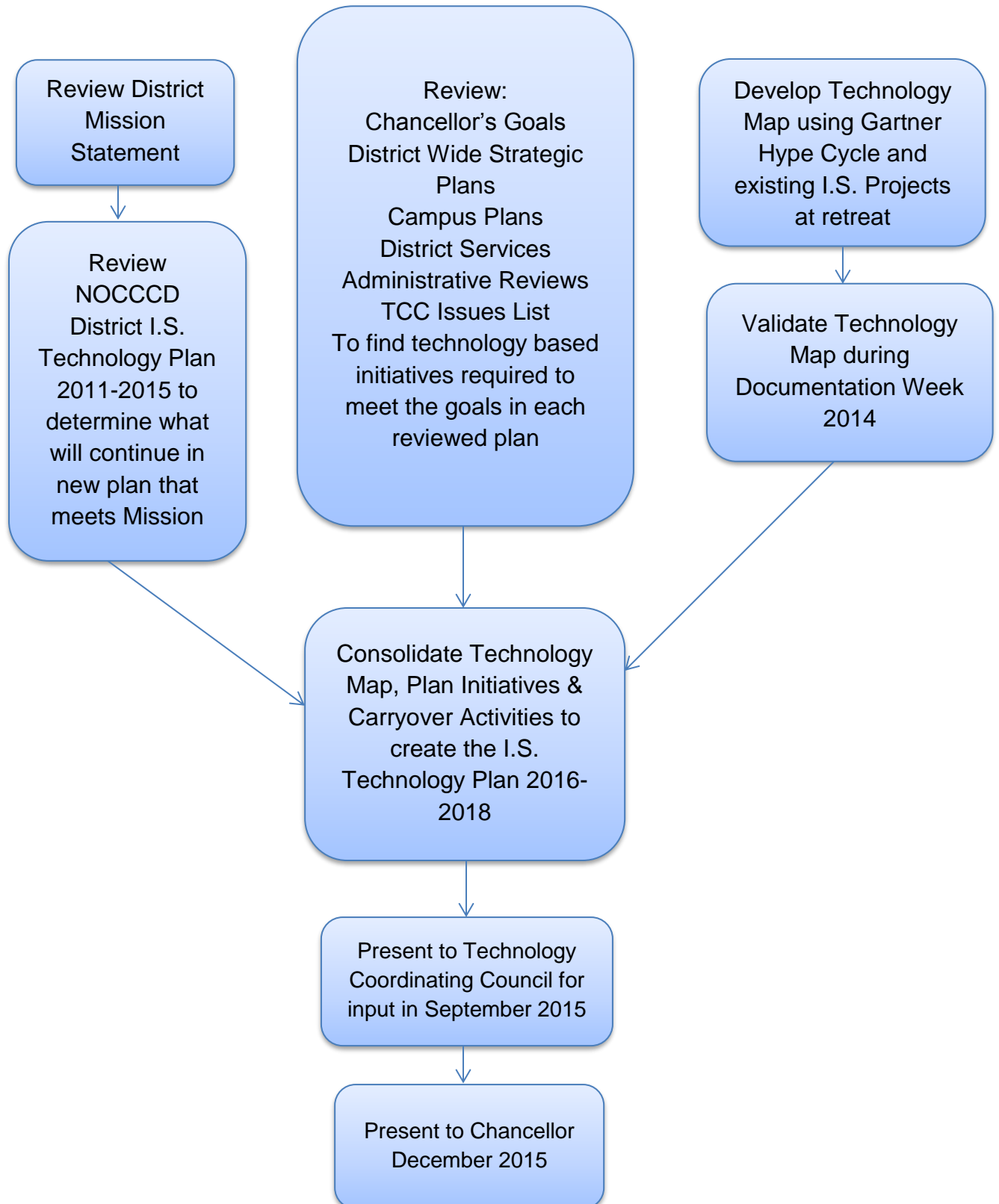
**Chancellor's Goals Incorporated November 29, 2016**

**Reviewed by Technology Coordinating Council May 8, 2017**

**Updated Status December 6, 2017**



## Information Services Technology Plan Development Process



## District Strategic Directions 2011- 2020

**District Strategic Direction 1.** The District will annually improve the rates of completion for degrees, certificates, diplomas, transfers, transfer-readiness requirements, and courses.

