

**Peralta Community College District  
PBIM – District Technology Committee - Meeting Minutes  
District Board Room  
September 7, 2012 – 9:00am – 12:00pm**

Present: Fabian Banga, Lilia Celhay, Vina Cera, Nate Heller, Jannett Jackson, Anita Black, Calvin Madlock, Lee Marrs, Charles Neal, Mike Orkin, Jo Ann Phillips, Bala Sampathraj, Inger Stark, Many Uy, Mary Louise Zernicke  
 Guests: David Betts, Joseph Bielanski, Jeff Heyman, David Imada, Tony Tortorice  
 Facilitator/Recorder: Karolyn van Putten, Evelyn Lord  
 Absent: Bryan Gibbs, David Sparks

Agenda Item and Presenter(s)	Discussion	Follow-up Action	Decisions (Shared Agreement/ Resolved/Unresolved?)
<b>Meeting Called to Order</b>	9:10 am		
<b>I. Review and Approval of Agenda</b> Karolyn van Putten	Agenda approved unanimously with the correction of removing Mike Orkin as the presenter for Items VI, VIII, and X. Motioned by Inger Stark, Second by Vina Cera. Approved Unanimously.		
<b>II. Review and Approval of Minutes from May 4, 2012 Meeting</b> Karolyn van Putten	Minutes from the May 4, 2012 and August 24, 2012 meetings were approved. Motioned by Vina Cera, Second by Anita Black. Approved unanimously.  Need to make better use of the 'Follow-up Action' and 'Decisions' columns in order to build a better record keeping of meetings		End meeting with a recap of Follow-up Actions and Decisions.
<b>III. Introduction of new AVC for IT, Calvin Madlock</b> Karolyn van Putten	The chair of DTC is newly hired AVC of IT Calvin Madlock. He comes from Antelope Valley CCD and previously worked for Los Angeles CCD.  His background includes experience with large-scale projects at multiple college districts. He will be giving a 30 day and 60 day assessment to the Chancellor.  AVC Madlock is looking forward to working with this group.  Karolyn van Putten shared the PBI Committee Guidelines that were given out at the PBI Facilitators training. Inger Stark suggests adding a guideline about reviewing all documents prior to each meeting.	Karolyn will communicate to Linda Sanford the addition of the suggested guideline.	

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<p><b>IV. Consideration of Tri-Chairs for DTC (to include Classified staff)</b> Karolyn van Putten</p>	<p>At the PBIM Summit it was suggested the inclusion of a second co-chair to include classified staff. It was reasonable thinking for this committee to have classified staff representation, because classified staff is usually not involved in the decision-making process.</p> <p>Only two members of this committee are classified staff: Jo Ann Phillips and Bala Sampathraj. Jo Ann would like for Bala to be the classified representative since she has been in that role before. She also considers it would be good to have college input in the agenda process for this committee.</p> <p>MOTION TO APPOINT BALA SAMPATHRAJ TO SERVE AS TRI-CHAIR OF THE DTC FOR THE 2012-13 YEAR. Moted by Vina Cera, Second by Inger Stark. Passed Unanimously</p>		<p>Motion to appoint Bala Sampathraj as Tri-Chair. Passed Unanimously.</p>
<p><b>V. Review DTC Goals for 2012-13, establish DTC priorities</b> Banga/Madlock</p>	<p>These are the goals identified at the PBIM Summit:</p> <ul style="list-style-type: none"> <li>• To monitor and support the implementation of all projects in Priority A in the IT Strategy and to keep an eye on projects in Priority B and C.</li> <li>• Consider and plan for the implementation of a universal portal for Remote Authentication, Email, and Registration.</li> <li>• Consider human resources/staffing for each of the projects in the IT Strategy.</li> <li>• Improve/Formalize communication with the other committees.</li> </ul> <p>The second goal might be contained in one of the IT Strategy projects, but if is not, need to ensure there is a process for including new projects to the IT Strategy.</p> <p>The DTC should review the IT Strategy every year and re-prioritize projects as needed.</p> <p>The issue of authentication is not included in the IT Strategy, but was brought up by different DTC members and that's why it needs to be considered as an addition to the IT Strategy. Authentication could help improve student services such as financial aid, student transcripts, registration, library services, counseling, etc. The idea is to increase efficiency and reduce cost.</p>		

