



Technology Master Plan 2014-2019



Preface

The 2014-2019 Technology Master Plan was developed by the 4Cs (Campus-wide Computing Coordinating Committee). The 4Cs reviewed input, established a timeline, and formed the Technology Master Plan Task Force to draft the document and approve the plan (see Appendix A).

The Technology Task Force membership consisted of faculty, classified staff, and administrators representing major areas of Glendale Community College. Membership included Fabiola Torres, Instructor and Distance Education Coordinator; Elizabeth Fremgen, Garfield Campus Associate Professor; Mary Stone, Garfield Campus Computer Lab Supervisor; Pat Hurley, Associate Dean Student Financial Services; Bill Elbettar, Computer Systems Administrator; Susan Courtney, Director, Business Services; Joe Wong, Library Computer Systems Coordinator; Reed Anderson, Director of Development and Administrative Information Systems; and Marc Drescher, Chief Information Systems Officer.

The Educational Master Plan (EMP) establishes a framework for serving GCCD students, taking into consideration the major demographic, economic, and educational issues facing the greater Glendale area. This plan provides the technology framework to support the strategic directions outlined in the EMP. The foundation for the Technology Master Plan was built on the following Educational Master Plan strategic goals:

1. Strategic Goal 1: Students' Awareness, Access, Persistence, and Success
2. Strategic Goal 2: Economic and Workforce Development
3. Strategic Goal 3: Instructional Programs and Student Services
4. Strategic Goal 4: Fiscal Stability and Diversification (Enrollment Management)

The planning process included the review of several unit plans, campus input, Accreditation Self-Study, Web Oversight Committee recommendations, Program Review, and survey data.

A review of the 2007-2012 Technology Plan implementation revealed major renovations to the ITS Data Center, improvements to systems reliability, implementation of the PeopleSoft Student Information System, and the procurement of a diesel backup generator. While much was done during the implementation of this plan, several items were not accomplished. A list of outstanding items from the 2007-2012 Technology Master Plan was created and reviewed by the Technology Task Force (see Appendix B). A number of these items appear in the 2014-2019 Technology Master Plan as action items or were incorporated into other recommendations.

A review of the 2010 Accreditation Self-Study was completed and used as a resource in developing this plan. The college's 2016 Accreditation Self-Study is currently underway. A college-wide Employee Survey for Standard IIIIC was conducted to gain insight regarding technology. The quantitative and qualitative results of the survey were reviewed in preparation for this plan. The 4Cs will review the completed Accreditation Self-Study at a future date and update the 2014-2019 Technology Master Plan as needed.

The Web Oversight Committee formed a Web Oversight Committee Task Force in 2014 to assess GCC websites. Based on their assessment, a number of recommendations were made and appear as action items in this plan (see appendix C).

Technology requests resulting from Program Review are prioritized by the 4Cs, and sent to the Budget Committee for funding. These requests appear as action items in the 2014-2019 Technology Master Plan.

As the planning process evolved, the following three goals emerged (see appendix D).

1. Maintaining technology currency.
2. Planning and managing information technology.
3. Providing access to secure, reliable, and easy-to-use information systems.

Strategies were identified with action items, measurable outcomes, timelines, and responsibilities in support of these three goals.

The plan evolved over a seven month period from March 2014 to September 2014 (see appendix E). The Technology Task Force conducted meetings in April and May establishing the timeline and draft. Throughout the summer, several assessments were conducted and incorporated into the plan. The Technology Task Force conducted further meetings in September to incorporate additional feedback before submitting the final plan at the 4Cs meeting on September 25, 2014.

Executive Summary

A Technology Task Force was formed in March of 2014 to draft the 2014-2019 Technology Master Plan. The Technology Task Force was comprised of constituents representing Instructional Services, Student Services, and Administrative Services.

Campus input provided an overview of the current technology landscape for Instructional Services, Student Services, and Administrative Services. Information Technology Services' assessment provided the framework for an overview of Glendale Community College's technology infrastructure.

Through the planning process, several inputs were assessed and the following three goals were identified.

1. Maintaining technology currency.
2. Planning and managing information technology.
3. Providing access to secure, reliable, and easy-to-use information systems.

A strategy was devised for each goal and a number of action items emerged. Each action item has an associated timeline, outcome, and assigned responsibility for completion.

Areas addressed in this plan include:

- Systems, network, software, computers, classrooms, labs, and administrative information systems.
- Managing Information Technology Services staff, policies, procedures, and plans.
- Proactively improving and delivering seamless, secure, easy-to-use, highly available, and integrated access to information systems.

Future advancements and changes in technology will be addressed in future updates to this plan and yearly reviews by the Campus-wide Computer Coordinating Committee.

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Introduction

This plan is a working document and provides a roadmap for technology direction, strategy, and deployment of campus-wide technology resources. An annual review of the 2014-2019 Technology Master Plan will be completed by the 4Cs and updated to reflect the constantly changing technological landscape and student needs. Updates to the inputs and additional assessments will be conducted throughout the life of this plan.

The emphasis of the 2014-2019 Technology Master Plan is weighted toward technology currency. Much of the technology planning over the next five years will focus on “catching up” as major upgrades and replacements of technology are needed in order to deliver critical services and foster student learning.

The following sections provide a summary of the current technology landscape at Glendale Community College, highlight the current needs driving the initial phase of the plan’s implementation, and conclude with an extensive list of action items that must be completed over the next five years to support the identified goals.

1) Instructional Services

Technology is infused into every aspect of each student's learning experience at Glendale Community College. Students have access to technology-enhanced classrooms, computer classrooms, labs, web-enhanced courses, online courses, web-enhanced library resources, technology-enhanced learning resources, and assistive technologies.

Over 95% of the classrooms have a minimum standard set of technologies including projection systems, DVD/VHS, instructor computers, sound reinforcement, and wired Internet connections (see Appendix F). These classrooms also provide connectivity for faculty wanting to use their own devices in the classroom. Special-use classrooms have access to video conferencing equipment, document cameras, audio recording equipment, and other specialized technologies.

There are over 1,400 computers for student use that are dispersed over 34 classrooms and 9 academic labs. Technical Support is provided by an ITS (Information Technology Services) Lab Supervisor and three Computer Lab Technicians. Instructional Support is provided by six Instructional Computer Lab Technicians for specialized classrooms, reporting to division chairs and one Instructional Computer Lab Technician for lab support, reporting to ITS. Each of the fifteen Academic Divisions have at least one computer classroom. A number of programs utilize specialized software for CAD (Computer Aided Design), music, animation/videogame design, graphic arts, and photography. A variety of Windows PC and Apple computers are being utilized throughout these classrooms. A number of classrooms have computers with the ability to dual-boot into either Windows or Mac OS. The Math Lab is leveraging Virtual Desktop Infrastructure (VDI) to manage approximately 250 thin clients. Adaptive computers are available for students with disabilities. The college's computer refresh plan recommends computers be replaced on a three to five year cycle.

The Committee on Distance Education (CoDE) works with the Distance Education Chair and existing instructional programs to facilitate and improve online education and learning. ITS provides the hosting, software updates, backups, and technical support for the Learning Management System, Moodle, used to deliver Distance Education. ITS also provides the one-way integration of course information into Moodle and the creation of course shells. Faculty support and training is provided by Instructional Services. Faculty and students also have access to 24/7 support from Embanet Educational Services.

The Learning Resource Center currently provides students 40 open access computers for Internet research and browsing. In 2015, the Learning Center will undergo a major remodel, and the computer lab will be converted to an active learning classroom where the Learning Center workshop series will be housed. The objective is to provide students with access to tablets and/or laptops during the workshops.

