Appendix C: Systematic Planning, Acquisition, Maintenance and Upgrades

Part 2: Initiatives scheduled between 2012 and 2017

The following are initiatives that are either in progress or slated to be completed during the duration of this Technology Master Plan.

2012 Initiative

New Wi-Fi Network

The College is replacing its wireless data network (Wi-Fi) with a campus-wide wireless network supporting the latest wireless technology 802.11n. This will enable students to use their personal devices to access campus online resources and Internet resources from any campus building.

2012-2013 Initiatives

Define Standards and Replacement Plan for Lab Computers

The College will establish structured process for replacement of student lab computers to ensure that lab computers can support course software. This structured process will include system standards for both Windows and Macintosh computers, prioritizing replacement of systems, maintaining an up-to-date inventory with details of each system, replacement of standard desktop systems with thin-client systems accessing virtual desktops as appropriate, and an annual allocation and replacement process. This structured replacement planning process will be incorporated into the Program Review process. This will improve the overall management of the student computer labs, make identifying funding needs more predictable, and improve the learning environment for students.

Again, incorporating thin-client systems as appropriate will reduce energy consumption in the computer labs, lower the ongoing costs of maintaining the labs, and increase PG&E rebates.

2012-2014 Initiative

MyCOM Portal Upgrade

The College will upgrade the Luminis front end of the MyCOM portal and implement a new user interface to improve overall usability and accessibility of the portal. This will address a major issue identified in the results of the 2012 Student Technology Survey in which numerous students described the design of the portal as "unintuitive" and not consistent with common website design best practices.
2012-2017 Initiatives

Faculty and Staff Computer Replacement
The College will implement a structured process for replacement and decommissioning of non-instructional computers to ensure that faculty and staff have computers that support their work requirements. This process will include system standards, prioritizing assignment of systems, maintaining an up-to-date inventory with details of each system, and annual allocation and assignment. It will reduce the amount of time department chairs and other administrators spend addressing faculty and staff computer needs on an ad hoc, one-at-a-time basis. Additionally, it will enable the College to track when systems are reaching end of life and who is impacted, make identifying funding needs more predictable, and improve overall productivity of faculty and staff.

Virtual Desktop Technology for Faculty and Staff
The College will implement virtual desktop technology for faculty and staff by replacing computers with thin client systems that access virtual desktops hosted on a central server. Deployment of virtual desktop technology enables the College to use thin-client systems that require 10% of the power used by a typical desktop system and will provide faculty and staff access to technology that can be updated without replacing the thin-client system. Additionally, the College will receive PG&E rebates based on actuarial calculations of energy savings associated with replacing older equipment with thin-client systems.

Maintain Student Computer Lab Software Inventory
Complete software inventory for computer classrooms and labs. Make inventory viewable on the College Intranet. Develop process for keeping the inventory up-to-date and implement a structured the license renewal request process. This will enable the College to manage its limited resources more efficiently and eliminate purchase and support of multiple software packages providing the same functionality.

2013-2014 Initiatives

Campus-Wide Print Management System
The College will implement a web-based print management system for the student computer labs which will provide consistency in student printing services in all the student computer labs and reduce the staff time required to manage printing services.

Non-Computer Instructional Technology Replacement
The College will implement structured a process for both maintaining an inventory of instructional technology and replacing instructional technology. This will enable the College to prioritize equipment replacement, identify both short-term and long-term funding requirements, and maintain an ongoing equipment replacement plan. The
inventory will include tracking programs and courses supported, purchase date, purchase cost, maintenance and repair detail, and estimated useful life. Examples of instructional technology that will be tracked include cameras, musical keyboards, nursing mannequin, and auto mechanic diagnostic systems.

**Server Infrastructure**

As a result of recent investments, the College server infrastructure reflects current technology with sufficient processor, memory, and disk storage resources. During the next five years, the College will invest in processor, memory, and disk drive upgrades on as-needed basis. This will ensure satisfactory performance levels of the applications supporting the College’s administrative processes and support services.

**Cable and Network Infrastructure Upgrade**

The College will continue upgrading existing cable and network devices as part of new buildings and building renovations. Cable infrastructure upgrades are less costly when completed as part of a renovation and new construction. Upgrades to network switches are typically required to support the performance levels available with upgraded cable.

**2013-2014 Initiatives**

**Classroom Technology Upgrades**

In 2013 and 2014, new buildings will come online with 25 classrooms and 21 labs equipped with projection and computer technology which will reduce the College’s reliance on portable technology carts reducing staff time spent delivering carts and providing more time to assist faculty with problems.

**Teleconferencing Equipment Replacement**

The College will replace its teleconferencing equipment in two rooms as the current equipment is very old and replacement parts and the knowledge to install them are hard to find. New teleconferencing equipment will provide improved audio, video and offer additional features while reducing the amount of time IT staff spends on repairs.

**2013-2015 Initiative**

**College Content Management System**

The College web site has more than 10,000 pages. The size and complexity of the College’s web presence now warrants taking the next step in web site management by integrating a web content management system (CMS). As part of integrating a CMS, the College will 1) examine external hosting options to determine if external hosting would be more cost effective and 2) weigh other potential benefits such as reducing incoming traffic to the College network and increasing business continuity and disaster recovery capabilities. Additionally this will enable the College to manage updates and
changes to its web site more efficiently, improve content accuracy and consistency, and support access to web content from multiple types of devices such as tablets and smartphones.

**2014-2015 Initiatives**

**Voice Mail System Upgrade**

The College will replace its aging voice mail system, which will eliminate frequent voice mail system outages and provide additional functionality such as automatic attendant and unified messaging.