



El Camino College

Program Review

Information Technology

Planning of Goals - Information Technology

Create an infrastructure that can support effective and innovative use of technology

Goal Description

Strengthen core technology and infrastructure to improve the system reliability, availability and provide for future growth and new technologies. Establish technology standards, encourage and support innovative uses of technology.

* Goal Status

Not Started

* Goal Cycle(s)

July 2022 - June 2026

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Strengthen core infrastructure

* Performance indicator/accomplishment

Reduction in downtime and outages. Implementation of improvements to network, telephony and electrical infrastructure. Creation of the assessment, design, plans and funding to upgrade underground ITS infrastructure.

N/A

Fiber underground network has been completely repaired with full redundancy. All ITS network cabinets (IDF, MDF) fully upgraded with proper electrical distribution and uninterruptible power supply. Mission-critical servers fully replicated to the cloud.

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Establish standards for College technology

* Performance indicator/accomplishment

Fewer duplicative technologies used on campus. A sustainable approach to funding baseline computer needs required for new faculty, staff, classroom and labs. Fewer calls to troubleshoot classroom technology. Cost efficiency realized through coordinated procurement and economies of scale.

N/A

20% reduction in helpdesk support requests. Fully implemented technology equipment replacement lifecycle. 10-20% reduction in technology procurement costs.

Actions/resources needed to meet goal

Active

Y

Action

Action

Planning of Goals - Information Technology

Actions/resources needed to meet goal

Collect data and evaluate the effectiveness of current classroom technology that supports teaching and learning. Use this data to inform future technology decisions and purchases.

* Performance indicator/accomplishment

Alignment of Instructional Technology purchases with usage and needs.

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Maintain a detailed inventory of classroom technology available in each learning space.

* Performance indicator/accomplishment

Classroom technology inventory.

Support Student Success

Goal Description

Support student success through the strategic use of information technology, focusing on opportunities to effectively advise and support students from enrollment to graduation.

* Goal Status

Not Started

* Goal Cycle(s)

July 2022 - June 2026

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Enhance the student experience through continued investment in mobile technology.

* Performance indicator/accomplishment

Mobile applications are available for all student core services. Improved on-campus wireless and cellular coverage. Multiplication of technology equipment loaner programs.

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Foster and support an online, remote, and hybrid learning environment

* Performance indicator/accomplishment

Enough classrooms are equipped to accommodate new teaching modalities such as hyflex.

Planning of Goals - Information Technology

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Improve tools available to faculty, advisors, and staff to effectively communicate with the diverse student population.

* Performance indicator/accomplishment

The development of a student online portal.

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Use space management and scheduling tools, such as 25live, to improve course availability, as well as classroom and space utilization.

* Performance indicator/accomplishment

Use of 25live is institutionalized.

Support Data Informed Decision Making

Goal Description

Establish and implement a data strategy that focuses on the people, processes, and technology to create and promote a data-informed decision-making culture.

* Goal Status

Not Started

* Goal Cycle(s)

July 2022 - June 2026

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Establish executive sponsorship and support for the data strategy.

* Performance indicator/accomplishment

Development of a Data Governance Plan

N/A

100% of data executives are supporting the project

Actions/resources needed to meet goal

Active

Y

Planning of Goals - Information Technology

Action

Action

Actions/resources needed to meet goal

Establish a cross-functional Data Governance Committee.

* Performance indicator/accomplishment

Data Governance Committee

N/A

Data Governance Committee is formed

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Assign roles for data owners and data stewards. Educate data owners and data stewards on expectations for their roles, including responsibilities, necessary skills, and required tasks. Assign roles in support of data governance and training.

* Performance indicator/accomplishment

Development of a Data Governance Plan

N/A

100% of data roles have been assigned, documented and explained. 100% of data owners and data stewards have been trained.

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Identify and address areas where business processes need to be refined to meet data needs.

* Performance indicator/accomplishment

The completion of a data maturity assessment and data strategy alignment survey.

N/A

Major business processes have been refined.

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Establish clear policies and procedures around data access management

* Performance indicator/accomplishment

Creation of data governance policies and guidelines

N/A

Main data governance policy and associated procedures have been created.

Planning of Goals - Information Technology

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Establish a strategy for promoting awareness and understanding of the importance of the college's data-informed decision-making goals. Establish a training plan to ensure that users have the capabilities needed to execute the data strategy and achieve the goal.

