

Golden West College

NON-INSTRUCTIONAL PROGRAM REVIEW

Spring 2016

Department Name: IT User Support Services

Department Contact Information:

<i><u>Division/Department Manager</u></i>	<i><u>Phone #</u></i>	<i><u>Office Location</u></i>	<i><u>E-mail Address</u></i>
Kevin Harrison	714 895-8983	Health Science 126	kharrison@gwc.cccd.edu

<i><u>Staff</u></i>	<i><u>Phone #</u></i>	<i><u>Office Location</u></i>	<i><u>E-mail Address</u></i>
Gabriel Cobian	714-438-8111	Health Science 126	gcobian@gwc.cccd.edu
Kevin Du	714-438-8111	Health Science 126	kdu@ccd.edu
Dave Sams	714-438-8111	Health Science 126	dsams@gwc.cccd.edu
Jerry Spiratos	714-438-8111	Health Science 126	jgspiratos@gwc.cccd.edu
Pete Durkin	714-438-8111	Health Science 126	pdurkin@ccd.edu
Brad Moore	714-438-8111	Health Science 126	bmoore@gwc.cccd.edu
Shirley Collins	714-438-8111	Health Science 126	scollins@ccd.edu
Anthony Tellez	714-438-8111	Health Science 126	atellez@gwc.cccd.edu

Information Technology, User Support Services

Program Overview

User Support Services is an established Technology Support Center that has the core responsibility of providing support and innovative technology solutions that facilitate learning, initiatives, and productivity across academic and administrative functions. The department achieves this by providing effective means for requesting technical assistance, staffing highly skilled personnel and applying a customer centric approach to handling requests.

The department's service catalog includes desktop computing, asset management, network cabling application deployment, telephone communications, audio visual systems, instructional simulations and user device security. The team acts as a liaison for other divisions within District IT (Applications, Infrastructure, IT Security and Service Desk) and is therefore considered to be the first on site responders for all technology-related incidents.

The Support Center is located in the center of the GWC campus in **Health Science 126**. The normal service hours are **8:00am – 5:00pm M-F, except holidays**. The department has an extended schedule during the **fall and spring semesters, 7:00am – 9:00pm Mon-Fri and 8:00am – 2:30pm on Saturdays**. Methods for requesting services include:

- Web Self Service -<http://itservicedesk.cccd.edu>
- Email – itservicedesk@ccd.edu
- Phone – 714-438-8111

Program Manager	Title	Salary Schedule
Kevin Harrison	Director, Academic and User Support	GG28

Classified Staff	Title	Salary Schedule
Gabriel Cobian	IT Services Analyst	E61
Kevin Du	IT Services Analyst	E61
Dave Sams	IT Services Analyst	E61
Jerry Spiratos	IT Services Analyst	E61
Pete Durkin	IT Services Specialist	E55
Brad Moore	IT Services Specialist	E55
Shirley Collins	IT Services Technician	E49
Anthony Tellez	IT Services Technician	E49

The department has three 160 day employees assisting the staff with day to day operational support during fall and spring semesters.

Program Contributions

Over the past 3 years User Support Services has been a primary contributor on projects that focus on a District-wide collaboration to improve technology resources for faculty, staff, and students. The projects include the following:

- **Active Directory Migration** – migrated all computers and user accounts district wide into one single domain and server infrastructure. This project removed the complexity of multiple college domain structures and opened the door for the implementation of a future plan for single sign on.
- **GWC Computer Refresh** – the refresh of new computers for faculty, staff, and student labs increased availability of application resources and improved the overall user computing experience by shortening login times.
- **IT Service Desk** – the development of a single point of contact for all technical issues and service requests district wide. A centralized Service Desk has allowed for colleges to have extended hours for faculty and staff to talk to a live person for assistance.
- **Network Switch Refresh** - The replacement of 15 year old network switches with new switches has allowed the college to implement VoIP and create a future road map for VDI for both instructional and administrative purposes.
- **GWC Data Center Decommissioning, Virtualization, and Consolidation** – The consolidation of the data center server hardware, applications and storage into an enterprise virtual SAN. Has increased data and application storage for faculty, staff, and students. Moved the digital analog phone system to VoIP. Configured and deployed 800+ new Voice over IP Avaya Phones for faculty and staff.
- **Classroom and Department Facility Projects** - The installation of hardware, software, and network infrastructure components for construction build out projects. Examples include the Learning Resource Center, GWC Answer Center, Financial Aid Swing Space, Public Safety Community Education, Design Lab, STEM Center, Kaplan and Digital Arts/Media.
- **GWC Google Apps for Education** - Implementation of a new Google Apps environment for the Learning Resource Center. This solution allows the college to utilize Chrome book mobile labs.

All of these projects are aligned with GWC's goal to leverage technology resources to facilitate student learning, campus communication, and institutional effectiveness.