The GCC Library provides approximately 65 open access computers for students to conduct research and complete work assignments. Printing, photocopying, and scanning services are also available to students. Librarians provide technology services including online reference, CampusGuides support, and training for faculty and staff. Support for library technology resources is provided by librarians and classified staff. Online

library resources include subscription databases, the library catalog, and research guides. Limited Wi-Fi access is available in the library.

ITS maintains an online Help Desk system and a walk-in support desk Monday–Thursday from 8:00 am to 7:00 pm and Friday from 8:00 am–5:00 pm. After-hour classroom support is provided by Computer Lab Technicians. ITS has a SLA (Service Level Agreement) with the campus that establishes support guidelines and specifies priority to classroom learning. ITS maintains a bank of twelve computers and provides one-on-one assistance on a walk-in basis. These computers are utilized by many adjunct instructors throughout the day. Because of the centralized location of ITS, many students stop by seeking support to access email, PeopleSoft, and general information. ITS provides a number of informational handouts for students and directs their questions to the appropriate departments.

The Garfield Campus provides noncredit students access to over 400 computers dispersed throughout 30 classrooms. Three computer labs provide specialized software for ESL (English as a Second Language), math, and keyboarding classes. A mobile lab for the Student Success Center provides 30 computers as well as wireless printing. All classrooms are technology-enhanced with a standard set of media equipment. The Garfield Library provides students with three open access computers for conducting research and completing assignments. Decentralized technology management, coordination, planning, and support is provided by a Computer Lab Supervisor reporting to the Continuing Education Division. An Assistant IT Specialist provides help desk support and reports to the Lab Supervisor. Instructional technology support is provided by an Instructional Computer Lab Technician, a part-time Instructional Computer Lab Technician, one Assistant Instructional Computer Lab Technician, and four part-time Assistant Instructional Computer Lab Technicians, reporting to the Computer Lab Supervisor. Centralized network, server, and communications support is provided by ITS.

Technology planning for the new Lab/College Services Building is well underway. Information Technology Services is working closely with Facilities to ensure the infrastructure is in place to deliver technology services to new classrooms, labs, and offices. A predictive Wi-Fi heat-map survey was conducted using the Lab/College Services blueprints to verify that adequate wireless service will be in place when the new building opens. Technology equipment standards set by the 4Cs will be applied to the new classrooms.

Highlights

- In October, 2013, nearly half (274) of the faculty/staff computers were still running the Windows XP Operating System and were approaching EOF (End-of-Life) status. To maintain technology currency and productivity and minimize technical problems, the established refresh plan to replace 20% of office computers each year needs to be followed. Additionally, computers need to be maintained according to an established upgrade schedule.
- An assessment of the 34 computer classrooms is needed to determine where consolidating special-use computer classrooms could lead to more efficient use, better support, and increased refresh cycles.
- Classroom technology is emerging and ITS recognizes the need to adapt classrooms to utilize the latest advancements. As these technologies mature, standards need to be in place to ensure all

faculty have the opportunity to leverage these innovations.

- The ITS SLA agreement established in 2003 is outdated and needs to be updated to reflect current technology trends. Of primary importance is the establishment of a centralized help desk system used by all staff members to ensure proper support is being provided. ITS staff hours should be evaluated and adjusted to meet the needs of the college.
- Distance Education support is fragmented between the ITS Systems Administrator, ITS Specialist, and Instructional Technology Support Specialist reporting to Instruction. Faculty are often directed to the wrong support staff or do not know whom to contact for support. A support escalation process should be in place to assist faculty.
- ITS is currently working with CoDE to establish a Moodle Roadmap to ensure technology currency while mitigating the disruption to learning.
- An automated way of creating course shells, which are currently manually created each semester by an ITS Specialist, should be evaluated. As more and more faculty use Moodle, the workload associated with creating these shells will increase beyond the staffing capacity.
- Because of the central location of ITS on the GCC campus, many students stop by seeking assistance. ITS staff needs to be better trained to assist students.
- Instructional Services consists of 15 divisions. There is a need for a centralized document repository to help manage and share Instructional Services information, such as faculty syllabi, meeting agendas, and meeting minutes.
- The CISO (Chief Information Systems Officer) of ITS meets weekly with the Vice President of Administrative Services. To ensure the technology needs of Instructional Services are also being met, the CISO should meet regularly with the Vice President of Instructional Services.
- Student and faculty demand for wireless connectivity to the Internet has dramatically increased over the last five years and will continue to do so as more users are turning to mobile devices. The current GCC wireless network needs to be expanded to accommodate the growing number of devices.

2) Student Services

Technology plays an important role in the support services provided to students at GCC. Students apply for admission, have access to orientation, register for classes, schedule counseling appointments, and receive college information through the use of technology.

Oracle's PeopleSoft Campus Solutions was implemented in 2010 to manage student records and provide services to students online. To ensure reliability and high availability, the system was designed to be fully redundant with failover and load balancing capabilities. Every student registered at GCC is provided an account in PeopleSoft through the MyGCC login. This account allows students to browse a schedule of classes, register for or drop classes, pay fees, and obtain their grades from any computer with Internet access.

Planning for PeopleSoft is conducted by the PeopleSoft Steering Committee. This committee reviews pending projects and sets system priorities. In addition to maintenance and support, ITS works closely with Student Services to provide appropriate software support and development.

Current projects in process include the implementation of Open CCCApply, E-Transcripts, SEP (Student Education Plan), Early Alert, Online Orientation, and a number of Student Success Initiatives. Custom applications have been created within the PeopleSoft environment to extend the capabilities and functionality of the SIS (Student Information System). Several third party applications such as Online Orientation, CCCApply, SARS Grid, SARS Call, SARS Trak, Moodle, and Oracle E-Business Suite have been integrated with PeopleSoft to provide additional student services.

Development projects are assigned to the Director of AIS (Administrative Information Systems) and four ITS Programmer Analysts. Several applications have been developed and are being managed by ITS including Learning Center workshop scheduling, online scholarship application, and noncredit application to name a few.

Maintenance and upgrades to PeopleSoft are completed by a Senior Database Administrator, Database Administrator, and a Systems Administrator. Both the programmers and the systems administrators strive to maintain strong relationships with the functional leads in the major Student Services departments. The Financial Aid Operations Analyst works as a PeopleSoft power user and liaison between Financial Aid and ITS.

The Web Oversight Committee reviews the current and future state of GCC's web presence and makes recommendations for plans, policies, and procedures. The last major redesign to the glendale.edu website was completed in 2009. ITS also supports the MyGCC website which provides students access to PeopleSoft, class schedules, and links to additional student services.

Student Services provides approximately 150 computers for student access throughout Counseling, Career Center, Veteran's Center, EOPS, Student Development, and Assessment and maintains two level III

classrooms, all of which are supported by ITS Specialists. Both Counseling and EOPS also provide students access to 60 laptops for use during group workshops.

Highlights

- Counseling depends on the use of SARS Call student notification software to schedule and maintain student appointments. This software is no longer supported and the server will reach end of life support in 2015. A new solution will need to be found to continue to provide this service.
- Financial Aid's legacy system called "FAM" will reach end of life support in 2015. A decision to upgrade or decommission this system will need to be made.
- Financial Aid identified the need for a document scanning and retrieval system for future and archived records. Counseling, EOPS, and CalWORKs have similar needs.
- Implementation of a common application system (CCCApply) for noncredit and credit students is needed. Having separate applications has slowed down the acceptance process for students and requires additional work to ensure duplicate applications are found.
- ITS is managing a number of different projects at any given time. There is a need for an online project management tool to better communicate and coordinate project planning activities for Student Services.
- The Web Oversight Committee recognized the need to improve the web services offered to students. A number of recommendations were made by the Web Oversight Committee Task Force and submitted to the 4Cs for inclusion in this plan. Highlights include enabling reset password functionality for faculty and students, simplifying faculty access to PeopleSoft, implementing a mobile version of PeopleSoft for students, and a complete redesign of the glendale.edu website.
- The CISO of ITS meets weekly with the Vice President of Student Services to ensure the technology needs are being met.

