

Academic Information Services

New Program Performance Item

Program/Unit:

Academic Information Services

Data Trend Summary:

Key Data Trends:

A silver lining of the pandemic is the lighting fast normalization of online education and telework via the use of video conferencing (i.e. Zoom). Moving an entire institution to online learning and remote work made an absolute necessity of mobile devices with high quality cameras and microphones. Congruent with this need is fast internet access (also known as bandwidth amongst technical folks) that can able to transmit high-quality imaging and voice. The new requirements created its own biosphere of needs that includes 24/7 access to institutional systems, expectation of remote system access at anytime from anywhere, application(s) availability, and expectation that any service available on campus is now available remote. Technology is the main conduit making this a reality.

Key data trends observed:

- Higher demand for enterprise level applications (e.g. Workday, CRM, etc.)
- More Cybersecurity Incidents
- Migration from desktops to laptops
- HyFlex Rooms
- Videoconferencing support
- More instructional computer labs
- System/Application Access 24/7
- Everything Cloud
- More IoT Devices
- WiFi
- Higher bandwidth
- Infrastructure Demands
- Audio-Visual Demands

The information provided here consists of the Computer Condition Index (CCI), Infrastructure Utilization by Campus, Bandwidth Consumption, Application Utilization & Development Index, Security, Technology Plan, Facilities Plan, Educational Master Plan, and Service Desk Data. These are some key metrics driving our strategic and operational planning that ensures AIS is meeting the needs of MiraCosta.

User Satisfaction:

AIS uses Service Pro as its service desk system. It also utilizes Jira for application development and tracking projects. Both of these systems are used to track and measure projects and user satisfaction. Additionally, the effectiveness of projects are measured through weekly or monthly icePics and iceCubes taskforce meetings. These operational functional taskforces have representation from the three divisions and feedback is received just-in-time to ensure user satisfaction of projects underway.

Here are some calendar year 2021 statistics:

- Over 21,000 operational service desk tickets
- Approximately 3,763 enterprise application and infrastructure support tickets
- 131 ERP related projects
- 177 information security tickets
- 21,908 student applications processed

The demand for IT services continues to increase and the department is developing different ways to meet this demand with the realities of the existing job market and recruitment challenges.

Closing the Equity Gap:

Equity gaps identified:

- Students lack of reliable internet access at home
- Student using phones to complete their online coursework
- Access to instructional software applications remotely

Potential solutions:

- Work with other departments to ensure students have grants made available to them to purchase reliable and fast internet at home. Hotspots are a good second option but since they are cellular, depending on the location of the student's house, the reliability might still be an issue
- Make laptops available to students to checkout including laptops with more processing power and Macbooks
- Virtualize all instructional computer labs, purchase additional licensing, and move to application streaming to make applications available to students 24/7

Internal Processes and Procedures:

Overall, the department has some effective processes and procedures that have serve the college well. There is longevity within the department's management that assist it in serving the college

effectively. The department has a new leader that is currently reviewing all processes and procedures. Gaps identified will be address in the coming months.

Role Within the Division:

Academic Information Services has recently been relocated to the Administrative Services division. The role of AIS is to provide IT services district-wide. AIS works collaboratively with all divisions by participating in committees and working with the Technology Advisory Committee closely. The Technology Advisory Committee is Chair by AIS. The committee has broad representation from all divisions providing constant collaboration with every division in the discussion and application of technology. Additionally, the operational taskforces of icePics and iceCubes, which meet weekly and/or monthly, have representation from all divisions. These taskforces ensure constant participation of AIS with all divisions.

Regulatory Requirements:

AIS does a good job at meeting the regulatory requirements. There are a number of regulatory requirements applicable to AIS:

- HIPAA
- FERPA
- PCI
- GLBA

Additionally, there are five Board Policies and eleven Administrative Procedures. At times, there are challenges to ensure compliance due to the resources required to meet the needs of the district.

Start:

7/1/2021

End:

6/30/2022

Progress:

New Learning, Service Area and/or Administrative Unit Outcomes Item

Program/Unit:

Academic Information Services

ARCHIVED - Summary of Key Outcomes Trends:

Use of Outcomes Data for Improvement:

Start:

7/1/2021

End:

6/30/2022

Progress:

New Program Resources Item

Facilities Improvements:

Following are facilities improvements:

- Power, cabling, and audio-visual equipment to setup HyFlex rooms
- WiFi expansion to cover all areas of every location
- Infrastructure upgrades to meet the demands of the district

Program/Unit:

Academic Information Services

Optimize Departmental Performance:

The items identified will assist the department meet the needs of the district. These items are needed to meet the needs of departments district-wide.