* Performance indicator/accomplishment

Creation of a data awareness and training plan.

N/A

100% of data owners and stewards have been trained.

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Develop a data dictionary to promote a common understanding for how different data elements are to be used, interpreted, and applied across the college.

* Performance indicator/accomplishment

Data Dictionary

N/A

Data Dictionary has been created

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Develop and maintain a data classification policy that includes appropriate security controls for different data types.

* Performance indicator/accomplishment

Development of data classification policy.

N/A

Data classification policy

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Create a college-wide data warehouse to enable the entire campus to leverage the same data for analysis and decision-making.

Planning of Goals - Information Technology

* Performance indicator/accomplishment

Creation of a data warehouse.

N/A

Data warehouse is 100% functional

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Implement an enterprise version of Power BI.

* Performance indicator/accomplishment

Broad campus-wide utilization of data visualization tools.

N/A

All Divisions have access to dashboards.

Support end-to-end services.

Goal Description

Align the delivery of ITS services with the needs of the College, focusing on the delivery of end-to-end services using best practice process models.

* Goal Status

Not Started

* Goal Cycle(s)

July 2022 - June 2026

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Design, manage, and deliver a communicated portfolio of services that support the college's strategic initiatives.

* Performance indicator/accomplishment

Online Portfolio of ITS Services

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Establish information technology service management practices that help ensure services are proactively designed and managed to meet the needs of customers.

* Performance indicator/accomplishment

Creation of Service Level Agreements and Key Performance Indicators.

Planning of Goals - Information Technology

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Move from traditional supply-demand model to customer-oriented processes and service value creation.

* Performance indicator/accomplishment

Implementation of a central IT Service Management System (ITSM)

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Design and deliver a tailored, consistently branded, college-wide information technology communication plan for promoting awareness for the availability of information technology services and resources.

* Performance indicator/accomplishment

Development and execution of an ITS Communication plan

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Develop and deliver a plan to help ensure information technology staff are provided sufficient training, resources, and continued professional development to effectively support an established set of college-wide core competencies and specific position responsibilities.

* Performance indicator/accomplishment

Development and execution of an ITS staffing and professional development plan.

Support Security, Resiliency and Accessibility

Goal Description

Implement and optimize systems to ensure the security of our information technology assets. Monitor threats, test failover and ensure our ability to recover from incidents. Foster accessibility in our information technology through awareness and training.

* Goal Status

Not Started

* Goal Cycle(s)

July 2022 - June 2026

Actions/resources needed to meet goal

Active

Y

Action

Action

Planning of Goals - Information Technology

Actions/resources needed to meet goal

Implement Multi-Factor Authentication (MFA) technology for Administrative Systems

* Performance indicator/accomplishment

Adoption and implementation of MFA solution

N/A

100% of administrative systems require MFA

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Conduct annual security audits using an external agency

* Performance indicator/accomplishment

Documented annual penetration and vulnerability assessment.

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Develop and implement a formal patch management strategy.

* Performance indicator/accomplishment

100% of mission critical servers, software and networking equipment are on a patching cycle

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Implement a process to have all employees complete an annual online cyber-security awareness training.

* Performance indicator/accomplishment

Selection and roll-out of an online cyber-security awareness training

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Foster accessibility in our information technology through awareness and training.

* Performance indicator/accomplishment

All employees complete an annual online accessible technology training.

Planning of Goals - Information Technology

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Develop critical information security procedures including, but not limited to, a Disaster Recover Plan, a Business Continuity Plan and an Incident Response Playbook.

* Performance indicator/accomplishment

Disaster Recover Plan / Business Continuity Plan / Incident Response Playbook

Actions/resources needed to meet goal

Active

Y

Action

Action

Actions/resources needed to meet goal

Create and formalize an Information Security Office within ITS

* Performance indicator/accomplishment

Information Security at ECC is no longer the sole responsibility of a single employee.

Planning of Outcomes - Information Technology

Infrastructure Upgrade

Outcome Description

College stakeholders will have access to an improved infrastructure with better system reliability, availability, room for future growth and new technologies.

* Outcome Status

Not Started

* Outcome Cycle(s)

July 2022 - June 2026

Actions needed to achieve outcome

See Goal 1

Performance indicator/accomplishment

See Goal 1

Target

See Goal 1

Increased Student Success Support

Outcome Description

Through the use of technology, students will have access to more effective advisement and support opportunities from enrollment to graduation.