College goals (check all that apply):

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- Institutional Mission & Effectiveness
- Instructional Programs
- Student Support Services
- Library and Learning Support Services
- Student Engagement
- Student Equity
- Human Resources
- Facilities & Campus Environment
- Technology
- Fiscal Resources
- Planning Processes
- District Collaboration
- Community Relations
- Business, Industry, Governmental Partnerships

External Requirements:

FERPA and California Law (CA Civil Code 1798.80-1798.84)
 POST Testing Systems – Exhibit 6 Security Compliance Agreement
 PCI – Payment Card Industry Data Security Standard
 CLETS Management Control Agreement

REVIEW OF LAST CYCLE PROGRAM REVIEW

[Link to Previous Program Review Reports](#)

Accomplished Goals from Previous Program Review

- **Windows 7 Migration** - Migrated instructional and administrative computers from Windows XP to Windows 7 operating system.
- **Staff Reorganization** - Moved Technology staff into one facility – Health Science 126. Reorganization of IT staff resources district wide. Formed an IT Service Desk as a single point of contact for all IT service requests and incidents. Made significant investments in staff training resources in order to improve the skill set and department efficiency. (Safari Books Online, Lynda.com, A+, ITIL Foundations v.3 Certification, and Advance Mac OS Deployment).
- **Collaboration and Document Management Platform** - Implemented SharePoint as a centralized documentation system (repository).

- **Email System Improvements** - Upgraded email system to Exchange 2010 and Outlook Web Access.
- **Computer Upgrades** - Completed a computer refresh of 1000+ workstations for faculty, staff, and student labs.
- **Active Directory Migration** - moved approximately 1000 computers and 1400 accounts to a single domain for better management of security, network resources, and for the benefit of moving towards a single sign-on.

SWOT ANALYSIS

Strengths:

The department is well organized to quickly respond to service requests and incidents. Project coordination and planning around mass software and hardware deployments is a strength. The staff has the skill set to gather requirements and provide unique software, hardware, and A/V solutions that meet administrative and instructional needs.

Weaknesses:

Needs to improve on communicating and advertising IT Services to faculty, staff and students. Needs to allocate more time and funding for staff training on new technology. The department is not funded appropriately on an annual basis for hourly staff. No identified funding source for replacing end of life computers or A/V systems. The GWC wireless infrastructure lacks the necessary coverage, flexibility, and capacity. Software distribution tools are outdated and need to be updated to meet the requirements for deploying new technologies. Equipment asset tracking needs to be improved as the college continues to loan devices to students. Department has an immediate need to implement IT standards for purchases of new computer equipment, audio visual systems, network infrastructure cabling, and network security. Asset location tracking needs improvement.

Opportunities

The District has organized a Performance Improvement Team to do an evaluation and recommendation on how to improve certain areas of IT. This process could present opportunities to reorganize IT staff resources and funding to improve on weaknesses. The District IT Infrastructure division has submitted a proposal to improve the Enterprise WAN and Wireless infrastructure. Several new building construction projects have FF&E funding for the purchase of new computer equipment and A/V.

Threats/Challenges

The District Performance Improvement Team may not take into consideration certain department budgetary needs and will not allocate funding appropriately to facilitate a reorg. The proposed upgrades for network infrastructure projects will not have a funding source available because of other Measure M funding obligations.

PROGRAM DATA AND ANALYSIS

Measures of Scope of Program (Who does your department serve? How many do you serve?)

- Student Number of Students Served:
- Faculty Number of Faculty Served: **Faculty = 136 and Adjunct Faculty = 396**
- Staff Number of Staff Served: **170**
- Managers Number of Managers Served: **35**

Faculty and Staff	375
Computers	
Instructional Computers	1,725
Printers	375
Telephones	800
Scanning Devices	55
Projectors	220
Digital Displays	30

Measures of Effectiveness/Productivity/Customer Satisfaction

July 2015 – April 2016

- **GWC User Support Staff Personnel = 8**
- **Projects = 20 assigned and 9 completed.**
- **Service tickets = 1853** were submitted; **1800** were resolved; **53** are in progress.
- **Customer Service Survey Data – 147** Customer Surveys Completed
 1. Overall Effectiveness (**95%** Satisfactory Rating)
 2. Timeliness of Response (**91%** Satisfactory Rating)
 3. Professionalism (**95%** Satisfactory Rating)

The ticket workload and survey data is generated from the Footprints Service Desk tool.

Review of Budget/Expenditures

Attached you will find the operating budget expenditures for User Support Services. Full time employee salary and benefits is not included in the expenditure data. Please note

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the items listed are currently shared expenditures between GWC, Coastline, OCC, and District Office.

PROGRAM PLANNING

Based on your analysis of previous program review and current data/information:

What does your program want to accomplish in the next three years?

- a. Build a sustainable training model that allows staff to stay current technically.
- b. Develop IT Standards that are adopted by the college and reviewed on an annual basis for updates and changes.
- c. Develop a knowledge base of FAQs for faculty and students to access.
- d. Sustain a staffing model that is adequately funded and meets the college's needs.
- e. Implement BYOD and add more interactive technology to instructional spaces.
- f. Migrate the GWC computers to the Windows 10 OS running Office 2016.
- g. Develop a computer replacement cycle for all systems and identify a sustainable funding source.
- h. Implement VDI and other tools that allow remote desktop software distribution.
- i. Develop a new asset tracking system.