**District Strategic Direction 2.** The District will annually make progress toward eliminating the documented achievement gap among race/ethnicity groups.

**District Strategic Direction 3.** The District will annually improve the success rate for students moving into:

- The highest level possible credit basic skills courses in Mathematics, English, and English-as-a-Second-Language from noncredit basic skills instruction in the same discipline and
- College-level courses in Mathematics, English and English-as-a-Second-Language from credit basic skills courses in these disciplines and
- The next higher course in the sequence of credit or noncredit basic skills courses in Mathematics, English and English-as-a-Second-Language.

**District Strategic Direction 4:** The District will implement best practices related to planning including transparent decision-making processes, support of strategic and comprehensive planning activities at campus and District levels, and the allocation of resources to fund planning priorities.

**District Strategic Direction 5:** The District will develop and sustain collaborative projects and partnerships with the community's educational institutions, civic organizations, and businesses.

**District Strategic Direction 1. *The District will annually improve the rates of completion for degrees, certificates, diplomas, transfers, transfer-readiness requirements, and courses.***

**Chancellor Goal: *Enhance Student Equity and Success-Increase the number of students who complete courses, certificates and programs.***

<b>Information Services Objective 1.1</b>				
<b>Provide tools/systems to assist in monitoring and tracking improvements in completion rates for degrees, certificates, diplomas, transfers, transfer-readiness requirements, and courses.</b>				
<b>Action Items for I.S. Objective 1.1</b>	<b>Responsible Party</b>	<b>Target Completion Date</b>	<b>Yearly Outcome</b>	<b>Implications for Next Year's Action Plan</b>
<i>1.1.1. Redesign the SPMS (enrollment management) system to incorporate NOCE data and implement SPMS2 to better support enrollment management efforts</i>	<i>Manager, IT Applications Support in consultation with Vice Chancellor, Educational Services and Technology and ITPI staff</i>	<i>Spring 2016</i>	<i>Awaiting NOCE taxonomy; data validation in progress</i>	<i>Live during Spring 2018</i>
<i>1.1.2. Improve the Institutional Effectiveness report and online system to report effectively regarding completion rates</i>	<i>Manager, IT Applications Support in consultation with Institutional Effectiveness Coordinating Council</i>	<i>Spring 2016</i>	<i>Completed</i>	<i>Knowledge Management Team in the process of consolidating reports</i>

**District Strategic Direction 1. *The District will annually improve the rates of completion for degrees, certificates, diplomas, transfers, transfer-readiness requirements, and courses.***

**Chancellor Goal: *Enhance Student Equity and Success-Increase the number of students who complete courses, certificates and programs.***

<b>Information Services Objective 1.1</b>				
<b>Provide tools/systems to assist in monitoring and tracking improvements in completion rates for degrees, certificates, diplomas, transfers, transfer-readiness requirements, and courses.</b>				
<b>Action Items for I.S. Objective 1.1</b>	<b>Responsible Party</b>	<b>Target Completion Date</b>	<b>Yearly Outcome</b>	<b>Implications for Next Year's Action Plan</b>
<p>1.1.3. Implement ability to track student cohort completion rates</p> <p>1.1.3.1. Provide ability to view cohort data in myGateway</p> <p>1.1.3.2. Provide ability to communicate with cohort groups using targeted announcements in myGateway</p>	<p>Manager, IT Applications Support in consultation with District and campus research staff</p>	<p>Fall 2016</p>	<p>Virtual environment complete</p>	<p>Researchers to expand use as needed</p>

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**Chancellor Goal: *Enhance Student Equity and Success-Increase the number of students who complete courses, certificates and programs.***