**Peralta Community College District  
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September 7, 2012 – 9:00am – 12:00pm**

	<p>It was suggested to set up a portion of a specific DTC meeting to review the IT Strategy. Another suggestion is for the IT Strategy to be reviewed by the colleges' Tech Committees and get their feedback.</p> <p>This committee needs to keep in mind that DTC does not run the IT Department. This group can make recommendations as to what is useful and needed for students, faculty and staff. This group can assist to prioritize projects and then allow AVC Madlock to get back to this group as to the feasibility of those projects.</p> <p>It would be useful to see a timeline of how all the projects in the IT Strategy are moving along. AVC Madlock is not sure as to what tools are being used to keep track of these projects. He will follow-up and report back to this group. Also, it sounds like this group is talking about two different projects: a portal and the need for authentication, which need to be related as single sign-on portal. This is something typical of all colleges. AVC Madlock will evaluate where Peralta is on these issues and he will report back at the next meeting as to what solutions are available to Peralta.</p> <p>It seems to make sense to have students go to one place to access multiple services, but need to take into consideration the financial implications. Another issue is the fact that this committee does not necessarily dictate what IT should do, but it is a vehicle for colleges to provide input to IT as to what the colleges' needs are.</p> <p>AVC Madlock helped to set up a strategy at Antelope Valley CCD to get feedback regarding college needs: he visited each college and assessed each of the colleges' needs. Some needs are college specific and some are district-wide. AVC Madlock will share with this group the template he used at Antelope CCD. He would like to implement something similar at Peralta and put together a process for getting feedback from the colleges. This process can be part of the DTC agenda. Overtime issues get done from this list.</p> <p>Need to keep in mind that some groups at the district office and the colleges have been using FootPrints to communicate with IT. Need to make sure all these pending projects/issues are addressed before moving on to newer projects. AVC Madlock will be working on revamping FootPrints and improving the help desk</p>	<p>AVC Madlock to report back on status of Peralta regarding single sign-on</p> <p>AVC Madlock will share the template he used at Antelope Valley CCD for college input to IT.</p>	
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District Board Room  
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	<p>system.</p> <p>It might be helpful to include updates from PRT and ENG to the DTC agenda. This way we avoid going over issues that are already in the process of being worked out. AVC Madlock could provide reports from PRT and ENG.</p> <p>This group should not have to be dealing with all these details, but in the past things were not getting done in IT due to the lack of leadership and that's why people found other venues for pushing IT to get things done. This group feels confident with the new IT leadership and looks forward to working with AVC Madlock.</p> <p>Need to allow some time for AVC Madlock to meet with ENG and then he can decide whether or not the agendas/minutes from this group need to be posted.</p> <p>This group cannot make a decision for the 2012-13 goals today. Members are to go back to their colleges and share the IT Strategy. Colleges will then submit input using the template that will be provided by AVC Madlock.</p> <p>Colleges are strongly encouraged to support and stay within the projects that were set up last year in order to move forward.</p>	<p>IT Strategy will be shared with colleges and colleges are to provide feedback.</p>	
<p><b>VI. Web email standard recommendation (Microsoft vs. Google)</b> Madlock/Banga/Tortorice</p>	<p>Not much has changed since the last DTC Meeting. The issue becomes more of usability and comfort level, than a technical decision.</p> <p>AVC Madlock has implemented both MS and Google. He has heard all the arguments for and against both systems. At the end it's a matter of choice. He worked with a DBA to look at the usage of email. In 2007 the most popular email system was Yahoo!, followed by Google and Hotmail. By 2010 Google had jumped to the No. 1 spot. At Antelope Valley CCD most users (faculty and students) already had a Gmail account. The technical side doesn't really matter; the biggest piece is the integration of the email to the existing system. AVC Madlock would develop a project charter, come up with a preliminary budget/schedule, develop the requirements, and the final step is planning.</p> <p>Student leaders at the colleges did a survey, which shows that 86% of students prefer Gmail (500 out of 800 surveys have been entered). Students will like to</p>		