What areas does your program plan to improve?

- a. Improve software and hardware skill sets for staff so they can adequately support new technology for the administrative and instructional areas.
- b. Improves network security and the user experience when using standard technology platforms in instructional spaces.
- c. Improves the amount of time it takes employees and students to find answers to tech questions.
- d. Provides adequate technical personnel resources to support the campus day to day operations and all prescheduled events.
- e. Improves the participation and communication between faculty and students when delivering presentations.
- f. Improves staff productivity and instructional programs that teach the latest Windows technology.
- g. Improves on the quality of computing services provided to users on the GWC campus.
- h. Improves the computing experience by having software on demand for faculty, staff, and students.
- i. Improve asset tracking Wireless RF ID technology.

What specific actions will you take to improve upon those areas?

- a. Evaluate staff workload, current assignments and upcoming projects. Based on the evaluation determine the training needs, method of delivering the training, and request funding.
- b. Work with the College Technology Committee to implement security policies and equipment standards.
- c. Implement an online Knowledge Base System for both students and employees to access.
- d. Request annual funding to use hourly staff during high workload periods, weekend support, and for projects that require more than normal manual labor.
- e. Develop and present a plan to expand the campus Wi-Fi and request funding. Implement a wireless management solution that has security features for BYOD. Have faculty and student demo different interactive displays for the purpose for selecting a standard.
- f. Develop a roll out plan and timeline. Develop and test a base Windows 10 image with current software applications. Distribute the upgrade remotely using Microsoft System Center Configuration Manager.
- g. Develop a task with in the CTC to form a new replacement cycle that reflects the current pc inventory. Request annual capital budget funding based on the replacement cycle.
- h. Build a justification and scope with the assistance of faculty and staff. Present the idea to CTC and P&B for funding. Develop a project plan and scope.
- i. Select a vendor and request funding through Planning and Budgeting Committee.

How will you assess whether your program has accomplished those goals?

- a. Perform customer surveys on effectiveness of solutions.
- b. Daily, monthly, and yearly incident ticket reporting.
- c. Perform customer surveys on effectiveness of solutions.
- d. Perform reporting customer surveys on ticket response.
- e. Perform customer surveys on effectiveness of solutions.
- f. Daily, monthly, and yearly incident ticket reporting.
- g. Perform customer surveys. Daily, monthly, and yearly incident ticket reporting.
- h. Perform customer surveys on effectiveness of solutions.
- i. Daily, monthly, and yearly reporting.

RESOURCE ALLOCATION

In order to accomplish those goals, what resources do you need? You will need to fill out the resource request forms and include them with your Program Review Report. [Link to resource request form.](#)

Description	Estimates
Extron Projector Management Software and Hardware	\$ 3,500.00
Upgrade Math Science Bldg. Projectors	\$ 30,000.00
Taylor N Dunn Carts	\$ 30,000.00
Windows 10 Operating System Training - Supporting and Troubleshooting and Deploying and Managing Windows 10 Using Enterprise Services	\$ 30,000.00
160 Day Hourly Staff	\$ 50,000.00

Program Updates Checklist

- () Department Contact Information is up to date: Department Chairs, full-time faculty, classified
- () Organization Chart: Verify that it is up to date: (q:\college information\org charts) Report necessary changes to the Director of Personnel

Program Manager and VP Review

Complete this section after reviewing all program review information provided. Mgr and VP are to separately indicate the level of concern for the program that exists regarding the following Program Vitality Review (PVR) criteria. Add comments for any item marked with a 1 or 2.

(Scale: 0 – No concern at all, 1 – Some concern, 2 – Serious Concern)

Mgr/VP

- (0) () a. Significant declines in the quantity and/or quality of services from over multiple years
- (0) () b. Precipitous decline in participation in the program
- (1) () c. Significant change in facility and/or availability and cost of required or necessary equipment
- (1) () d. Scarcity of qualified faculty, staff, or management
- (0) () e. Incongruence of program mission with current college mission and goals, or state mandates, etc
- (2) () f. Budgetary issues that warrant significant change in services provided
- (0) () g. Negative impact on other programs caused by the organization or management of this program
- (0) () h. Other _____

Signatures, Individual Comments

Department Head: **Kevin Harrison**

Date: 5/2/2016

Comments: Department is operating without a dedicated operating budget for supplies, equipment, and professional develop. The budget is split between four sites (OCC, CCC, Dist and GWC). Certain staff members require more hands on trainer led professional development to improve technical skill levels. Electric carts used to transport equipment are unsafe to drive.

Vice President: **Janet Houlihan**

Date: 5/2/2016

Comments:

(0) No further review necessary

(0) We recommend this program for Program Vitality Review

Justification:

I have read the preceding report and accept the conclusions as an accurate portrayal of the current status of the program.

(mark (X) as a signature and type names)

(X)Kevin Harrison

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