<b>Information Services Objective 1.2</b>				
<b>Provide, maintain and improve systems that support student learning.</b>				
<b>Action Items for I.S. Objective 1.2</b>	<b>Responsible Party</b>	<b>Target Completion Date</b>	<b>Yearly Outcome</b>	<b>Implications for Next Year's Action Plan</b>
<i>1.2.1. Complete enhanced integration of data between Banner and Blackboard for Cypress and Fullerton</i>	<i>Manager, IT Technical Support in consultation with Distance Education Coordinators</i>	<i>Spring 2016</i>	<i>Fullerton moved to Canvas and completed; Cypress moving to Canvas</i>	<i>Cypress integration to Canvas to be completed in Spring 2017</i>
<i>1.2.2. Explore the implementation of load balancing for Fullerton Blackboard to support use of system for every course</i>	<i>Manager, IT Technical Support</i>	<i>Fall 2016</i>	<i>Fullerton moved to Canvas and completed</i>	<i>None</i>
<i>1.2.3. Upgrade the Cypress College Culinary Arts Point of Sale System to better prepare students for careers</i>	<i>Manager, IT Technical Support</i>	<i>Spring 2016</i>	<i>Completed</i>	<i>None</i>
<i>1.2.4. Explore the use of gamification of systems to support student learning</i>	<i>Manager, IT Applications Support</i>	<i>2017-2018</i>	<i>Focus switched to predictive analytics; two projects selected</i>	<i>Work on predictive analytics projects; completion in 2018</i>

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<b>Action Items for I.S. Objective 1.2</b>	<b>Responsible Party</b>	<b>Target Completion Date</b>	<b>Yearly Outcome</b>	<b>Implications for Next Year's Action Plan</b>
<i>1.2.5. Provide system changes/updates necessary to support the Mortuary Science Bachelors' Degree program at Cypress College</i>	<i>Manager, IT Applications Support in consultation with the Vice Chancellor, Educational Services and Technology</i>	<i>Fall 2017</i>	<i>Completed</i>	<i>None</i>

**District Strategic Direction 2. *The District will annually make progress toward eliminating the documented achievement gap among race/ethnicity groups.***

**Chancellor Goal: *Enhance Student Equity and Success-Eliminate the achievement gap.***

<b>Information Services Objective 2.1</b>				
<b>Provide tools/systems to assist in monitoring and tracking improvements in the reduction of the achievement gap among race/ethnicity groups.</b>				
<b>Action Items for I.S. Objective 2.1</b>	<b>Responsible Party</b>	<b>Target Completion Date</b>	<b>Yearly Outcome</b>	<b>Implications for Next Year's Action Plan</b>
<i>2.1.1. Improve the Institutional Effectiveness report and online system to report effectively regarding achievement gap progress</i>	<i>Manager, IT Applications Support in consultation with Institutional Effectiveness Coordinating Council</i>	<i>Spring 2016</i>	<i>Completed</i>	<i>Knowledge Management Team in the process of consolidating reports</i>
<i>2.1.2. Implement ability to track student cohort data to track progress in eliminating the achievement gap 2.1.2.1. Provide ability to view cohort data in myGateway 2.1.2.2. Provide ability to communicate with cohort groups using targeted announcements in myGateway</i>	<i>Manager, IT Applications Support in consultation with District and campus research staff</i>	<i>Fall 2016</i>	<i>Virtual environment complete</i>	<i>Researchers to expand use as needed</i>



**District Strategic Direction 3. The District will annually improve the success rate for students moving into:**

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- *The next higher course in the sequence of credit or noncredit basic skills courses in Mathematics, English and English-as-a-Second-Language.*

**Chancellor Goal: Enhance Student Equity and Success-Increase the number of students who complete courses, certificates and programs and Eliminate the achievement gap.**

**Note: The following Objective is not limited to the specific basic skills items in the District Strategic Direction but will be used for all programs.**

