



MIS

Administrative Services

Vision/Narrative

The MIS Department at Gavilan provides support for the technology and information system needs of the District. This includes daily operations and technical and user support for all campus computing sites, networking, telephones, voice mail, email, general use software, and networked student labs. We are also responsible for system security, virus protection, web site administration, upgrading of all sites hardware and software, providing standard and specialized reporting, and providing the data files for the Chancellor's Office MIS Reporting requirements.

Feedback from Supervisor / Dean



Program Objective 1: Ensure that staff keeps abreast of current and future technologies

Strategy and Goal(s):

Strategy #4: Recruit and develop staff to foster success for our diverse students in their attainment of educational and/or career goals.

Goal #1: Create a staffing plan to better meet student needs after assessing staffing gaps in all departments.

Strategy #4: Recruit and develop staff to foster success for our diverse students in their attainment of educational and/or career goals.

Goal #3: Maintain competitive salary and benefit packages to ensure the attraction and retention of the best qualified employees.

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

No- None -

Activity 1: Training on new hardware/software as it is implemented to support new initiatives.

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested (\$)	Fund Source / Type
Ongoing training	\$ 10000.00	General Fund / On-Going
<i>Total Requested</i>	<i>\$ 10000.00</i>	

Activity 2: CISOA/3CBG Banner conference for 5 MIS staff

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested (\$)	Fund Source / Type
Registration, Lodging, and Travel	\$ 7500.00	General Fund / One-Time
<i>Total Requested</i>	<i>\$ 7500.00</i>	



Activity 3: VMware training for Virtual Servers Support

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested (\$)	Fund Source / Type
VMware Training	\$ 3550.00	General Fund / One-Time
<i>Total Requested</i>	<i>\$ 3550.00</i>	

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		
Budget Committee		
President's Council		



Program Objective 2: Upgrade IT Infrastructure to keep up with current and future data center computing demands

Strategy and Goal(s):

Strategy #3: Improve and expand existing facilities to enhance the learning environment.

Goal #2: Use technology to improve existing classroom facility space, optimize academic success and administrative operations.

IEC Program Review:

No: Core Data Network must be high speed to provide the performance and. response times required by end system users. Wireless Access Points, edge network electronics, and servers have reached end-of-sale and end-of-life. Campus fiber-optic backbone needs to be upgraded to meet the demands of multimedia applications, streaming video, and online interactive applications.

Progress:

No: Evaluations of requirements for: (a) Data Center Core Computer Upgrades, (b) Disaster Recovery Infrastructure, (c) Access to Computer Systems, (d) Infrastructure Support Staffing and Support tools have been provided by Angus-Hammer Incorporated.

Activity 1: Infrastructure Improvements Costs (refer to IT Infrastructure Assessment report)

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 2: 5) IT Infrastructure Support Tools

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested (\$)	Fund Source / Type
Remote Desktop Support	\$ 2500.00	General Fund / One-Time
Device Imaging	\$ 700.00	General Fund / One-Time
Multi-Point Server Support	\$ 3500.00	General Fund / One-Time
Network Element Manager	\$ 1000.00	General Fund / One-Time
<i>Total Requested</i>	<i>\$ 7700.00</i>	

Rankings:



Ranker	Comments	Rank
Dean		
Vice-President		
Budget Committee		
President's Council		



Program Objective 3: Students, faculty and staff will have updated computers with sufficient capabilities to work effectively.

Strategy and Goal(s):

Strategy #3: Improve and expand existing facilities to enhance the learning environment.

Goal #2: Use technology to improve existing classroom facility space, optimize academic success and administrative operations.

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

Yes: The computer replacement plan has been funded by Measure E through 2009-2010, and we have now replaced all older computers on campus. To maintain the 3 year replacement plan, we will need to include funding for future replacements in the general fund.

As of Fall 2014, Instructional Equipment funds have provided for 200+ new computers in labs across campus.

Activity 1: 1. Include computer upgrade budget request in annual budget development process

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 2: 2. Order new computers as required to maintain current 3 year status - possibly funded by Measure E.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 3: 3. Inventory of computers to assess capabilities required for current software

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:

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Dean		
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MIS

Academic Year 2016-17

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Program Objective 4: Provide functional and technical support for Banner

Strategy and Goal(s):

Strategy #3: Improve and expand existing facilities to enhance the learning environment.

Goal #2: Use technology to improve existing classroom facility space, optimize academic success and administrative operations.

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

No- None -

Activity 1: 1. Determine functional and technical support and reporting requirements in Banner

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 2: 2. Allocate budget resources for support

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 3: 3. Hire additional functional/technical support staff

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 4: 4. Train as required in Banner functionality

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:

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Dean		
Vice-President		
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Program Objective 5: Provide reports and dashboards for data-driven decision-making using Argos/Banner/ODS/GIDS.

Strategy and Goal(s):

Strategy #3: Improve and expand existing facilities to enhance the learning environment.

Goal #2: Use technology to improve existing classroom facility space, optimize academic success and administrative operations.

IEC Program Review:

No: New program objective driven by grant requirements

Progress:

Yes: ARGOS has been purchased and implemented. Training was completed during Summer, 2014. Many new reports have been created for use in research, Admissions and Records and Scheduling. Additional reports still need to be created to meet the needs of the District and the new SSSP requirements. Additional contracted reports for SSSP could be funded by SSSP.

Activity 1: Contracted services to create reports and dashboards in Argos using Banner and GIDS data. Possibly funded by SSSP, Title V or STEM.

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested (\$)	Fund Source / Type
Contracted Services	\$ 60000.00	Categorical / One-Time
<i>Total Requested</i>	<i>\$ 60000.00</i>	

Rankings:

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Dean		
Vice-President		
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Program Objective 6: Provide appropriate technology support staff to support the infrastructure, telephones, computers for faculty and staff, student labs and technology needs for the new Coyote Valley and San Benito County campuses.

Strategy and Goal(s):

Strategy #5: Implement the Educational Master Plan goal specifying development of multi-college expansion by coordinating all instructional programs, student and administrative support services, organizational structure and staff, and site development through linkage with Strategy 3.

Goal #2: Develop a proposed administrative structure and staffing plan to best support the expansion of facilities in San Benito County and Morgan Hill, through linkage to Strategy #4.

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

Yes: In Fall 2015, Started discussion regarding network connectivity for Coyote Valley.

Activity 1: 1. Determine technology requirements for the new campuses

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 2: 2. Determine technology support staff requirements.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 3: 3. Allocate budget resources for required hardware, software and support staff.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 4: 4. Hire additional technical support staff.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 5: 5. Purchase and install required hardware and software.

Personnel Request - *none*



Non-Personnel Request - *none*

Activity 6: 6. Ongoing technical support for new centers.

Personnel Request - *none*

Non-Personnel Request - *none*

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Dean		
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