Information Technology Committee Meeting  
May 8, 2015  
Held Electronically

Present: Mark Beattie, Michael Carrington, Deshaun Davis, Jacqueline Gage, Bruce Ghofrany, Jennifer Lerner, Anne Loochtan, Steven Sachs, Bernard Schmidt, Allen Sinner, Julia Turner, Frances Villagran-Glover, Bo Yang

Dr. Sachs explained that the reason we did not meet last month was that there was too much money in flux to be able to discuss the IT plan beyond the earlier plan discussed at the ITC meeting.

Dr. Sachs presented the proposed technology plan budget. He explained the anticipated tech fund amounts. Discussion on student tech fund amounts. Steve explained that it was raised this year but the VCCS is holding back $1 to help cover central expenses. He went line by line explaining each item and rationale for cost figure. Exact costs on some are not available yet, as “Centrally Licensed Software from the VCCS.” Rosetta Stone is included in the Instructional Software budget, but originally was listed separately because it was such a large amount when all campuses used it. Adobe costs, which is being licensed through VCCS, is listed separately because of amount and the change from prior years now that we can use the VCCS license.

Help Desk funding includes P-14 and restricted positions. The after hours Help Desk cost is shared with ELI. After hours Help Desk callers are not specifically ELI students. Many more on campus students use Blackboard than do ELI, so a large number calls can be from them. The majority of after hours Help Desk calls are for password resets.

Equipment Replacement - We have been able to purchase some servers with end of year funds. That saves that expense from the tech plan. Dr. Sachs discussed that we refresh equipment centrally based on the standard refresh cycle established by the VCCS. Campuses upgrade things beyond the standard at their expense. We are trying to catch up on classroom equipment refresh. It will probably take another two years to get all rooms current. We continue to increase wireless capacity and coverage. The process for reporting wireless problems was discussed. Campus IT should be the first step so simple problems can be resolved quicker. Mark is interested in seeing data on why we replace computers at 4 years, rather than keep for a 5th to save money. Dr. Sachs commented that the VCCS is basing that replacement on data gathered by the Garner group. He will see what he can find on that data.

IT Staff Training – The dollars set aside for technician training is open to campus IT staff but emphasis is on shared systems. Campus training needs should first check with their LTR, who are doing a lot of training.

Major Systems – Discussed ImageNow costs. We will combine with VCCS system but before we can do that we have to continue maintenance on our own system. The NetApp SAN is the backbone for our entire network system.

On-going Central Infrastructure Support Services – Includes computer room maintenance costs, Cisco network consulting, computer backup systems, replacement batteries for comp. center and campus UPS, web certificate renewals, VDI and etc. Discussion on VDI environment and efforts to fix problems.
Much discussion regarding the problems of not having things done the same way across campuses.

**Schedule joint IT and Campus faculty meeting next year to discuss IT problems and needs.**

Administrative Council moved some engineer salaries to the tech funding years past. A portion of the telephone costs were also moved to the Tech funding. Internet access through cable companies was added to provide internet access in case of primary network failures.

WebEx – discussion on how access was granted. Questions on how to get training on it and who could use it. We have 1,500 licenses for those that need to set up meetings. Participants do not need license. Staff can check with the HD if access is needed.

New Items for FY16 – NovaAlert Software used to be part of the VCCS Centrally Licensed Software cost, but we transitioned to new company since we were having so many problems with the old one. VCCS has mandated that all colleges transition to cloud email by next summer. We will have consulting costs and other licensing costs as part of that conversion.

Dr. Sachs will present the technology plan to Admin Council in June for approval, and will update any estimates where the actual new costs are known. The technology plan must be submitted to the VCCS for approval by July 1.

Campus technology plan funding – Steve told how we determined campus distribution of technology plan funds in the past (by annual FTES) and asked for suggestions for other methods. The group approved recommending continuing the past practice of distribution by FTES.

The Strategic Technology Plan expires this year. Our working on updating that has been delayed by NVCC not having an updated strategic plan and the VCCS needing to update theirs. We will need to begin it this Fall. We will do a draft in the fall and distribute widely for input and discussion. ITC will meet to review and suggest means for getting input. Goal to have new strategic plan by the end of FY 2016. Group was OK with this process. Dr. Sachs brought up our present plan and briefly discussed how much of it we have met.

Question on Windows 8.1. Dr. Sachs explained that the decision when to upgrade labs and computer classrooms for academic reasons is a campus one. Also discussed were the pros and cons about upgrading all college computers to the new system before patches are out. The new software will probably be on new computers ordered in FY 16, but policy is not to upgrade ones not in labs or classrooms unless needed. Committee members compared notes on what their campuses are doing. Dr. Sachs emphasized that campus may have what their instructional needs require. It is a campus decision.

Dr. Sachs will keep the committee updated on changes. No summer meetings were set. The committee will begin meetings in the Fall.