<b>Information Services Objective 3.1</b>				
<b>Provide tools/systems to assist with the improvement of students success rates.</b>				
<b>Action Items for I.S. Objective 3.1</b>	<b>Responsible Party</b>	<b>Target Completion Date</b>	<b>Yearly Outcome</b>	<b>Implications for Next Year's Action Plan</b>
<i>3.1.1. Complete rollout of educational planning system (DegreeWorks) for student use</i>	<i>District Director, Information Services in consultation with Vice Chancellor, Educational Services and Technology and DegreeWorks Management Team</i>	<i>Spring 2016</i>	<i>Completed</i>	<i>Upgrade to SEP version in Spring 2018</i>
<i>3.1.2. Implement an online catalog/schedule</i>	<i>Manager, IT Applications Support in consultation with Vice Chancellor, Educational Services and Technology and campus and District curriculum staff</i>	<i>Summer 2016</i>	<i>Campuses working with consultant to complete</i>	<i>Live Summer 2018</i>

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<i>3.1.3. Implement District-wide Grade book capability for use by faculty</i>	<i>Manager, IT Applications Support in consultation with Faculty Senates</i>	<i>Fall 2016</i>	<i>Completed via Canvas</i>	<i>None</i>
<i>3.1.4. Provide an online appointment scheduling system District-wide</i>	<i>Manager, IT Applications Support in consultation with Student Team</i>	<i>Spring 2016 for DSS; other units to follow</i>	<i>DSS units using Clockwork; EOPS Cypress moving to Clockwork</i>	<i>Continue rollout to other units as they adopt the product</i>
<i>3.1.5. Expand use of Institutional Effectiveness reports to include additional categories as defined by the Institutional Effectiveness Coordinating Council (i.e. Supplemental Instruction, etc.)</i>	<i>District Director, Information Services in consultation with Institutional Effectiveness Coordinating Council</i>	<i>Spring 2017</i>	<i>Virtual environment completed</i>	<i>Researchers to expand use as needed</i>

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<b>Action Items for I.S Objective 3.1</b>	<b>Responsible Party</b>	<b>Target Completion Date</b>	<b>Yearly Outcome</b>	<b>Implications for Next Year's Action Plan</b>
<i>3.1.6. Expand use of Comevo online orientation system as defined by Student Team (i.e. Veterans, etc.)</i>	<i>Manager, IT Applications Support in consultation with Student Team</i>	<i>Fall 2016</i>	<i>Campus staff continue to implement Comevo as needed; this will be ongoing as they find new uses for the product</i>	<i>None</i>
<i>3.1.7. Implement new version of ARGOS reporting tool to include dashboards</i>	<i>Manager, IT Applications Support in consultation with District and campus research staff</i>	<i>Summer 2016</i>	<i>Completed</i>	<i>Knowledge Management Team in the process of consolidating reports</i>
<i>3.1.8. Implement business intelligence system for student success (CRM Advise formerly Pilot)</i>	<i>District Director, Information Services in consultation with Vice Chancellor, Educational Services and Technology</i>	<i>Spring 2017</i>	<i>Project abandoned</i>	<i>None</i>

**District Strategic Direction 4. *The District will implement best practices related to planning including transparent decision-making processes, support of strategic and comprehensive planning activities at campus and District levels, and the allocation of resources to fund planning priorities.***

**Chancellor Goals: *Strengthen the District's Capacity and Enrich the Culture and Foster Collaboration and Communication***

- *Develop and strengthen processes & procedures to achieve strategic goals*
- *Function in a collaborative, transparent and pro-active manner*
- *Promote continuous improvement, evidence-based decision-making, and fulfillment of accreditation*
- *Develop strong partnerships internally*
- *Share relevant information throughout the District*

<b>Information Services Objective 4.1</b>				
<b>Provide more comprehensive decision-making tools and systems.</b>				
<b>Action Items I.S. Objective 4.1</b>	<b>Responsible Party</b>	<b>Target Completion Date</b>	<b>Yearly Outcome</b>	<b>Implications for Next Year's Action Plan</b>
<i>4.1.1 Implement data warehouse</i>	<i>Manager, IT Applications Support in consultation with District and campus research staff</i>	<i>Summer 2016</i>	<i>Completed</i>	<i>Move to Oracle database by Fall 2018</i>
<i>4.1.2. Expand use of myGateway (next version) for communication with students and staff</i>	<i>Manager, IT Applications Support in consultation with District Director, Public and Governmental Affairs and campus Directors of Campus Communications</i>	<i>Fall 2016</i>	<i>Completed</i>	<i>None</i>