Impacts on Processes and Procedures:

The impacts will be mostly felt on staffing resources and the requirements to provide support for these technologies.

Correlation to Program Efficiencies:

It will help in increasing efficiencies.

Supplies, Software and Equipment:

Technology equipment and software licensing will be needed.

- Network Access Control
- Privilege Access Management
- Replace email archive solution
- AD security tools
- Managed Detection and Response
- Tableau to SaaS
- Horizon to AWS workspace
- Mobile Device Management
- Phishing training
- DNS Enterprise
- Inventory System Software & Hardware
- End Point Management System
- Service Desk
- Wireless Coverage Equipment
- Wireless Spectrum Analysis

Start:

7/1/2021

Progress:**End:**

6/30/2022

New Program Personnel Item**Program/Unit:**

Academic Information Services

Staff/Faculty Contributions:

AIS has made several important contributions to operations, service delivery, and department improvement. The department transitioned an entire workforce to work remote. AIS implemented various technologies to assist all other areas within the district to ensure a smooth transition to telework. The hardware and software contributions have been extensive.

Currency in Field:

The team has attended primarily webinars. Recently, with the opening of in person conferences, some team members attended the Chief Information Systems Officers Association conference

and the Developers conference. These webinars and conference assist the team to bring their skills up to date, learn about different technologies and implementations, learn leadership skills, and learn about new technologies. These new skills translate to better support for the district and a better prepared work force.

Professional Development Needed:

Training in all areas of technology. AIS is looking into a product that provides training-on-demand in a large areas of technology including the ability for staff to attain certificates. All staff should have the opportunity to sharpen their skills in their knowledge areas.

Changes in Staffing:

External influences have been high in AIS. The increase in technology both software and hardware has dramatically increased. The migration to remote system access as a result of COVID but expectation to keep it ongoing. Demand for HyFlex rooms and more audio-visual/media technology. Migration from desktops to laptops and the support behind it. Cybersecurity has become more prevalent.

The staffing changes are:

Retirements: Instructional lab lead part-time, instructional lab assistant part-time, (2) media services technicians,

2022 Retirements: Sr. Database Administrator, Infrastructure Systems Engineer.

Upgrades: Associate Vice President and Chief Information Systems Officer, Sr. Enterprise Applications Developer,

New: Sr. Enterprise Applications Developer, Security Engineer, Technology Support Services Coordinator, Technology Analyst, Instructional Associate

Personnel Changes Needed:

To meet the high demand, the following positions are deemed necessary: Project Manager to establish a project management office, Media Services Technician, Sr. Enterprise Applications Developer, Technology Services Analyst, and Information Security Engineer. A holistic study of the AIS department organization from a consulting firm that specializes in higher education IT

organizational structuring to make recommendations on department organization, reporting and supervising.

Start:

7/1/2021

End:

6/30/2022

Progress:

New Dialogue and Collaboration Item

Program/Unit:

Academic Information Services

Dialogue within Program/Unit:

AIS discusses the department program review yearly during projects assessment and planning. All department managers meet in July to plan for the upcoming fiscal year and assess last year's projects, learn from the results and plan for the year. In addition, bi-weekly management meetings is another example of how and when dialogue occurs about program review, effectiveness, user satisfaction, etc.

Start:

7/1/2021

End:

6/30/2022

Progress:

New Reflection and Goal Development Item

Program/Unit:

Academic Information Services

INACTIVE - Program/Unit Vision:

INACTIVE - Collaboration:

Strategic Goals:

Implement Technology Plan.

All college technology infrastructure, hardware, and software will have adequate capacity and funding to support MiraCosta's mission, vision, operations, programs and services.

Conduct an organizational assessment and implement recommendations to ensure proper departmental organizational alignment to institutional needs.

Develop an IT project prioritization process and develop and approve new standards in collaboration with the Technology Advisory committee.

Develop and establish a project management office to have a holistic view of all existing software and new projects to ensure there is full integration and remove any redundancies in system software.

Enhance technical support and training for students, faculty, staff, and management in the effective use of technology and technology systems related to its programs, services, and institutional operations. Improve communication and the publishing and sharing of department processes.

Start:

7/1/2021

End:

6/30/2022

Progress: