



Rancho Santiago Community College District District Services Administrative Unit Review

Information Technology Services

2013-2015

I. Department Mission Statement: (Please provide a mission statement for your unit.)

The primary mission of Information Technology Services is to provide excellent, secure infrastructure, support, and innovation in the delivery of information technology products and services that foster learning, productivity, and collaboration.

II. Functions and services: (Please provide the basic functions and services for your unit.)

Although the majority of ITS systems and services are centrally located in the DOC, the department also provides substantial technical services and staffing to SAC, SCC, and all of the educational centers and training sites within the district. ITS is responsible for operating and maintaining the physical infrastructure, required computers, servers, and other equipment to support the voice and data network. In addition, ITS oversees the core business and communication systems that include email, telephone, student information, financial, and human resources reporting and related software. Finally, ITS oversees the core functions of our public and private facing websites.

III. Customers and recipients of services: (Who are the customers/recipients of your services?)

Students, Faculty, Employees, and Community

IV. Staffing: (Please summarize the status of your staffing since the last planning cycle and concerns.)

In the past two years, ITS has grown by 5 positions. Savings from converting our wide area network to a leased line versus commercial line funded the new Director of Network and Communications position

Savings from professional services contracts funded two new Directors of Informations Systems. One of these positions will specialize in the business processes for the student systems and the other will specialize in the business process for the financial systems. There will also be a fair amount of collaboration between these two director positions because of the crossover between student and fiscal services.

Finally, with the sheer volume of data that requires high level analysis and necessity of collecting accurate information, ITS was provided funding to fill two Business Analyst positions. These analysts will assist the colleges to improve their work flows in order to prevent inaccurate or incomplete data.

There is still a significant shortfall in training services. ITS will continue to work with TAG and other governance committees to recommend a mutually beneficial solution to provide faculty with instructional technology training and employees with business process training. This is evident in the comments of the District Satisfaction Survey. There were many comments under the Academic Computer support and Helpdesk that are indicating that service takes too long, need more staff, need to better understand, and support the faculty needs.

V. Budgets: (Please summarize the status of your department budget and concerns)

ITS is sufficiently funded for the centralized services that we provide including hardware and software maintenance.

There are, however, three areas of concern regarding funding:

Staffing-- While ITS has grown last year, there is a need to fund more analyst and training positions to improve business processes and provide training.

New initiatives-- When new initiatives are raised (such as instructional software bundles) that are outside of the current budget plan, TAG and ITS have a difficult time getting funding.

College computers and classroom technology-- TAG continues to be concerned about the lack of funds identified to regularly refresh computers and classroom technology. TAG has formally requested one-time funds to replace 20% of the computers and projectors and recommends that colleges begin to build this into their campus budgets.

VI. Department Assessment: (Please provide internal assessment of your department (by all unit staff) and external assessment (from data provided by the District Services Satisfaction Survey, as well as other sources that your department would like to use). What recommendations would you like to bring to the District's attention?)

Internal Assessment:

During the financial crisis, ITS worked diligently to keep up with the demands of the District and colleges. Because of the bare bones staffing during this time frame, formal processes such as project requests, prioritizing of projects, documentation, help desk systems, recovery processes, and access controls all suffered. While service was maintained, the lack of formalized processes continued to hinder the department's effectiveness, transparency, and communication.

Overall, ITS staff have solid strength in technical knowledge, whether it is networking, software, or programming. However very few individuals within ITS, and district-wide, have the ability to look at data systemically (i.e. troubleshoot issues or user concerns). The few individuals that have this skill set get overloaded with questions about data and related processes, and district-wide it is expected that ITS perform these functions. These constant inquiries and interruptions cause serious delays in project completion and feedback from outside constituents is that "ITS never gets anything done".

External Assessment:

The satisfaction scores from the District Survey indicated that most people are satisfied with the quality of service ITS provides. Timeliness of response and availability of assistance scored lower than staff helpfulness or staff knowledge. This is an indicator that although the caliber of service provided is high, ITS continues to need more staff. This need for additional staff is supported by the over 20 comments stating "ITS needs more staff".

Another area of concern from the comments of this survey is that the "lines" of ITS are not clearly defined. Employees do not understand ITS' area of responsibility.

Frequently, the words "ITS infrustruction"

Recommendations:

The Rancho Santiago Community is a very complex organization. Information and Technology is part of every faculty, staff, and student's life. ITS is called upon for a wide variety of support services and the majority of these needs are urgent. The district expects immediate, competent, and secure service.

In an effort to increase support, ITS will develop mechanisms to manage requests that can meet expectations while also providing adequate transparency. ITS will continue to develop analytical skills as its own core competency.

VII. Work Plan: (As a result of the assessment process, what initiatives does your department want to address in 2013-2015? Please identify which RSCCD goal(s) and strategic plan objective(s) it addresses. What resources do you need to achieve these goals, and how will you know you have achieved it?)

Service Initiative Goals your department would like to address (include RSCCD goal(s) # and strategic plan objective(s) # being addressed)	Unit Outcome (The client) will (intended outcome) as a result of (function or action)	Criteria for Success How will you know you've achieved your goal?	Resource Needs What resources (personnel, technology, fiscal) do you need to achieve your goal?	Results After two years, how well did you achieve your goal(s)?
Complete Same Signon Conversion	Employees will have one login and password for all ITS services (minus Datatel)	When all employees are converted.	Time	
Implement new work order system	Employees shall receive an email when a work has been requested and completed.	When the system is completed installed and integrated with ITS daily workflow.	Time	
Perform Satisfaction Surveys	Develop a mechanism to perform a satisfaction survey for Academic Computer Support.	When the survey results are collected.	Assistance from Research	
Business Process Review of Fiscal and HR processes	College departments will function more efficiently	Documentation of processes, and savings related to these processes.	\$200,000---New Funds	

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Develop Training Strategy with Colleges 4A, 4B	Employees will be able to access training documents for common functions	When staff is identified and documentation is published on the intranet	\$250,000 for additional staff	
Implement Student Education Plans 3A, 3B	Students will be able to perform degree evaluations online	Colleague module implemented and functioning at the departments	Time	
Implement SharePoint Collaboration site on the Intranet. 4A	Employees will be able to collaborate, share documents and other material via the Intranet.	Usage statistics shall be an indicator of usefulness	Time	
Virtual Desktop Pilot 4A,	The VDI pilot will be performed on a set of 50 to 150 computers and will help determine the feasibility of utilizing the solution across both campuses.	Ability to determine tangible and intangible savings. Determine benefits for colleges.	ITS and College Staff \$150,000---Funded within ITS	

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Develop Project Request System 5B	Management will be able to determine priorities more effectively, and see where IT resources are being utilized.	The information will be on the intranet, and detailed information regarding project details and status of completion will also be available.	Time	

**Rancho Santiago Community College District
BUSINESS OPERATIONS AND FISCAL SERVICES
INFORMATION TECHNOLOGY SERVICES**