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<b>Information Services Objective 4.2</b>				
<b>Support best practices in strategic and comprehensive planning with appropriate systems and expertise.</b>				
<b>Action Items for I.S. Objective 4.2</b>	<b>Responsible Party</b>	<b>Target Completion Date</b>	<b>Yearly Outcome</b>	<b>Implications for Next Year's Action Plan</b>
<i>4.2.1 Support Bond Project activities by monitoring and assisting with the implementation of the Telecommunications Standards as adopted by the Board of Trustees</i>	<i>Manager, IT Technical Support in consultation with District and campus Facilities staff</i>	<i>Ongoing</i>	<i>Ongoing as needed</i>	<i>Ongoing as needed</i>
<i>4.2.2 Assist in the evaluation of and if required the implementation of a Planning Tool District-wide (Perform)</i>	<i>District Director, Information Services in consultation with the Vice Chancellor, Educational Services and Technology</i>	<i>2017-18</i>	<i>Presented to Chancellor's Staff; no interest at this time</i>	<i>None</i>

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<b>Information Services Objective 4.3</b>				
<b>Lead and/or participate in District-wide collaborative projects to improve services and/or efficiencies.</b>				
<b>Action Plan for I.S. Objective 4.3</b>	<b>Responsible Party</b>	<b>Target Completion Date</b>	<b>Yearly Outcome</b>	<b>Implications for Next Year's Action Plan</b>
<p>4.3.1. Evaluate and implement collaborative projects including:</p> <ul style="list-style-type: none"> <li>• Storage sharing</li> <li>• Server sharing</li> <li>• Wi-Fi infrastructure</li> <li>• Network infrastructure</li> <li>• Shared DNS</li> <li>• Active Directory</li> <li>• Single Sign On – Centralized Authentication including determination of District-wide User ID and Password</li> <li>• Others as identified</li> </ul>	<p>District Director, Information Services in consultation with District Technology Roundtable</p>	<p>Ongoing as needed</p>	<p>Signed contract with OCDE to use their offsite location in Chandler, Arizona and offered this to all campuses-completed; Network Refresh-Design phase underway; implementing Single Sign-on across the District-continuing; collaborating on District-wide list servs-completed; single student email-delayed due to CCCApply issues; implemented shared features in O365 including Free/Busy-completed; Messaging and Document sharing-completed</p>	<p>Continue Network Refresh, Single Sign On, Student email projects</p>

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- *Develop and strengthen processes & procedures to achieve strategic goals*
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<b>Action Plan for I.S. Objective 4.3</b>	<b>Responsible Party</b>	<b>Target Completion Date</b>	<b>Yearly Outcome</b>	<b>Implications for Next Year's Action Plan</b>
<i>4.3.2 Implement Bond funded District-wide network for wired and wireless connectivity</i>	<i>District Director, Information Services in consultation with Technology Coordinating Council</i>	<i>2017-18</i>	<i>Phase I Assessment completed; Phase II Design in progress</i>	<i>Complete Phase II-Design and begin work on Phase III and IV-Procurement and Implementation</i>