* Outcome Status

Not Started

* Outcome Cycle(s)

July 2022 - June 2026

Actions needed to achieve outcome

See Goal 2

Performance indicator/accomplishment

See Goal 2

Target

See Goal 2

Data-informed decisions

Outcome Description

College stakeholders will benefit from a data strategy that focuses on on the people, processes and technology leading to the creation/adoption of a data-informed decision-making culture.

* Outcome Status

Not Started

* Outcome Cycle(s)

July 2022 - June 2026

Actions needed to achieve outcome

See Goal 3

Performance indicator/accomplishment

See Goal 3

Target

See Goal 3

Planning of Outcomes - Information Technology

Customer Service Excellence

Outcome Description

Established IT Service management practices that will help ensure that services are proactively managed to meet the needs and expectations of all ECC stakeholders.

* Outcome Status

Not Started

* Outcome Cycle(s)

July 2022 - June 2026

Actions needed to achieve outcome

See Goal 4

Performance indicator/accomplishment

See Goal 4

Target

See Goal 4

Secured, Resilient and Accessible Services

Outcome Description

Improved system security, superior business continuity capabilities in the event of a disaster and better system accessibility.

* Outcome Status

Not Started

* Outcome Cycle(s)

July 2022 - June 2026

Actions needed to achieve outcome

See Goal 5

Performance indicator/accomplishment

See Goal 5

Target

See Goal 5

Planning of Annual Resources

July 2021 - June 2025

Facilities & Equipment Assessment

What resources does the office/program currently have? Attach any documents in the next field.

Ample office space

Primary data center

Up to date/ recent underground IT survey

New WiFi controllers

New firewall and network edge switches (PoE)

What resources does the office/program need to better support the goals and outcomes? How will it help achieve office/program goals and outcomes? Attach any documents in the next field.

General networking equipment (fiber, switches, wireless access points ,etc.) and services (backup Internet Service Provider) to support our network expansion/refresh effort.

General audio visual equipment (audio and video controllers/switches, cameras and microphones) to support new instruction modalities (i.e. hyflex)

Technology & Software Assessment

What resources does the office/program currently have? Attach any documents in the next field.

See Nuventive's Document Repository

[https://platform.nuventive.com/viewDocument/sp7dlQ6FFQa8/Active Contracts and Licenses.xlsx](https://platform.nuventive.com/viewDocument/sp7dlQ6FFQa8/Active%20Contracts%20and%20Licenses.xlsx)

What resources does the office/program need to better support the goals and outcomes? How will it help achieve office/program goals and outcomes? Attach any documents in the next field.

Multi-Factor Authentication Solution CISCO DUO (\$40,000/yr) to better protect access to sensitive data for all employees.

Computer lab usage tracking solution (Labstats - \$15,000) to optimize IT spending, help students find what they need and properly allocate staff, software and hardware.

General networking equipment (fiber, switches, wireless access points ,etc.) and services (backup Internet Service Provider) to support our network expansion/refresh effort.

General audio visual equipment (audio and video controllers/switches, cameras and microphones) to support new instruction modalities (i.e. hyflex)

Student mobile application (Ellucian Experience) to improve the student digital experience, optimize in-time communication and information accessibility.

Staffing Assessment

What resources does the office/program currently have? Attach any documents in the next field.

See ITS Organizational Chart

Planning of Annual Resources

What resources does the office/program need to better support the goals and outcomes? How will it help achieve office/program goals and outcomes? Attach any documents in the next field.

Information Security Specialist (\$117,410) in support of building up an Information Security Program and Office for El Camino.

Ellucian Colleague Professional Services (\$50,000) to assist with the return to baseline functionalities (removal of customizations) and the implementation of new modules (i.e Sponsorship).

SharePoint Development Professional Services (\$100,000) to create a new Student and Employee portal (MyECC replacement).

Professional Development Services (\$20,000) to start offering soft skill training opportunities to ITS staff members.

Data Warehouse Administrator (cost TBD) to support and manage ECC's newly implemented data warehouse (EAB Edify)

System Administrator (cost TBD) to manage, patch and keep up to date our different information systems and servers.

Microsoft PowerBI Professional Services (cost TBD) to assist with the development of dashboards and other analytical tools for ECC's data warehouse.



Information Technology Services (ITS)

Last Updated: 4/20/2021