3) Administrative Services

ITS supports the technology needs of the President's Office, Administrative Services, Human Resources, Facilities, and Campus Police.

Oracle E-Business Suite ERP (Enterprise Resource Planning) System is being utilized by Administrative Services for Accounts Payable, General Ledger, Accounts Receivable, timekeeping, and purchasing. Human Resources uses E-Business to manage benefits, employee assignments, new employee workflow, board slips, and position control. Maintenance, support, and development of E-Business Suite is provided by the AIS staff of ITS. Third party and custom applications such as NeoGov, for employee recruitment; payroll; asset management; and custom financial reporting are integrated into the E-Business Suite.

The Information Operators rely on ITS for support and management of the Unified Attendant Console used for all calls directed to the college. Administrative Services also extensively uses the document imaging system.

ITS provides various levels of support for the systems used by Facilities. The SMS (Security Management System) managed by Facilities for keyless entry is housed in the ITS Data Center. ITS supports the hardware and OS (Operating System). Systems hosted or managed by off-campus vendors include the facilities web-based work order system and the EMS (Energy Management System).

Campus Police relies on ITS for several critical services. ITS maintains the T1 data connection between the Verdugo Campus and the Los Angeles County Sheriff's Department. Support and programming of the e911 service, CER (Cisco Emergency Responder), SA Announce emergency campus notification, and the emergency phones located throughout the Verdugo Campus and Garfield Campus are supported by ITS Network Services staff. The EOC (Emergency Operations Center) is located in the conference area of ITS. In the event of an emergency, Campus Police will rely on ITS to set up communications and provide designated office space to emergency personnel.

Highlights

- The 2007–2012 Technology Master Plan identified a need to upgrade the Oracle E-Business Suite used by Human Resources and Business Services to deliver critical services. Again, in the ITS 2013-2014 Program Review, the need to upgrade the Oracle E-Business Suite was cited because the software version is reaching end-of-life, and the hardware is close to ten years old. The Campus Computer Coordinating Committee ranked this item as one of the top three “must do” items during its annual Technology Projects Prioritizing process. The Budget Committee identified the funding needed and an RFP (Request for Proposal) will be issued to engage a consulting company to assist with the upgrade process.

- The document imaging system used by Business Services and Admissions and Records was nearing end-of-life support in 2013-2014. Because Financial Aid's 2013-2014 Program Review identified a critical need for a document imaging system, an assessment was completed that determined upgrading the existing document imaging system would meet the needs of Financial Aid and provide the college an Enterprise solution to be utilized campus-wide. The upgrade will be complete during the fall of 2014. Business Services, Admissions and Records, Financial Aid, Garfield Campus,
- CalWORKS, Human Resources, Counseling, and EOPS will be utilizing the upgraded document imaging system. Future assessments will be completed to determine the imaging needs of other departments throughout campus.
- Wi-Fi needs to be extended to conference rooms and meeting areas to conduct meetings.
- The Computer Refresh Plan established by the 4Cs needs to be followed to ensure productive, efficient, and trouble-free computing for staff.

4) Infrastructure

GCC's converged network supports the transmission of data, voice, and video. GCC has standardized Cisco networking equipment for switches, routers, and wireless APs (Access Points). At the core of the network is a Cisco Catalyst 6513 Switch. Most campus buildings connect to the core switch over gigabit fiber links. Some smaller buildings connect over long range Etherlink copper cables. The fiber links consist of a combination of multi-mode and single-mode air-blown fiber. Air-blown fiber allows for relatively easy and inexpensive additions or changes to the backbone without necessitating the installation of conventional fiber.

In addition to the central core switch, each of the 26 campus buildings has a distribution switch and a number of access switches that provide network connectivity throughout the building. Desktop computers, campus VOIP (Voice over IP), telephones, wireless access points, building energy management systems, security cameras, card key access systems, and a variety of other devices connect to the network through these building switches. There are more than 150 building switches providing approximately 7,500 Ethernet ports on both campuses. Most switch ports are Fast Ethernet ports. Some are gigabit Ethernet ports.

The Garfield Campus connects to the Verdugo Campus by way of a 45 mbps Telco DS3 leased line and associated routers. This connection provides voice and data paths between the campuses.

Both the Garfield and Verdugo campuses have independent connections to the CENIC (Corporation for Education Network Initiatives in California) statewide educational network. CENIC, in turn, connects to the Internet. The Garfield Campus CENIC connection is over a 45 mbps Telco DS3 path. The Verdugo Campus CENIC connection is over a Telco 1 gbps high speed primary path and a 45 mbps Telco DS3 backup path.

The campus phone system is a Cisco Unified Communications Voice over IP System. Phone traffic on campus is carried over the same network as data traffic. The phone system consists of a redundant pair of Call Managers to process and handle calls, a redundant pair of Unity Voice Mail servers, a redundant pair of Emergency 911 servers, a Paging Server, a Call Center Server, and an Operator Attendant server. There are a number of special-purpose routers that provide Telco trunk connectivity for connection to the public switched telephone network and backup phone line support. There are approximately 800 digital telephones on campus and an additional 150 analog phones, emergency phones, FAX machines, etc.

Wi-Fi wireless connectivity to the Internet is provided to students, faculty, staff, and visitors on the Garfield and Verdugo campuses. The college offers both an open, unsecured, guest Wi-Fi network and a secure encrypted Wi-Fi network. Sixty-eight wireless access points are located throughout 24 campus buildings. At times more than 1,500 laptops, smart phones, and portable wireless devices are simultaneously using the campus wireless network. The access points are managed by a Cisco 5508 Wireless Controller, which coordinates, provides security services, and configures the access points for optimum performance. Wireless standards supported on campus include 802.11a, 802.11b, 802.11g, 802.11n and 802.11ac.

The Data Center, located at the Verdugo Campus, is a secure, environmentally controlled facility that houses a variety of servers used for academic and administrative purposes, Storage Area Networks, automated tape

backup libraries, network equipment necessary to support the servers, a UPS (Uninterruptible Power System), and two redundant chilled water and DX 20 ton air conditioning units. In addition, the Data Center is served by a diesel generator to protect against electrical power interruptions.

Approximately 125 application servers are housed inside the Verdugo Campus Data Center. These mission-critical servers include PeopleSoft ERP, E-Business ERP, Moodle, Exchange email, document imaging, and numerous department specific services.