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<b>Information Services Objective 4.4</b>				
<b>Provide better tools/systems to help staff across the District to be more effective and efficient.</b>				
<b>Action Plan for I.S. Objective 4.4</b>	<b>Responsible Party</b>	<b>Target Completion Date</b>	<b>Yearly Outcome</b>	<b>Implications for Next Year's Action Plan</b>
4.4.1. Retire the unsupported and outdated MAPPER system and transition Benefits and Load Banking to Banner	Manager, IT Applications Support in consultation with Vice Chancellor, Human Resources	Fall 2016	Load banking and payroll history are the only functions remaining	Complete in 2018
4.4.2. Complete payroll process refresh including: <ul style="list-style-type: none"> <li>• Time &amp; Attendance</li> <li>• Staff Assignment</li> <li>• Interface to county</li> <li>• Other as needed</li> </ul>	Manager, IT Applications Support in consultation with Vice Chancellor, Human Resources and Vice Chancellor, Finance and Facilities	Summer 2016	Implemented online Timecards for Hourlies	Complete Staff Assignment Sheets, updated interface to County in 2018
4.4.3. Provide online forms as requested by all departments	Manager, IT Applications Support and staff	Ongoing	Ongoing as needed	Ongoing as needed
4.4.4. Implement digital storage system for Human Resources/Finance/etc.	Manager, IT Applications Support in consultation with District Services staff	Fall 2016	Completed for Human Resources; available for other departments as needed	Complete as projects are requested



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4.4.5. Expand the use of the Regroup communication tool for informational messages	District Director, Information Services in consultation with District Director, Public and Governmental Affairs and Vice Chancellor, ES&T	Spring 2016	Completed	None
4.4.6. Implement a professional development tracking system	Manager, IT Applications Support in consultation with Vice Chancellor, Human Resources and District Director, Risk Management	Fall 2016	Cornerstone acquired	Develop interface to Banner in 2018
4.4.7. Implement Professional Service and Temporary Employment Agreements online	Manager, IT Applications Support in consultation with Vice Chancellor, Human Resources	Fall 2016	Not to be done at this time	None

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4.4.8. Augment or replace email messaging with other means of communication such as myGateway/Office 365/etc.	Manager, IT Technical Support in consultation with District Director, Public and Governmental Affairs	Fall 2015 for District Services	Completed	None
4.4.9. Implement specialized systems for Production department	Manager, IT Technical Support in consultation with District Director, Printing and Design	Spring 2016	Pilot program in place; awaiting direction from the user to proceed	None
4.4.10. Implement an e-portal for benefits management	Manager, IT Applications Support in consultation with Vice Chancellor, Human Resources	2017-18	Completed online Open Enrollment	None
4.4.11. Expand the user of Concrete 5 for District-wide news	District Director, Information Services	Spring 2016	No need identified	None

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4.4.12. Complete computer refresh for District Services staff	Manager, IT Technical Support in consultation with District Services Vice Chancellors, Directors and Managers	Fall 2015	Completed	None
4.4.13. Upgrade Board Room multimedia system	Manager, IT Technical Support in consultation with Chancellor and Board of Trustees	Spring 2016	Board Room and Chancellor's Conference Room completed	None
4.4.14. Implement Onboarding system for new employees	Manager, IT Applications Support in consultation with Vice Chancellor, Human Resources	Spring 2017	Business Process Analyst conducting project; looking at implementation of MyPath	None
4.4.15. Implement an evaluation tracking system	Manager, IT Applications Support in consultation with Vice Chancellor, Human Resources	Spring 2017	Cornerstone acquired	Develop interface to Banner in 2018

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4.4.16. Implement a tracking system for facilities maintenance requests for the Anaheim Campus	Manager, IT Applications Support in consultation with Director, Physical Plant/Facilities	Spring 2016	Completed	None
4.4.17. Explore use of online training tools (Comevo) for Diversity Training, Hiring Training, etc.	Manager, IT Applications Support in consultation with Vice Chancellor, Human Resources	2017-18	Completed	None
4.4.18. Expand use of survey tool (Qualtrics)	District Director, Information Services in consultation with District Director, Public and Governmental Affairs	Ongoing	Completed	None
4.4.19. Implement Office365 for District Office personnel	Manager, IT Technical Support	Fall 2015	Completed	None

