



MIS

Administrative Services

Vision/Narrative

The IT (formerly MIS) Department 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: Students, faculty and staff will have updated computers with sufficient capabilities to work effectively.

Strategy and Goal(s):

Strategy #3: Provide students with expanded and upgraded facilities that support the campus and community needs as defined by the Facilities Master Plan.

Goal #1: Complete new Facilities Master Plan to develop Fairview Corners, expand Coyote Valley Center, replace failing infrastructure and provide for new/upgraded educational and support facilities at the Gilroy main campus.

Strategy #2: Increase student completion and meet institutional goals, improve student services and enhance curriculum and programs.

Goal #1: Increase student, institutional and programmatic outcomes as defined by Institutional Effectiveness, Equity, and other college benchmarks.

IEC Program Review:

No: As per Technology Master Plan, the District needs to replace 25% obsolete computers annually based on the 4-year computer replacement plan.

Progress:

No- None -

Activity 1: Replace 400 obsolete student computers. As per Technology Master Plan, the District need to replace 25% student computers to satisfy the 4-year computer replacement plan. 150 computers were not replaced during AY2018-19. 250 computers are scheduled to be replaced during AY 2019-20.

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested (\$)	Fund Source / Type
400 Student Computers	\$ 400000.00	General Fund / On-Going
<i>Total Requested</i>	<i>\$ 400000.00</i>	

Rankings:

Ranker	Comments	Rank
Dean		



Vice-President		
Budget Committee		
President's Council		



Program Objective 2: Submit MIS data reports and provide reports/dashboards for data-driven decision-making using Argos/Banner/ODS/GIDS.

Strategy and Goal(s):

Strategy #1: Optimize enrollment, course offerings, and services to reflect the findings of the 2017 Educational Master Plan (EMP).

Goal #6: Use data to plan a complete general education transfer pattern of courses and appropriate basic skills and career technical courses at the Hollister, Coyote Valley and Morgan Hill facilities, and the Gilroy campus in the afternoons, evenings and weekends.

Strategy #2: Increase student completion and meet institutional goals, improve student services and enhance curriculum and programs.

Goal #1: Increase student, institutional and programmatic outcomes as defined by Institutional Effectiveness, Equity, and other college benchmarks.

IEC Program Review:

No: Provide data enabling District to make data-driven decisions, assess current/upcoming grants and state initiatives (e.g., Guided Pathways), and other future data needs.

Progress:

No- None -

Activity 1: Hire Programmer/Analyst to create reports and dashboards in Argos using Banner and GIDS data. In addition, the District will be able to submit MIS reports to the Chancellor's Office internally. Currently, we use contracted services to submit MIS data only costing \$70K-\$80K annually. The Programmer/Analyst will submit MIS data as well as provide reports, enhancements, and support for staff.

Personnel Request

Job Classification	Quantity	FTE	Amount (\$)	Fund Source / Type
Classified	1	100%	\$ 135000.00	General Fund / On-Going

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank



Dean		
Vice-President		
Budget Committee		
President's Council		



Program Objective 3: Provide appropriate technology support staff to support the infrastructure, telephones, computers for faculty and staff, student labs and technology needs for the new facilities in Facilities Master Plan.

Strategy and Goal(s):

Strategy #3: Provide students with expanded and upgraded facilities that support the campus and community needs as defined by the Facilities Master Plan.

Goal #1: Complete new Facilities Master Plan to develop Fairview Corners, expand Coyote Valley Center, replace failing infrastructure and provide for new/upgraded educational and support facilities at the Gilroy main campus.

IEC Program Review:

No: Technology and staff will be required to support new facilities in the Facilities Master Plan.

Progress:

No- None -

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. Purchase and install required hardware and software.

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		



Vice-President		
Budget Committee		
President's Council		



Program Objective 4: Increase Network reliability, speed, and reliability by replacing our 10-year outdated firewall with Cisco NextGen Firewall that is scalable to accommodate current and future network demands

Strategy and Goal(s):

Strategy #3: Provide students with expanded and upgraded facilities that support the campus and community needs as defined by the Facilities Master Plan.

Goal #1: Complete new Facilities Master Plan to develop Fairview Corners, expand Coyote Valley Center, replace failing infrastructure and provide for new/upgraded educational and support facilities at the Gilroy main campus.

IEC Program Review:

No: This firewall will replace the District's outdated 10-year Juniper firewall. Current firewall is not support, and Juniper company does not exists anymore. CENIC (our Internet Provider) provided the District with 10G Internet access effective March, 2019. Unfortunately, the District cannot take advantage of 10G speed because our current firewall maxes at 1G. The new firewall supports 10G access. This is a scalable solution that will accommodate current and future network demands (e.g., new facilities for Measure X, VOIP telephone system, Virtualization, Security Cameras, Digital Signage, Guided Pathways technologies). Lastly, the Chancellor’s Office (CO) is incentivizing CCC to upgrade to 10G Internet access by providing up to \$50K rebate for purchasing equipment that supports 10G.

Progress:

No- None -

Activity 1: Purchase Cisco NextGen Firewall leveraging Foundation of CCC contract

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested (\$)	Fund Source / Type
Cisco NextGen Firewall and services	\$ 340000.00	General Fund / One-Time
<i>Total Requested</i>	<i>\$ 340000.00</i>	

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		



Budget Committee		
President's Council		



Program Objective 5: Provide equitable, scalable, efficient, cost-effective solution for the Computer Replacement plan

Strategy and Goal(s):

Strategy #3: Provide students with expanded and upgraded facilities that support the campus and community needs as defined by the Facilities Master Plan.

Goal #1: Complete new Facilities Master Plan to develop Fairview Corners, expand Coyote Valley Center, replace failing infrastructure and provide for new/upgraded educational and support facilities at the Gilroy main campus.

Strategy #2: Increase student completion and meet institutional goals, improve student services and enhance curriculum and programs.

Goal #4: Evaluate gaps in student outcomes and identify and implement programs and services to increase student achievement.

IEC Program Review:

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

Progress:

No- None -

Activity 1: Evaluate and implement Virtual Desktop Infrastructure (VDI) to provide scalable, efficient, cost-effective solution for the Computer Replacement plan. VDI technology is scalable to accommodate technology needs for the new facilities outlined in the Facilities Master Plans. In addition, the VDI can provide equitable access of computer resources (e.g., computer labs) to all students anytime from anywhere.

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested (\$)	Fund Source / Type
Virtual Desktop Infrastructure	\$ 500000.00	General Fund / One-Time
<i>Total Requested</i>	<i>\$ 500000.00</i>	

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		



Budget Committee		
President's Council		



Program Objective 6: Provide scalable telephone solution for current and future facilities

Strategy and Goal(s):

Strategy #3: Provide students with expanded and upgraded facilities that support the campus and community needs as defined by the Facilities Master Plan.

Goal #1: Complete new Facilities Master Plan to develop Fairview Corners, expand Coyote Valley Center, replace failing infrastructure and provide for new/upgraded educational and support facilities at the Gilroy main campus.

IEC Program Review:

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

Progress:

No- None -

Activity 1: Replace current, outdated telephone system with VOIP telephone system that is scalable to accommodate new facilities and staff/faculty.

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested (\$)	Fund Source / Type
VOIP Telephone System	\$ 1000000.00	General Fund / One-Time
<i>Total Requested</i>	<i>\$ 1000000.00</i>	

Rankings:

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