Highlights

- The last major network upgrade was conducted in 2005. A network upgrade will need to take place over the next five years as routers, switches, firewalls, and communication equipment reach end-of-life. Additionally, new network equipment will be needed to expand bandwidth, monitor network traffic, detect intrusion, and manage network connectivity as usage increases.
- There is an increasing demand for Wi-Fi access by campus constituents. The 2007-2012 Technology Master Plan identified the need to expand the capabilities of the wireless network to include wireless, secure voice communications, and support for other wireless devices. Information Technology Services identified the need to expand wireless coverage in their 2013-2014 Program Review and conducted a Wi-Fi Walking Survey, recording signal strength at over 550 locations throughout campus to identify areas needing coverage (see appendix G). The Campus Computing Coordinating Committee ranked this item among the top three “must do” items during its 2014 annual Technology Projects Prioritizing process. The request will move to the Budget Committee where a funding source will be identified. ITS has a plan to upgrade the campus Wi-Fi network in two phases. The first phase will provide the necessary coverage. Once coverage has been established, density needs will be identified and addressed in the second phase.
- In 2012, a HP Virtual Server Environment was purchased to consolidate servers, reduce physical footprint, power/cooling requirements and the total cost of ownership of the server room. This environment needs to be expanded to further virtualize existing servers and all new servers should be virtualized when possible.
- Nearly 30% of the application servers in the server room are running the Windows 2003 Server operating system that will reach end of life status in 2015. A plan needs to be established to decommission, virtualize or replace these servers.
- ITS staff members need to maintain their technology currency as technology evolves and outdated job descriptions should be revised to reflect these changes.
- There is a growing list of cloud computing offerings providing ERP, email, backups, storage, office productivity tools and many more services. Leveraging cloud computing services has the potential for reducing additional spending on technology infrastructure, streamlining operations, and potentially increasing system availability. GCC needs to include cloud computing as an option when assessing new technologies.

5) Action Items, Outcomes, Responsibilities, and Timelines

Goal 1. Maintaining technology currency.

Strategy: Proactively maintain, virtualize, decommission, upgrade, or expand systems, network, software, computers, classrooms, labs and information systems to meet the technological needs of students, faculty and staff.

Systems

Action Item	Responsibility	Completion
ACS Server: Upgrade	Systems	2018
Active Directory 1: Decommission	Systems	2015
Active Directory 2: Decommission	Systems	2015
Associated Students: Upgrade	Systems	2019
Assessment: Upgrade	Systems	2015
Document Imaging: Decommission	Systems	2014
Document Imaging New: Commission	Systems	2014
Document Imaging DB: Decommission	Systems	2014
Document Imaging DB New: Commission	Systems	2014
Document Imaging Web: Decommission	Systems	2014
Document Imaging Web New: Commission	Systems	2014
Blackboard: Decommission	Systems	2015
CalWorks New: Upgrade	Systems	2019
CI Track: Decommission	Systems	2015

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CISCO Backup: Upgrade	Systems	2015
Counseling: Upgrade	Systems	2015
Community Services Education: Decommission	Systems	2014
Community Services Education New: Commission	Systems	2014
Domain Controller 1: Upgrade	Systems	2017
Domain Controller 2: Upgrade	Systems	2017
Elumen: Decommission	Systems	2015
Exchange 1: Virtualize & Upgrade	Systems	2017
Exchange 2: Virtualize & Upgrade	Systems	2017
Exchange 3: Virtualize & Upgrade	Systems	2017
Exchange 5: Virtualize & Upgrade	Systems	2017
Financial Aid (FAM): Decommission	Systems	2015
Financial Aid (FAM) DB: Decommission	Systems	2015
Filemaker for Instruction: Virtualize & Upgrade	Systems	2016
File Server 1: Virtualize & Upgrade	Systems	2017
GCC Active Directory 1: Decommission	Systems	2015
Genesis: Upgrade	Systems	2015
Health Center: Upgrade	Systems	2015
HP Backup: Upgrade	Systems	2017
HP Imaging Server	ITS Specialists	2019
Learning Center: Upgrade	Systems	2015

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Management: Upgrade	Systems	2017
Moodle 2.4: Decommission	Systems	2014
Moodle 2.6: Commission	Systems	2014
Moodle- Archive	Systems	2014
Netmon: Upgrade	Systems	2015
NS1: Upgrade	Systems	2015
NS2: Virtualize and Upgrade	Systems	2015
Nursing: Upgrade	Systems	2015
PSUPK (Facilities): Virtualize & Upgrade	Systems	2015
R25: Virtualize & Upgrade	Systems	2015
Rafael: Virtualize & Upgrade	Systems	2015
RDP 6: Decommission	Systems	2015
RDP 7: Decommission	Systems	2015
RDP for off-site Consultants: Decommission	Systems	2015
RDS 1: Virtualize & Upgrade	Systems	2017
RDS 2: Virtualize & Upgrade	Systems	2017
RDS 3: Virtualize & Upgrade	Systems	2017
RDS 4: Virtualize & Upgrade	Systems	2017
RDS 5: Virtualize & Upgrade	Systems	2017
RDS 6: Virtualize & Upgrade	Systems	2017
RDS Broker: Virtualize & Upgrade	Systems	2017

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SA Announce: Upgrade	Systems	2015
SARSCALL for Counseling: Decommission	Systems	2015
SARSGRID for Counseling: Upgrade	Systems	2017
SCAN Tron Instruction Evaluation System: Commission	Systems	2014
SECO: Virtualize & Upgrade	Systems	2015
SharePoint: Upgrade	Systems	2019
Spice Works Work Order System: Upgrade	Systems	2019
SharePoint DB1: Upgrade	Systems	2019
Terminal Services 1: Virtualize & Upgrade	Systems	2017
Unified Computing System 1: Upgrade	Systems	2018
Unified Computing System 2: Upgrade	Systems	2018
Vision: Decommission	Systems	2015
Vision 2: Virtualize & Upgrade	Systems	2017
Vision DB: Decommission	Systems	2015
Vision DB 2: Virtualize & Upgrade	Systems	2017
VX Tracker: Upgrade	Systems	2015
WebCT: Decommission	Systems	2015
WEBCT DB: Decommission	Systems	2015
Win3k1: Virtualize & Upgrade	Systems	2015
Win3k2: Virtualize & Upgrade	Systems	2015
Win3k3: Virtualize & Upgrade	Systems	2015

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WLS Appliance	Systems	2018
Virtual Environment: Plan, prepare and extend by adding additional Blade Servers and SAN storage	Systems	2015
Active Directory: Fully deploy single AD und GCCD Domain to centrally manage and provide SSO.	Systems	2015
Active Directory: Migrate labs, Library, offices into GCCD Domain	Systems, Library, Lab Manager	2015
Diskstaion -NAS - Labs File Share- Upgrade	Lab Supervisor	2016
CADSERV- CAD File Share- Upgrade	Lab Supervisor	2015
MACVAC -VPAD SHARE: Upgrade	Lab Supervisor	2015
LabSupp-01- Labs Print Server: Upgrade	Lab Supervisor	2015
CAD license server: Upgrade	Lab Supervisor	2015
Arts1, 2, & 3 - VPAD Web Wordpress servers: Update	Lab Supervisor	2015
License Server: Upgrade	Lab Supervisor	2015
Nursing File Share: Upgrade	Lab Supervisor	2015
Citrix Servers; GCL, PS1, PS2, PS4: Decommission	Lab Supervisor	2014

Network

Action Item	Responsibility	Completion
Cisco 3560 Ethernet Switches (150): Refresh	Network Services	2015
Cisco 2851 Routers (connecting Verdugo & Garfield Campus): Refresh	Network Services	2017
Cisco 5540 Firewalls: Refresh (EOL 2018)	Network Services	2016
Cisco 6513 Core Switch: Refresh	Network Services	2018
CDC & Life Skills DSL Connection: Upgrade	Network Services	2014