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<b>Information Services Objective 4.4</b>				
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<b>Action Plan for I.S. Objective 4.4</b>	<b>Responsible Party</b>	<b>Target Completion Date</b>	<b>Yearly Outcome</b>	<b>Implications for Next Year's Action Plan</b>
<i>4.4.20. Upgrade myGateway</i>	<i>Manager, IT Applications Support in consultation with Information Services Steering Committee</i>	<i>Spring 2017</i>	<i>Completed Fall 2017</i>	<i>None</i>
<i>4.4.21. Upgrade Banner to XE platform with Banner 9 system</i>	<i>Manager, IT Applications Support in consultation with Information Services Steering Committee</i>	<i>Fall 2017</i>	<i>Test environment created</i>	<i>Complete by January 2019</i>
<i>4.4.22. Expand use of mobile technologies to better serve students and staff</i>	<i>Manager, IT Applications Support in consultation with Information Services Steering Committee</i>	<i>Ongoing</i>	<i>Effort underway to select a tool</i>	<i>Create necessary data feeds to tool selected from Banner and other systems</i>

**District Strategic Direction 4. *The District will implement best practices related to planning including transparent decision-making processes, support of strategic and comprehensive planning activities at campus and District levels, and the allocation of resources to fund planning priorities.***

**Chancellor Goals: *Strengthen the District's Capacity and Enrich the Culture and Foster Collaboration and Communication***

- *Develop and strengthen processes & procedures to achieve strategic goals*
- *Function in a collaborative, transparent and pro-active manner*
- *Promote continuous improvement, evidence-based decision-making, and fulfillment of accreditation*
- *Develop strong partnerships internally*
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<b>Information Services Objective 4.4</b>				
<b>Provide better tools/systems to help staff across the District to be more effective and efficient.</b>				
<b>Action Plan for I.S. Objective 4.4</b>	<b>Responsible Party</b>	<b>Target Completion Date</b>	<b>Yearly Outcome</b>	<b>Implications for Next Year's Action Plan</b>
<i>4.4.23. Monitor, analyze and implement needed legal mandates such as ACA Reporting, Financial Aid, MIS Reporting Changes, etc. as needed</i>	<i>District Director, Information Services and staff</i>	<i>Ongoing</i>	<i>Ongoing</i>	<i>Continue to address legal mandates as they are identified</i>
<i>4.4.24. Develop and implement enhanced Disaster Recover/Business Continuity plan</i>	<i>Manager, IT Technical Support</i>	<i>Fall 2016</i>	<i>Completed warm site in Chandler, Arizona</i>	<i>Continue to develop into a hot site in 2018</i>
<i>4.4.25. Implement Automated Clearing House (ACH)</i>	<i>Manager, IT Applications Support in consultation with District Director, Fiscal Affairs</i>	<i>Fall 2016</i>	<i>Awaiting user direction</i>	<i>None</i>

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<b>Information Services Objective 4.4</b>				
<b>Provide better tools/systems to help staff across the District to be more effective and efficient.</b>				
<b>Action Plan for I.S. Objective 4.4</b>	<b>Responsible Party</b>	<b>Target Completion Date</b>	<b>Yearly Outcome</b>	<b>Implications for Next Year's Action Plan</b>
4.4.26. Upgrade and/or replace outdated and energy inefficient systems as needed including: <ul style="list-style-type: none"> <li>• Energy Management</li> <li>• Control Key System</li> <li>• Windows Server</li> <li>• NOCCCD Website, etc.</li> </ul>	Manager, IT Applications Support & Manager, IT Technical Support in consultation with appropriate user departments	Ongoing	Completed	None
4.4.27. Implement electronic submission of print/production to District Services	Manager, IT Applications Support in consultation Production Department	Spring 2016	Pilot program in place; awaiting direction from the user to proceed	None
4.4.28. Implement Touchnet Payment Gateway	District Director, Information Services and staff	Ongoing	User decided to discontinue implementation	None

