

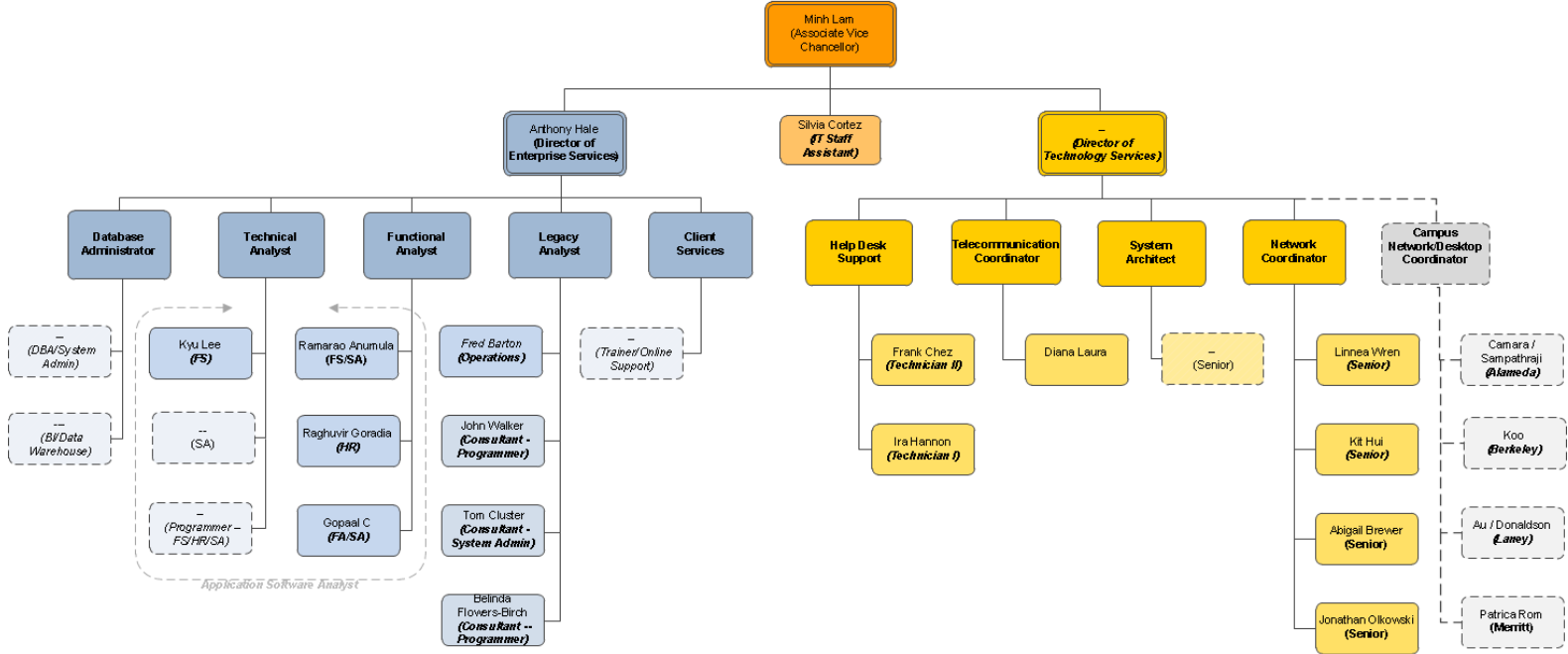


Information Technology



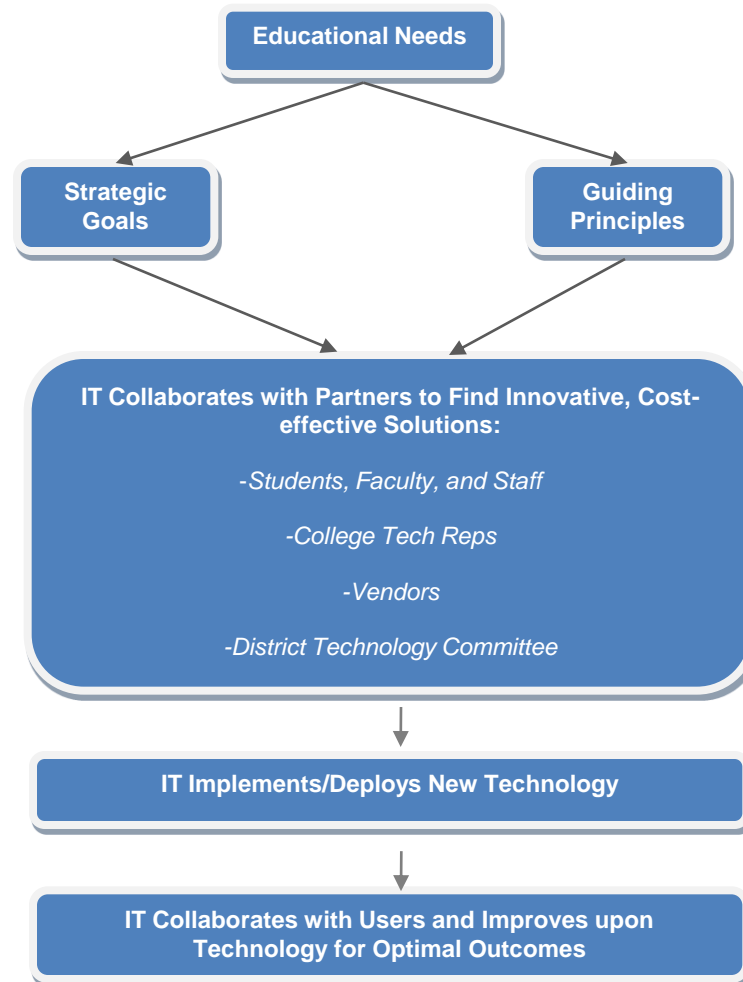
- Educational Technology**
- Professional Development/Training**
- Sustainability and Continuity (Infrastructure and Applications)**
- Funding and Resource Allocation**