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Cisco UCS (Phone System): Refresh	Network Services	2018
Cisco 5508 Wireless Controller: Upgrade	Network Services	2015
Cisco 1121 Access Control: Upgrade	Network Services	2015
Cisco 2620XM (Routers to JPL): Refresh	Network Services	2014
Cisco 1604 Router (GCOE Payroll/Acct): Refresh	Network Services	2014
Cisco VG248 (Analog Phone Gateways for fax, emergency phones, & elevators.	Network Services	2014
Cisco 5580 Firewall (Garfield Campus): Refresh	Network Services	2018
Cisco 4240 Intrusion Prevention System: Refresh	Network Services	2018
Cisco 7940G & 7960G Phones (850): Refresh	Network Services	2016
Call Manager, Voice Mail, Call Center, Emergency Responder, Attendant: Software Upgrade	Network Services	2018
Wireless Access Points: Extend & Refresh w/ Wave 1 AC standard	Network Services	2015
Wireless Access Points: Extend based on density w/ Wave 2 AC standard	Network Services	2016
Sonicwall Firewall (Administrative ERP): Refresh	Network Services	2015
Network Access Control for Wi-Fi Network: Commission	Network Services	2016
Network: Intrusion Detection & Protection: Commission	Network Services	2016
CDR Phone Software: Replacement (VxTracker to Variphy)	Network Services	2016
Emergency Paging: Replacement (SA Announce to Burbee)	Network Services	2016
Campus Fiber Backbone Infrastructure: Upgrade (support 10gbps)	Network Services	2016
Classroom Telephones: Commission	Network Services	2016
Lab College Services Building Network Equipment: Commission	Network Services	2016

AIS Systems

Action Item	Responsibility	Completion
Oracle Ebusiness ERP Suite v. 12: Plan, prepare, upgrade and implement.	Director of AIS	2015
Oracle Document Imaging: Plan, prepare, upgrade and implement.	Director of AIS	2014
PeopleTools: Upgrade to 8.54.	Systems	2015
PeopleSoft Mobile App: Prepare, plan and implement.	Systems	2015
R25: Upgrade to 25 Live	Director of AIS	2015
Sars Call: Decommission (End-of-Life) and find alternative solution.	Systems	2015
Vax: Plan, prepare and decommission legacy system.	Director of AIS	2014

ERP 8 Test Servers : Decommission	Systems	2015
ERP 2 Production Servers: Decommission	Systems	2015
ERP Backup Server: Decommission	Systems	2014
ERP Oracle Grid Control Server: Decommission	Systems	2015
ERP F5 Server: Decommission	Systems	2014
PeopleSoft 6 old production servers: Decommission	Systems	2014
PeopleSoft 6 new Production Servers: Upgrade	Systems	2017
PeopleSoft 6 Test Servers: Upgrade	Systems	2015
PeopleSoft 3 Staging servers: Upgrade	Systems	2015

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PeopleSoft 3 Development Servers: Upgrade	Systems	2015
PeopleSoft old Backup Server: Decommission	Systems	2014
PeopleSoft Batch server 1: Decommission	Systems	2015
PeopleSoft Batch server 2: Decommission	Systems	2015
PeopleSoft test Batch server 1: Upgrade	Systems	2015
PeopleSoft test Batch server 2: Upgrade	Systems	2017
Test file share server: Upgrade	Systems	2019
Production file share server: Upgrade	Systems	2017
PeopleSoft Production 2 Batch servers: Upgrade	Systems	2017
ERP and PeopleSoft Backup Server: Upgrade	Systems	2017
Oracle Grid Control Server: Upgrade	Systems	2019
PeopleSoft file share server: Decommission	Systems	2015
PeopleSoft Active Directory: Upgrade	Systems	2015
Shibboleth Server: Upgrade	Systems	2019
Weblogic Imaging Server: Upgrade	Systems	2019
Quillix Imaging Server: Upgrade	Systems	2019
MS SQL Imaging Server: Upgrade	Systems	2019

Office Computers

Action Item	Responsibility	Completion
Windows XP: Upgrade and refresh XP computers (XP EOL April 2014).	Director of Network, Systems, & Operations	2014
Computer Refresh: Replace office computers reaching EOL (~ 20% of 500 computers each year).	Director of Network, Systems, & Operations	2015-2019

Classroom Computers

Action Item	Responsibility	Completion
Windows XP: Upgrade and refresh XP classroom computers (XP EOL April 2014)	Director of Network, Systems, & Operations	2014
Computer Refresh: Replace classroom computers reaching EOL (~ 20% of 125 computers)	Director of Network, Systems, & Operations	2015-2019

Classroom Instructional Equipment

Action Item	Responsibility	Completion
LCD Projector Refresh: Replace classroom projectors reaching EOL (~15% of 125 LCD projectors)	USS	2015-2019
AU 103: Upgrade to Level III Classroom	USS	2015
SG 139 English Lab: Replace and extend source controls & classroom display to include dual screen projection.	USS	2014
Provide Instructor BYOD connectivity to classroom display systems and network.	Network Services	2015-2019

Instructional Labs

Action Item	Responsibility	Completion
SR-312: 31 Win 7	Lab Supervisor	2019
SR-313 Business: 31 Mac/Win7	Lab Supervisor	2019
SR-314 Business: 31 Mac/Win7	Lab Supervisor	2019
SR-324 Business: 31 Win7	Lab Supervisor	2016
SR-321 Business: 41 Win7(10 mac)	Lab Supervisor	2019
SG-136 Business: 31 Win7	Lab Supervisor	2017
SG-137 Business: 31 Win7	Lab Supervisor	2015
SG-138 Business: 39 Win7	Lab Supervisor	2015
SG-139 English: 30 Win7	Lab Supervisor	2019
SG-129 Open Lab: 104 Win & Mac	Lab Supervisor	2016
SG-135 Language: 21 Win7	Lab Supervisor	2016
SG-129 Language: 11 Win7	Lab Supervisor	2016
SG-108 HTC: 21 Win7	Lab Supervisor	2016
SG-379 Math: 30 XP	Lab Supervisor	2016
AS-102,103, 104, 114, 115, 103,108 Math VDI: 290 Win7	Lab Supervisor	2017
MDC Instructor & Check-in: 8 Win7	Lab Supervisor	2017
SB-161 Social Science: 18 Win7/Mac/Ubuntu	Lab Supervisor	2017
SB-162 Math: 30 XP	Lab Supervisor	2017
HS-117 VPAD: 25	Lab Supervisor	2018
HS-118 VPAD: 25	Lab Supervisor	2019
HS-119 VPAD: 25	Lab Supervisor	2018

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HS-120 VPAD: 27	Lab Supervisor	2016
HS-124 VPAD: 42	Lab Supervisor	2016
HS-126 VPAD: 56	Lab Supervisor	Surplus
HS-127 VPAD: 10	Lab Supervisor	2015
HS-343 Nursing: 51 Win7	Lab Supervisor	2015
SG-328 VPAD: 17	Lab Supervisor	2016
AU-213 VPAD: 21	Lab Supervisor	2019
AD-247 English: 33 Win7	Lab Supervisor	2018
AD-238 English: 38 Win7	Lab Supervisor	2018
AT-107A Business Tech: 30 Win7	Lab Supervisor	2016
AT-200 Technology: 21 Win7	Lab Supervisor	2016
AT-211 Technology: 27 Win7	Lab Supervisor	2017
AT-208 Technology: 29 Win7	Lab Supervisor	2017
CR-146 Physics: 17	Lab Supervisor	2017
CR-147 Physics: 21	Lab Supervisor	2017
CR Chemistry: 35	Lab Supervisor	2015
AU Learning Center: 16	Lab Supervisor	2015
AD-232 Learning Center: 40	Lab Supervisor	2015

Goal 2. Planning and managing information technology.

Strategy: Manage ITS staff, create and update ITS policies, procedures, and plans to support the mission of GCC.

