

In Attendance

Members

Nolan Wheeler (no)	Stefanie Gilberti (yes)	Michaela Jackson (yes)
Brandon Ray (yes)	Tamra Gilchrist (yes)	David Mielcarek (yes)
Magnus Altmayer (yes)	Sarah Griffith (yes)	Stefan Rijnhart (yes)
Marie Boisvert (yes)	Armando Herbelin (no)	Jim Stanley (yes)
Leszek Cromwell (yes)		

Minutes

1. Review previous [IT Resource Management Plan](#)
 - a. Went over plan and covered specific changes/projects completed
 - i. Capital Projects
 1. Head Start Barnes received a second building
 2. Main Remodel
 3. Student Center Remodel
 4. Library Remodel 99% complete (study rooms and digital signage)
 5. Head Start opened a site near Wallace Elementary in Kelso
 - ii. Upgraded Service Desk (IT Help Desk)
 - iii. Data Governance Committee convened (falls under IR, but IT is involved)
 - iv. Updated all UPSs
 - v. Switch to EAB Navigate from ADP
 - vi. Canceled Time and Leave program development due to ctclink's implementation
 - vii. Canceled Redundant Internet Access
 - viii. Canceled Canvas Data Extract
 - ix. Canceled Student IT Helpdesk - now use Tech Check through Tech Fee funds
 - b. To be done
 - i. Switch staff to G Suite
 - ii. Update security
 - iii. Implement CRM program (Fireworks)
 - iv. Implement Laserfiche/document management program
 - v. Replace VOIP servers
 - vi. Implement Office 365 for online access to office products
 - vii. Remote access (like virtual desktops) for staff and students (autocad and other programs)

- viii. Mobile Device Management Policy/management–Now have an option that would allow IT to remote access devices. Possibly purchase student licenses to manage Chromebooks
- c. Data Governance is under IR area to align with SBCTC organization
- d. This group may not need to be involved with IT security policies and a security audit

Action Item:

- Discuss future projects (example: Wireless printing)

2. Discuss Strengths, Opportunities, Weaknesses, and Threats (SWOT)

Strengths: Strengths identify areas in which the IT department and the college excel. They also identify practices that are working well and should be maintained. Some key strengths include:

- Expertise of IT team
- Wireless infrastructure overall
 - IT is now using heatmaps to identify where wireless signal is strong/weak
- Getting out Chromebooks to students
- New computers that are ordered have been an improvement (bigger models as opposed to NUKs)
- IT Response time with tickets has improved
- Availability of staff in-person and over the phone
- Willingness to brainstorm solutions to problems
- IT Helpdesk ticketing system
- Knowledge Base tutorials have been helpful

Weaknesses: Weaknesses include factors that put the college at a disadvantage. They identify areas for growth and processes that should be changed.

- Improve communicating reasons for saying no to a request
- Operationalizing the including of IT in projects
- Communication of changes, updates and issues
- Security for end users (phishing protection, ability to block senders, warning that email came from outside college)
- Cross Training for staff
- One person responsible for all the in-house systems
- Not enough staff to cover workload
- Classroom and faculty/staff technology–broken tech, outdated tech, lack of standardized equipment in classrooms
- Email servers
- Open access to faculty/staff website and pages

- Prioritization of projects—constantly changing, who has the final say on what gets done first, timelines of projects
- Online Forms
- Budget is not clear or adjusts as needs arise
- IT Spending—declining over a three year period
 - Data is hard to get
 - Budget hasn't changed in 10 years
- Training on technology
- Adoption of technology and maximizing technology usage
- Offering hyflex options for students, having the technology and infrastructure to support
- Support of bring your own devices (BYOD)

Opportunities: Opportunities identify IT trends in higher education and areas for growth and expansion. They also include needs that are currently not being met. Some key opportunities include:

- Implementation of OKTA or single sign-on
- Replacement plan for technology (college-wide)
- Virtual Labs
- Collect input from students on projects
- Leverage technical expertise outside of the department
- Gather information about which departments are using third party software and if there should be a enterprise license purchased
- Accessibility of documents, web pages, Canvas content
- Training/Plan for staying current on technology
 - Digital Literacy disparity
- Improve technology for hyflex options
- Multi-factor authentication (MFA)
- Create a working group that's soliciting feedback from campus

Threats: Threats include risks and obstacles that the college faces. Some key threats include:

- Lack of funding
- Inability to shut down computers that "disappear"
- Cheating detection software/AI
- Cyber security
- Teleworking/Remote learning putting a strain on resources
- Funding for hotspots
- Support for remote devices
- Replacing purchased laptops
- Internet of things—unsecure items connecting to network
- Employee training on phishing attempts/cyber security