PCCD Information Technology

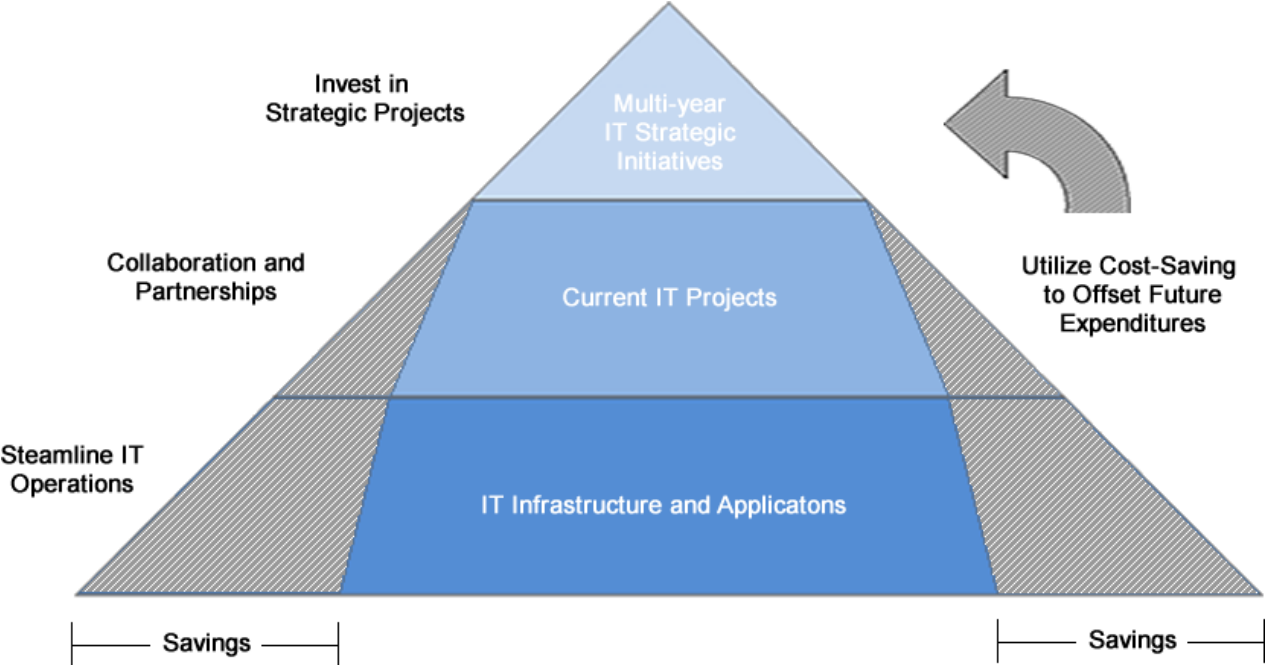


Proposed Roles

Evaluates Educational Needs Against:



IT Funding Model



Short and Long-term Goals

Strategic Goal	Specific IT Goal	Strategy for Accomplishment	Target Date
Advance Student Access, Equity, and Success	Provide wireless access at all four Colleges and District offices.	Combine with video surveillance technology for cost savings.	12/2011
	Assist in Smart Classroom implementation and provide classroom technology support.	Meet with General Services Dept. to help with needs. Work closely with college technology coordinators to clearly define support roles.	Ongoing
	Expand and enhance distance learning opportunities.	Meet with Educational Services to determine how IT can further assist with Moodle support (i.e. Passport Integration and Infrastructure Support)	9/2013
Engage Our Community and Partners	Improve communication between District IT and College Technology Coordinators	Establish regular meetings with District and College technology coordinators.	4/2011
	Conduct regular brown-bag IT training seminars	Develop brown-bag training calendar and materials. (IT Staffs' goals and objectives will include at least one seminar per year)	01/2012

Short and Long-term Goals

Strategic Goal	Specific IT Goal	Strategy for Accomplishment	Target Date
Build Programs of Distinction	Establish an IT internship program.	Research student credits for an internship program. Define responsibilities, hours, training, and application process.	09/2013
	Install Digital Signage at all four Colleges and the District office.	Meet with students, faculty, and staff to determine type and location for display of information. Meet with vendors to determine best practice.	09/2014
	Implement Help Desk tracking system.	Enter all Help Desk requests into FootPrints software. Establish acceptable timeframes and priority for resolving issues.	12/2011
	Create a virtualized environment for disaster recovery purposes.	Leverage the datacenter virtualization infrastructure to dynamically allocate resources in disaster recovery scenarios.	12/2011

Short and Long-term Goals

Strategic Goal	Specific IT Goal	Strategy for Accomplishment	Target Date
Innovate and Collaborate	Establish long-term vendor relationships; seek innovative opportunities through partnerships.	Incorporate innovative partnerships in IT Managers' goals and objectives. Create a vendor partnership within the year.	12/2012
	Communicate with peer departments at other community college districts determine best practice and approaches.	Establish bi-annual peer relationships with an outside college or organization.	12/2012
	Virtualize the District IT Datacenter.	Work with EMC/VMware and Cisco in the consolidation and virtualization implementation. (College sites will be implemented during DR construction phase.)	06/2011

Short and Long-term Goals

Strategic Goal	Specific IT Goal	Strategy for Accomplishment	Target Date
Develop Resources	Cross-train IT staff within each service area.	Ensure continuity through IT training and job rotations within defined duties and responsibilities.	12/2011
	Establish an IT Client Services position.	Responsibilities will include documenting departmental procedures, conduct training, and enhancing online support website.	06/2013
	Streamline and automate processes.	Define, develop, test, and implement automated processes for timesheets, personal action forms, benefits, payroll, registration, class schedules, attendance rosters, grades, enrollment, financial aid, etc.	06/2014