

# INFORMATION TECHNOLOGY

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## INFORMATION TECHNOLOGY

### Statement:

Los Angeles Harbor College has nearly a thousand networked computers distributed in over 30 labs and almost all administrative and staff offices. Two separate networks (Academic and Administrative) provide network connectivity and require regular maintenance and upgrading. There are over 200 printers and nearly 50 copiers, at least 36 FAX machines and over 300 telephones. The phone system service is provided by a central PBX and 14 nodes distributed in buildings throughout the campus. All of this equipment requires both programming and electronic maintenance/repair service. Further, all VCR's, TV sets, projectors (all three types) and typewriters are maintained and repaired by InfoTech staff.

### Goal:

Continue to provide telecommunications, computing, presentation, printing/copying and electronic maintenance and repair services to the campus community according to expressed needs and obvious trends in demand for services.

### Objective(s):

- 1.) Continue operation and maintenance of current Campus Area (data) Networks (CAN's), Academic and Administrative, at a level commensurate with campus needs.
- 2.) Continue operation and maintenance of current campus Nortel phone system. (One Meridian Option 81C and fourteen Option 11 switches and the connecting horizontal and vertical cabling plants as well as connected desktop devices.)
3. Complete development of adequate data backup and power backup for CAN data networks. Storage Area Network (SAN) data network mirroring is in place, but this should be backed up by an automatic tape library. Power backup is in place for most of critical servers and switches, but all must have power backup. **How many, what sorts?**
4. Develop and implement automated help-desk functions.
5. Continue current process for most efficient and economical use of hardware.
6. Participate in the design and setup of the new portions of the campus data and phone networks servicing new construction.
7. Maintain legal, secure campus computing environment.
8. Provide training in new software and telephone service to campus community.
9. Develop replacement for current labor-intensive pay-for-print solution for campus computer labs.
10. Develop funding sources for student workers for InfoTech needs.

### Processes:

- 1.) a. Continue the ongoing replacement of old routers, switches and hubs with new layer 2/layer 3 switching equipment. This is particularly critical in the Administrative network, where some areas are still served with 10baseT hubs/switches.

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- b. Continue the ongoing restructuring of the logical architecture of the two CAN's (Academic and Administrative.) (**Who and how?**)
  - c. Continue the physical mapping and labeling of campus data networks and upgrading of cabling and cable layout as necessary and possible. (**How much?**)
  - d. Continue training and upgrading of skills of all computer and networking staff in all campus software network and desktop operating systems. This should include attendance in formal classes as well as attendance at seminars and trade shows.
  - e. Buy a fusion splicer, TDR and OTDR to make it possible for staff to monitor the health of existing cable plant and make repairs as necessary. Adequate tools are in short supply.
- 2.) a. As this is a newly installed phone system, with all hardware (by SBC) and backbone cabling (by InfoTech staff) installed in 2002, most operational issues tend to be software related.
- b. The campus service contract with SBC expires on Dec. 9, 2003, after which all service calls will be billed. To keep service calls to SBC to a minimum, department telephone service personnel (electronic technicians) must be given more training. Ability to perform most service functions requires at least three to four courses from Global Knowledge on the Nortel equipment. One technician (Maria Glover) has been to two courses (0200 and 0301). The other (Jerry Chau) will need at least the first course (0200) to begin training on the system. It is recommended that one person take each course in person and at the same time the course be bought on CD for reference and as a training tool for other department staff. The CD's are about 2/3 the cost of the courses taken face-to-face.
- 3.) a. Funding sources must be identified for these two related projects.
- b. As data backup is already partly in place, power backup should probably have higher priority.
  - c. An AIT backup tape library should be at a different location from the mirroring SAN for disaster recovery assurance.
  - d. An ideal power backup solution would provide power conditioning and adequate power for normal operations to accommodate short power outages and have the capacity for proper automatic shut down of critical hardware during longer outages.
- 4.) a. Update campus data network user's guide. (Last published in 1996.)
- b. Create intranet FAQ (frequently asked questions) web site for campus users.
  - c. Publicize and enforce use of online work order and work order progress pages already created and available for use.
- 5.) a. Recommend equipment purchases for best fit with campus computing and network environment.
- b. Recycle equipment from labs or offices as best fits campus needs
  - c. Continue the maintenance and repair of all electronic equipment as requested by users and as possible.
  - d. Upgrade electronic equipment as possible to meet campus needs. Replace when upgrade not possible or not economically sound.
  - e.