Manage ITS Staff

Action Item	Responsibility	Completion
Centralize SIS/ ERP project planning to the Director of Development and assess areas of responsibility to balance projects and workloads.	Director of AIS	2014
Align ITS staff, reporting structure.	CISO	2014
Implement web-based project management tool to track, manage and assign all ITS projects.	CISO	2014
Implement ITS work order system to track ITS requests, improve customer service and manage workloads.	CISO	2014
Establish new ITS Intranet website to manage schedules and disseminate information to ITS staff.	CISO	2014
Fill vacant Programmer/ Analyst Position.: Assess Needs	CISO	2015
Fill vacant Network, Systems, USS ITS Manager position.	CISO	2015
Cross train staff members to eliminate single points of failure.	CISO	2015
Develop individualized professional development plans for ITS staff members to promote technology currency.	CISO	2015
Update outdated/ obsolete ITS job descriptions.	CISO	2015
Assess campus technological needs and adjust ITS support needs as technology changes by creating new positions, reorganizations, and hiring of new staff members.	CISO	2014-2019
Establish communication channels between CISO and VPs to ensure college goals are being met.	CISO	2014-2019
Ensure critical ITS services have primary and secondary backup contacts.	CISO	2014-2019

Promote and encourage feasible ITS staff training opportunities to support the technological needs of students, faculty and staff.	CISO	2014-2019
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Policies, Procedures & Plans

Action Items	Responsibility	Completion
Update ITS Service Level Agreement (SLA) and submit to 4Cs for approval.	CISO	2014
Submit revised AR 3720 to cover changing technological landscape to 4Cs for approval.	CISO	2014
Establish, maintain, and update hardware and software standards to reduce training and support costs.	CISO	2014
Establish an upgrade plan with CODE to ensure the technology currency of Moodle for Distance Education	CISO/ CODE	2014
Develop a network and information security policy.	CISO	2015
Update disaster recovery & business continuity plan.	CISO	2015
Establish ITS department procedures.	CISO	2014
Revise remote access process and procedures to strengthen network and system security while providing approved access.	CISO	2014
Assess campus legacy tape backup strategy and explore current disk based solutions.	Systems	2015
Assess the need for access, use, storage, and destruction of student information policy.	CISO	2015
Revise and promote proposal process for new technology purchases.	CISO	2014

Goal 3. Providing access to secure, reliable, and easy to use information systems.

Strategy: Proactively improve and deliver seamless, secure, easy to use, highly available and integrated access to information systems to promote student success.

Action Item	Responsibility	Completion
Private Internal Links (legacy list of links for faculty and staff): Decommission	Director of AIS	2014
Campus Intranet (Decentralized web-based CMS for faculty/ staff information using Microsoft SharePoint): Plan, prepare, implement and manage. Ensure ITS and end user training is provided.	Director of AIS	2014
Provide a document repository for division/ department use.	Director of AIS	2014
Faculty password change capabilities on PeopleSoft: Re-implement	Director of AIS	2014
Student password change capabilities on PeopleSoft: Implement	Director of AIS	2014
Student password change capabilities on Gmail: Enhance	Director of AIS	2014
Faculty/ Staff PeopleSoft Login: Enhance using GCC branding.	Director of AIS	2014
MyGCC: Update to work on all devices using responsive modern look and feel.	Director of AIS	2015
MyGCC Schedule of Classes: Determine if legacy schedule is necessary. Upgrade using modern scripting language if needed.	Director of AIS	2015
Student, Faculty/ Staff help and how to pages: Review and update as needed.	Director of AIS	2014
Glendale.edu: Refresh by: simplifying navigation using usability best practices, remove outdated, redundant information and fixing broken links.	Director of AIS	2014
Glendale.edu: Redesign using current web standards, navigation best practices, modern design and responsive browsing experience.	Director of AIS	2015

6) Action Items Update: 2014

Action Item	Responsibility	Completion	Current Status
Align ITS staff, reporting structure.	CISO	2014	In Progress
Assess campus technological needs and adjust ITS support needs as technology changes by creating new positions, reorganizations, and hiring of new staff members.	CISO	2014-2019	In Progress
Campus Intranet (Decentralized web-based CMS for faculty/ staff information using Microsoft SharePoint): Plan, prepare, implement and manage. Ensure ITS and end user training is provided.	CISO	2014	In Progress
CDC & Life Skills DSL Connection: Upgrade	Network Services	2014	Completed
Centralize SIS/ ERP project planning to the Director of Development and assess areas of responsibility to balance projects and workloads.	CISO	2014	In Progress
Citrix Servers; GCL, PS1, PS2, PS4: Decommission	Lab Supervisor	2014	Completed
Community Services Education New: Commission	Systems	2014	Completed
Community Services Education: Decommission	Systems	2014	Completed
Document Imaging DB New: Commission	CISO	2014	Completed
Document Imaging DB: Decommission	CISO	2014	Completed
Document Imaging New: Commission	CISO	2014	Completed
Document Imaging Web New: Commission	CISO	2014	Completed
Document Imaging Web: Decommission	CISO	2014	Completed
Document Imaging: Decommission	CISO	2014	Completed
Ensure critical ITS services have primary and secondary backup contacts.	CISO	2014-2019	In Progress
ERP Backup Server: Decommission	Systems	2014	Completed
ERP F5 Server: Decommission	Systems	2014	Completed
Establish an upgrade plan with CODE to ensure the technology currency of Moodle for Distance Education	CISO/ CODE	2014	Completed
Establish communication channels between CISO and VPs to ensure college goals are being met.	CISO	2014-2019	Completed
Establish ITS department procedures.	CISO	2014	Completed
Establish new ITS Intranet website to manage schedules and disseminate information to ITS staff.	CISO	2014	Completed
Establish, maintain, and update hardware and software standards to reduce training and support costs.	CISO	2014	Completed

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Faculty password change capabilities on PeopleSoft: Re-implement	CISO	2014	Completed
Faculty/ Staff PeopleSoft Login: Enhance using GCC branding.	CISO	2014	Completed
Garfield CALWorks Student Computers - 9	Lab Supervisor	2014	Completed
Garfield EIKI LCXB 32-N Projector Refresh Tropico and Mariposa Building: 31	Lab Supervisor	2014	Completed
Garfield Refresh Policy for 470 Classroom Computers at Garfield Campus	Lab Supervisor	2014-2019	Select
Garfield Replace Garfield Staff Computers reaching EOL: 40	Lab Supervisor	2014-2019	Select
Glendale.edu: Refresh by: simplifying navigation using usability best practices, remove outdated, redundant information and fixing broken links.	CISO	2014	In Progress
Implement ITS work order system to track ITS requests, improve customer service and manage workloads.	CISO	2014	Completed
Implement web-based project management tool to track, manage and assign all ITS projects.	CISO	2014	Completed
Moodle 2.4: Decommission	Systems	2014	Completed
Moodle 2.6: Commission	Systems	2014	Completed
Moodle- Archive	Systems	2014	Completed
Oracle Document Imaging: Plan, prepare, upgrade and implement.	CISO	2014	Completed
PeopleSoft 6 old production servers: Decommission	Systems	2014	Completed
PeopleSoft old Backup Server: Decommission	Systems	2014	Completed
Private Internal Links (legacy list of links for faculty and staff): Decommission	CISO	2014	Completed
Promote and encourage feasible ITS staff training opportunities to support the technological needs of students, faculty and staff.	CISO	2014-2019	In Progress
Provide a document repository for division/ department use.	CISO	2014	Completed
Revise and promote proposal process for new technology purchases.	CISO	2014	Completed
Revise remote access process and procedures to strengthen network and system security while providing approved access.	CISO	2014	Completed
SCAN Tron Instruction Evaluation System: Commission	CISO	2014	Completed
SG 139 English Lab: Extend source controls & classroom display to include dual screen projection	CISO	2014	Completed
Student password change capabilities on Gmail: Enhance	CISO	2014	Completed