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<b>Information Services Objective 4.4</b>				
<b>Provide better tools/systems to help staff across the District to be more effective and efficient.</b>				
<b>Action Plan for I.S. Objective 4.4</b>	<b>Responsible Party</b>	<b>Target Completion Date</b>	<b>Yearly Outcome</b>	<b>Implications for Next Year's Action Plan</b>
4.4.29. Design and implement facilities maintenance tracking for Anaheim campus	Manager, IT Technical Support	Fall 2016	Duplicate of 4.4.16	None
4.4.30. Investigate, analyze and implement advanced HR functionality in Banner	Manager, IT Applications Support in consultation with Vice Chancellor, Human Resources	Fall 2017	Completed	Implement functionality in Banner 9 in 2018
4.4.31. Investigate new and improved technologies	District Director, Information Services and staff	Ongoing	Implemented Tableau, Oracle Enterprise, New Relic	Implement Maxient, Civitas and other identified new systems
4.4.32. Train users and I.T. staff in new and improved technologies as they are adopted	District Director, Information Services and staff	Ongoing	myGateway training conducted	Develop training for Banner 9



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**Chancellor Goals: *Strengthen the District's Capacity and Enrich the Culture and Foster Collaboration and Communication***

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<b>Information Services Objective 4.5</b>				
<b>Monitor potential new technologies/systems for applicability at NOCCCD.</b>				
<b>Action Plan for I.S. Objective 4.5</b>	<b>Responsible Party</b>	<b>Target Completion Date</b>	<b>Yearly Outcome</b>	<b>Implications for Next Year's Action Plan</b>
<p>4.5.1. Continue to monitor and possibly adopt Cloud-based technologies as appropriate. This includes the following:</p> <ul style="list-style-type: none"> <li>• Analysis of applicability</li> <li>• Security issues</li> <li>• Contract provisions to protect NOCCCD</li> <li>• Interfaces to existing systems</li> <li>• Authentication of users</li> </ul>	District Director, Information Services and staff	Ongoing	Negotiated numerous cloud based contracts across the District; participating in cloud team statewide to share best practices	Continue to negotiate contracts; continue to participate in statewide cloud team
4.5.2. Explore and possibly adopt project and change management tools	Manager, IT Applications Support and Manager, IT Technical Support	Spring 2016	Completed	Expand use of Smartsheet as users request

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<b>Information Services Objective 4.5</b>					
<b>Monitor potential new technologies/systems for applicability at NOCCCD.</b>					
<b>Action Plan for I.S. Objective 4.5</b>	<b>Responsible Party</b>	<b>Target Completion Date</b>		<b>Yearly Outcome</b>	<b>Implications for Next Year's Action Plan</b>
4.5.3. Monitor and consider adoption of Virtual Desktop technology	Manager, IT Technical Support	2017-18		Completed; District computer refresh did not choose this technology	None
4.5.4. Complete Workflow upgrade	Manager, IT Applications Support	Spring 2016		Completed	None
4.5.5. Monitor and consider upgrade to Central Authentication System	Manager, IT Technical Support	Ongoing		Completed	None
4.5.6. Evaluate and recommend Library System upgrade	Manager, IT Applications Support	2017-18		Statewide initiative for a single library system	Respond to statewide initiative as appropriate

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<b>Information Services Objective 4.6</b>				
<b>Provide system and technology training.</b>				
<b>Action Plan for I.S. Objective 4.6</b>	<b>Responsible Party</b>	<b>Target Completion Date</b>	<b>Yearly Outcome</b>	<b>Implications for Next Year's Action Plan</b>
4.6.1. Evaluate technology training opportunities for staff and students; expand current training as needed including: <ul style="list-style-type: none"> <li>• Data Security</li> <li>• Office 365</li> <li>• Wireshark</li> <li>• Bro Security</li> </ul>	District Director, Information Services in consultation with Vice Chancellor, Human Resources	Ongoing	Hired a Training/Communications Coordinator	Develop Banner 9 training

District Strategic Direction 5. *The District will develop and sustain collaborative projects and partnerships with the community's educational institutions, civic organizations, and businesses.*

Chancellor Goal: *Foster Collaboration and Communication-Develop strong partnerships externally*

Information Services Objective 5.1				
None at this time.				
<i>Action Plan for I.S. Objective 5.1</i>	<i>Responsible Party</i>	<i>Target Completion Date</i>	<i>Yearly Outcome</i>	<i>Implications for Next Year's Action Plan</i>
<i>5.1.1. Not applicable.</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>