**Peralta Community College District  
PBIM – District Technology Committee - Meeting Minutes  
District Board Room  
September 7, 2012 – 9:00am – 12:00pm**

	<p>have input in the decision the district makes with regards to email.</p> <p>The cost to implement either service is the same. At Antelope Valley CCD and LACCD the budget was around \$25,000. This covered hiring a consultant to assist with implementation and in-house staff to support the new system. After implementation, there are no extra costs. IT staff absorbs all costs in-house.</p> <p>Need to keep in mind that technical support people should not be the ones to dictate what system to use.</p> <p>So far most of the discussion has been about email, but there are other features like the calendar that are heavily used by support staff. Gmail is inferior and does not have the same functionality. AVC Madlock is familiar with this issue and in his previous experience they had to do a lot of integration in order to make it work the same as MS. There are a lot of tools that can be used to integrate the calendar.</p> <p>This committee has been working on this for months and should be ready to make a recommendation to IT based on the information that the steering committee gathered. The committee should keep in mind the long-term outlook, which seems to indicate the growth of Google and how it's becoming stronger than MS. Also, not only DTC but other committees' district-wide need to start paying more attention to the input provided by students. Our current method for assigning and verifying students' email accounts will improve.</p> <p><b>MOTION FOR DTC TO RECOMMEND GMAIL AS THE WEB-BASED EMAIL FOR THE DISTRICT, WITH THE CAVEAT THAT AVC MADLOCK WILL PROVIDE A REPORT AT THE NEXT DTC AS TO THE TECHNICAL IMPLICATIONS. THIS RECOMMENDATION IS BASED ON THE RESEARCH WORK DONE BY THE STEERING COMMITTEE AND SUPPORTED BY STUDENT FEEDBACK.</b></p> <p>Motion made by Inger Stark, Second by Mike Orkin. Approved Unanimously.</p> <p>There is a lot of integration with Gmail and Moodle. This will be of great benefit for Distance Education.</p> <p>Regarding security issues and use of data, both companies have similar 'use of</p>		<p>Motion for DTC to recommend Gmail, with the caveat that AVC Madlock will provide a report at the next DTC as to the technical implications. Approved Unanimously.</p>
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**Peralta Community College District  
PBIM – District Technology Committee - Meeting Minutes  
District Board Room  
September 7, 2012 – 9:00am – 12:00pm**

	<p>information' agreements. They both get access to data for diagnostic purposes.</p> <p>The issue of email policy is being worked on at the Board of Trustee's level. This committee cannot make policy. It can only make recommendations.</p>		
<p><b>VII. Update on projects in the IT Strategy, including End Device Management Software (Big Fix)</b> Tony Tortorice</p>	<p>Three projects have been completed: Financial Warehouse, ePAFS (Electronic Personnel Actions Forms), and Standard Based Procurement.</p> <p>Still working with the old Financial Aid system. Need to do a fit gap analysis on the current financial aid process and the consultant working on this project has an extensive background in financial aid. He will ensure that the new upgrade works the way we need it to work. Tony Tortorice has talked to Oracle and they believe that can be done, but need to confirm this is correct. He will put together a steering committee to look into this. The fit gap analysis will be done next month.</p> <p>Kyu Lee and Sriram Battineni are the leads in the Financial Warehouse project. The vanilla version has been implemented. Right now they are waiting for the Finance Department to provide at list of reports. Most reports will be done in-house, but will need to keep a consultant for data extraction.</p> <p>This week there was a kick-off meeting/phone conference for the PS Upgrade. This project got delayed because we were waiting for IT to hire a DBA. Jesus Chanlatte (consultant) will also be assisting with this project. This is only a technical upgrade with minimal end-user changes. Jesus will be working with end-users to set up test environments. There is no timeline for this project yet.</p> <p>The best place to provide feedback and recommendations as to how to improve PS during the upgrade is the PRT meetings. This is a group that has been working for a couple of years on issues that relate to PS. Another avenue to provide feedback coming from the colleges is through each college's technology committee.</p> <p>For the Document Management project, we have six proposals and the committee is reviewing these proposals.</p> <p>IT has a Software Analyst Position vacancy, due to the promotion of Kyu Lee to Sr. Software Analyst. Tony Tortorice has recommended to AVC Madlock that the candidates for this position need to have the skills set to support EasyPass and</p>		