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Student password change capabilities on PeopleSoft: Implement	CISO	2014	Completed
Student, Faculty/ Staff help and how to pages: Review and update as needed.	CISO	2014	In Progress
Submit revised AR 3720 to cover changing technological landscape to 4Cs for approval.	CISO	2014	Completed
Update ITS Service Level Agreement (SLA) and submit to 4Cs for approval.	CISO	2014	Completed
Vax: Plan, prepare and decommission legacy system.	CISO	2014	Completed
Windows XP: Upgrade and refresh XP classroom computers (XP EOL April 2014)	CISO	2014	Completed

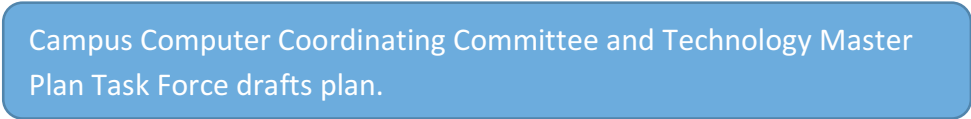
Appendix A

Technology Master Planning Process

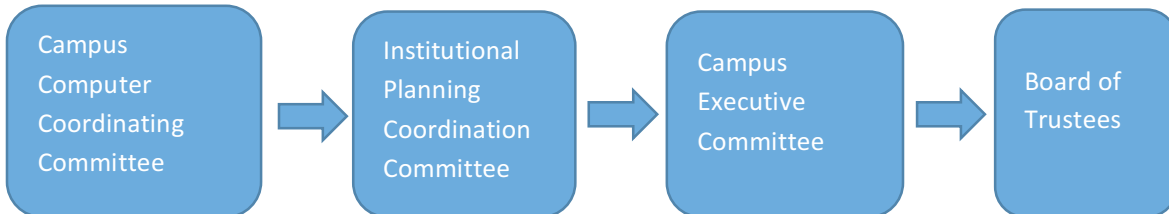
Inputs:



Development



Approval & Review:



Appendix B

2007-2012 Technology Master Plan Implementation

The following action items were listed in the 2007-2012 Technology Master Plan implementation but never completed. The items that are still pertinent have been incorporated into the current list of Action Items.

Implement and maintain an ERP solution that will integrate all data and processes of the college's organization (i.e., Student Information Systems, Human Resources, and Financial Services) into a unified system.
Expand and upgrade the wireless access on campus to support laptops, PDAs and other technologies.
Create a computer café on campus incorporating both wired and wireless network access.
Establish a method for users to sign-on to all applications using a single sign-on by utilizing a common directory services approach.
Develop an electronic calendaring system that would allow individuals to easily share calendar, contact, and task information with other users.
Assist in maximizing the use of technology as a means of connecting minds and building community by supporting communication tools such as wikis and blogs.
Create a method which would allow individuals to store, access, organize, and share documents or multiple folders through one central location.
Train faculty and staff as new technology is adopted and implemented via the staff development program or a train-the-trainer program.
Implement a cost-effective, shared multifunctional device in every department that will provide copying, printing, scanning and faxing capabilities.

<p>The college needs to have the flexibility to adjust its IT support organization as the times change. This includes but is not limited to the creation of new positions, reorganizations, and the hiring of additional staff.</p>
<p>All IT support personnel will be provided in-depth training which may require off-site classes, virtual classes, on-site workshops, and/or the employment of consultants.</p>
<p>Reorganize the ITS department to better utilize resources and increase effectiveness</p>
<p>Improve communications to the college on new applications and technology via the web site (community portal), email & newsletters (announcements), and special events (IT forums/brainstorming sessions)</p>
<p>Improve training and efficiency of staff through cross training and assigning primary and backup persons for a critical role</p>
<p>Implement a user-initiated, web-based help desk system with adequate technician licenses and that provides better feedback to users regarding status of help desk calls/tickets</p>
<p>Updating all classrooms to level 3 (no level 1) except computer labs and standardizing level 3 classrooms with consistent wall plate</p>
<p>Training on the maintenance and support of the document imaging system</p>
<p>Explore the feasibility of using Cisco security agent as an endpoint security solution to replace the McAfee AV software</p>
<p>Explore the feasibility of an internship program to provide support for students (help desk/level 1 support)</p>
<p>Improve USS website with FAQ's, tips and other self-help for both users and support staff; showcase Media Services and how it serves the faculty</p>

Consolidation of servers to reduce physical footprint, power/cooling requirements and total cost of ownership for server room.
Provide AppleCare Technician Training to IT support specialists to improve support for Macintosh computers
Create a user group in training and supporting new or current employees in the use of certain applications; Explore other training options (utilize technical education tools) and make recommendations to the appropriate office on how to provide training; Collaborate with Staff Development
Develop and/or implement version control of source codes and enhance developers' skills in troubleshooting application problems through shared documentation/knowledgebase and the use of development tools
Plan, prepare and upgrade Oracle e-Business Suite to release 12 and Oracle DB to 11g
Implement faculty/staff single sign on
Plan and prepare for retirement of the VAX legacy system
Expand capabilities of wireless network to include wireless, secure voice communications and support for other wireless devices (PDA, smart phones, wireless IP phones, etc.)
Implement an automated inventory and management of hardware and software inventory using Microsoft System Center Configuration Manager; includes other features such as OS deployment, software distribution, software update management and configuration management

Appendix C

The Web Oversight Task Force made the following recommendations.

Part I

- Add “Beta” link to the new SharePoint Campus Intranet (“Beta” will be removed after a predetermined period of time and Private/Internal Links will be removed). Summer 2014
- Develop Campus Intranet using SharePoint (Eliminate Private Links) Summer 2014
- Provide student password change capabilities on MYGCC 2014
- Enhance Student gmail password change in PeopleSoft 2014
- Provide faculty password change capabilities on PeopleSoft 2014
- Enhance faculty PeopleSoft login with GCC branding. 2014
- Develop upgrade schedule to maintain Moodle currency. 2014
- Update MYGCC to work on all devices with responsive modern look and feel. 2014
- Update MYGCC Schedule of Classes using a modern scripting language. 2014
- Update login help page... http://rafael.glendale.edu/library/mygcc/login_prob.htm 2014
- Remove Gmail middle page and have link go directly to gmail...
<http://www.glendale.edu/index.aspx?page=6268> 2014
- Update “How to activate gmail account” ... <http://www.glendale.edu/index.aspx?page=6281> 2014

Part II

- Deliver PeopleSoft Mobile App when available ETA Fall 2014
- Deliver PeopleSoft HTML 5 Responsive App when available ETA 2016
- Refresh Glendale.edu 2014
 - Simplify Navigation using Usability Best Practices
 - Remove outdated, and redundant information
 - Migrate faculty & staff specific information to Campus Intranet
 - Eliminate the need to double authenticate for PeopleSoft access
- Redesign Glendale.edu 2015 Using navigation best practices, modern design and responsive browsing experience.
- Redesign Glendale.edu 2018 using current usability standards.

Appendix D

Goals & Strategies

The Technology Master Plan contains the following goals and associated strategies. On the following pages, each goal has a number of action items with associated responsibilities, timelines and measurements to support the achievement of these goals.

1. Maintaining technology currency.

Strategy: Proactively maintain, virtualize, decommission, upgrade, or expand systems, network, software, computers, classrooms, labs and information systems to meet the technological needs of students, faculty and staff.

2. Planning and managing information technology.

Strategy: Manage ITS staff, create and update ITS policies, procedures, and plans to support the mission of GCC.

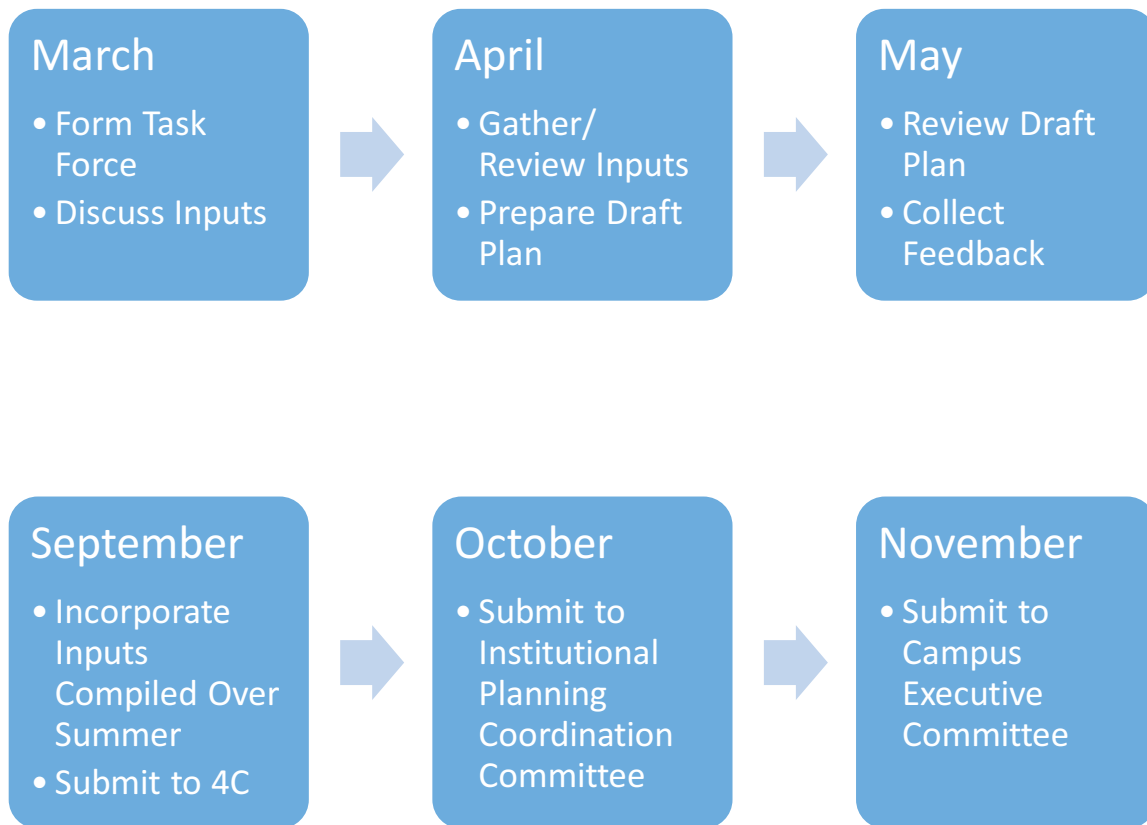
4. Providing access to secure, reliable, and easy-to-use information systems.

Strategy: Proactively improve and deliver seamless, secure, easy to use, highly available and integrated access to information systems to promote student success.

Appendix E

Timeline

2014



Appendix F

Classroom Technology

The Classroom Technology Database is located at <http://sp.glendale.edu/its>

GCC Intranet (BETA)

BROWSE VIEW

BUILDING	AA
ROOM	103
LEVEL	Level 3
COMPUTER	Dell Optiplex 9020
COMPUTER AGE	2014
VIDEO PROJECTOR	EIKI XG100
VPU AGE	2004
SPEAKERS	
HOUSING	Luxor
SOURCE CONTROL	Remote Control
CONNECTIONS	2 VGA
COMPUTER & VPU ASSET TAGS	<ul style="list-style-type: none">• PC GCC# = 13624• PC SN = JYBPCZ1• VPU GCC# = 18019• VPU SN = G34A1974

IMAGE 1



Appendix G

Wi-Fi Walking Survey

The complete Wi-Fi Walking Survey is available at <http://sp.glendale.edu/its> .

Building	Room	Signal Strength
AA	1	-49
AA	1	-53
AA	1	-64
AA	1	-50
AA	100	-75
AA	100	-72
AA	102	-80
AA	103	-75
AA	104	-56
AA	105	-55
AA	106	-55
AA	107	-62
AA	108	-67
AA	109	-55
AA	110	-43
AA	110	-54
AA	110	-53
AA	112	-60
AA	112	-69
AA	112A	-60
AA	112B	-60
AA	113	-81
AA	114	-86

Building	Room	Sig. Strength
AD	204	-50
AD	205	-50
AD	209	-50
AD	211	-50
AD	212	-60
AD	217	-64
AD	217A	-49
AD	221	-70
AD	223	-76
AD	226	-80
AD	232	-88
AD	237	-85
AD	238	-79
AD	252	-76
AS	101	-66
AS	102	-55
AS	103	-60
AS	104	-71
AS	113	-75
AS	114	-57
AS	115	-76
AS	118	-91
AS	201	-56

Appendix H

Glossary of Terms

Cloud Computing: *Cloud computing is the delivery of computing as a service rather than a product, whereby shared resources, software, and information are provided to computers and other devices as a utility (like the electricity grid) over a network (typically the Internet). Clouds can be classified as public, private or hybrid.*

Document Imaging System: *Document imaging is an information technology category for systems capable of replicating documents commonly used in business. Document imaging systems can take many forms including microfilm, on demand printers, facsimile machines, copiers, multifunction printers, document scanners, computer output microfilm (COM) and archive writers. Since the 1990s, "document imaging" has been used to describe software-based computer systems that capture, store and reprint images.*

Learning Management System: *A learning management system (LMS) is a software application for the administration, documentation, tracking, reporting and delivery of e-learning education courses or training programs.*

LMSs range from systems for managing training and educational records to software for distributing online or blended/hybrid college courses over the Internet with features for online collaboration. Colleges and universities use LMSs to deliver online courses and augment on-campus courses.

Oracle: *Oracle is a powerful relational database management system that offers a large feature set. Along with Microsoft SQL Server, Oracle is widely regarded as one of the two most popular full-featured database systems on the market today. Glendale Community College currently uses the Oracle system for its Financials and Human Resources.*

PeopleSoft: *Like Oracle, PeopleSoft is an integrated software package that provides a wide variety of business applications to assist in the day-to-day execution and operation of business processes. Each individual application, such as Financials, Customer Relationship Management and Human Resources, interacts with others to offer an effective and efficient means of working and reporting in an integrated fashion across the enterprise. Glendale Community College currently uses the PeopleSoft system for its Student system.*

Secure Encrypted Wi-fi Network: *Network Encryption is a network security process that applies crypto services at the network transfer layer – above the data link level, but below the application level.*

Virtual Desktop Infrastructure: *Empowers you to deploy remote desktop services architectures that provide employees the flexibility to work anywhere, while allowing them to seamlessly access their corporate windows desktop or application environment running in the datacenter from a range of devices.*

Virtualize: *Hardware virtualization or platform virtualization refers to the creation of a virtual machine that acts like a real computer with an operating system. Software executed on these virtual machines is separated from the underlying hardware resources. For example, a computer that is running Microsoft Windows may host a virtual machine that looks like a computer with the Ubuntu Linux operating system; Ubuntu-based software can be run on the virtual machine.*

Wi-Fi: *Wi-Fi is a local area wireless technology that allows an electronic device to exchange data or connect to the internet using 2.4 GHz UHF and 5 GHz SHF radio waves.*