**Peralta Community College District  
PBIM – District Technology Committee - Meeting Minutes  
District Board Room  
September 7, 2012 – 9:00am – 12:00pm**

	<p>Staff Development tools.</p> <p>The End-device Management project is ready to be rolled out at the district office. At the moment there are 100 computers where the software has been installed. This will help to manage software updates and security patches. The ENG committee was of great assistance in this project. It is important to get this project done by the end of the year in order to receive a PG&amp;E rebate that would pay about 60% of the original cost. Tony Tortorice recommends installing in all district-issued machines (desktops and laptops). This does not affect VPN. Tony Tortorice will be discussing the rollout at the next ENG meeting.</p>		
<p><b>VIII. Master contract for PC purchase</b> David Imada</p>	<p>Two months ago the Purchasing and IT Departments came up with standards for PC Standards (desktops and laptops). Purchasing received bids from several vendors and this item is in the agenda for the next Board Meeting.</p> <p>The bid prices include setup/installation fees.</p> <p>It was determined that we needed to get different levels of configurations, as different staff (based on their roles) will need different types of computers. Approval of what type of computer to purchase is left at the discretion of each college.</p> <p>Once David Imada receives all the information from the selected vendor, he will share with this group. Also, the colleges and the district should be able to initiate purchases as soon as Purchasing finalizes the paperwork and all information regarding specifications and technical support is posted in the website.</p> <p>There will also be a list of configurations for Apple computers. This didn't need to go out to bid because Apple is a sole-source provider.</p>	<p>David Imada to share computer information from vendor.</p>	
<p><b>IX. Reports from Colleges</b> College Reps</p>	<p>Alameda (Bala Sampathraj): The Tech Committee will be having the first meeting next week. One of the main items is the computer refresh.</p> <p>Berkeley (Lee Marrs): Tech Committee will be meeting next week.</p>		

**Peralta Community College District  
PBIM – District Technology Committee - Meeting Minutes  
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	<p>Laney (Inger Stark): First meeting will be September 20. The No. 1 priority for Laney is the computer refresh.</p> <p>Merritt: No Report.</p>		
<b>X. Reports from IT</b> Madlock	<p>AVC Madlock will be looking at ways to improve the Help Desk. He will relay heavily on the FootPrints system in order to triage. He will be looking at how tickets are being handled and will set up a response time.</p> <p>It was suggested to have a different help desk system to assist students. Also, there are certain issues that cannot be resolved with FootPrints ticket.</p>		
<b>XI. New Business</b> Karolyn van Putten	<p>AVC Madlock is aware that something is happening to improve wireless connectivity around the colleges. He will follow-up and report back at the next DTC meeting.</p> <p>Need to start thinking about this committee's responsibility regarding the colleges' priority lists and need to agendize according to college and PBI deadlines.</p> <p>Need to agendize the issue of internal access to HR and payroll data. There needs to be an internal IT process for granting access to such data.</p>		
<b>X. Others</b> Everyone			
Adjournment:	11:40 am		
Next meeting:	October 5, 2012, 9:00am to 12:00pm		

Minutes taken: Silvia Cortez

- Attachments: DTC Meeting Agenda – September 7, 2012  
DTC Meeting Minutes – May 4, 2012 and August 24, 2012  
PBIM Committee Meeting Guidelines  
Peralta Project Portfolio  
Email/Calendar Assessment Matrix