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- 6.)
  - a. Department staff should attend planning sessions for new campus cable paths and new building telecommunications infrastructure for information and to provide input.
  - b. Department staff should keep aware of telecommunications infrastructure as it is installed in new or refurbishment construction. This may be accomplished by observing construction and communicating with construction crews, as it is safe to do so.
  - c. As TTIP funds earmarked for the purpose become available, the rerouting of telephone, data, and cable TV trunks should be completed. Preliminary plans are in place.
- 7.)
  - a. Continue use of campus site licenses for Microsoft and Novell operating systems and applications.
  - b. monitor and enforce licensing of software on computing equipment on campus.
  - c. maintain most stable software environment with best current software and antivirus software.
  - d. Migration to GroupWise 6.5 will allow users to set up their own personal spam filters.
- 8.)
  - a. establish a training lab to replace one lost upstairs in LAC. Cabling, switch(es), computers, presentation equipment, furniture and computers will need to be provided.
  - b. Set a training schedule to accommodate campus needs.
- 9.) Identify vendor with best solution for the college's needs and find funds to front the implementation. The candidate options all include some sort of amortization process.
- 10.)
  - a. Financial Aid?
  - b. Partnerships with industry? Port Authority?
  - c. Grants?
  - d. Operating budget?

Result(s):

## M.I.S. Master Plan 2000-2003

### Statement of Purpose:

The M.I.S. Department is a service organization. Its purpose is to provide information technology services to the campus community in classrooms, offices and public events as needed. This includes but is not limited to; keeping computer labs equipped and functioning with up to date hardware and software to meet instructional needs, keeping Administrative users equipped and functioning adequately, keeping the campus Local Area Networks (LAN's) operating and equipped to handle campus computer communication needs, including DEC and Internet connections, the Novell Netware, e-mail and the campus telephone system up to date and providing service as needed, printers connected and operating, copiers operating and presentation equipment and software working. In all of this, we are attempting to meet the recommendations set out in the DRAFT copy of the California Community Colleges Technology II Strategic Plan for 2000-2005, published by the Board of Governors of the California Community Colleges, dated April 11, 2000.

The M.I.S. Department also operates cable Channel 43 for the campus. The intent is to continue this and to upgrade service as we are able.

### Three Year Goals:

1. All labs should have a complete replacement of computers every three years.
2. Upgrade Administrative and Academic LAN's to GB bandwidth.
3. Replace the current campus centrex telephone system with our own switch, including an improved voice mail system
4. Improve the campus cable video studio and broadcast facilities to be able to reliably produce and to broadcast quality material on cable channel 43.
5. Upgrade administrative, faculty and staff computers to be able to function with the new campus LAN and District WAN software.
6. Establish and maintain same-day or next-business-day response on all service calls.
7. Begin fiscal 2000/2001 with an upgraded Administrative LAN operating system (Novell 5.1) and GroupWise e-mail system. Train all users, as needed, in the new systems.
8. Establish an adequate funding base to be able to supply to the campus community those electronic/information technology services they may need in a timely manner.

### Calendar of Goals:

#### Year: 2000/2001

1. Set up an automated Web-based Help Desk, including job-tracking for work requests. (job tracking software in progress-10/20/2000)

2. Set up Administrative cluster server set and migrate Administrative LAN from Novell 4.11 operating software to Novell 5.1 with Groupwise e-mail. This will include new remote management capabilities. (ZEN Works) (Main set-up done, beginning migration to GroupWise 8/28/00)
3. Replace the S1 computers in Business 104 with new Dell's already ordered. (Done, June, 2000)
4. Continue the recycling of computers from labs to other campus uses. This includes providing computers for repair and networking labs and providing, upgrading or replacing computers for administrative and faculty use. Assure that all faculty and staff have computing capabilities that their jobs require. Some current faculty, staff and administrative computers may not operate satisfactorily with new LAN operating software. (Up-grading mostly done, but on-going. 8/31/00)
5. Modernize and configure studio and cable broadcast equipment to be able to upgrade the quality and reliability of broadcast programming. (Work in progress since August, 2000).
6. Continue to provide maintenance and repair services as in the past, but with shorter response time. The goal is same-day or next-business-day service on all calls.
7. Continue to provide technical advice and aid in the design of new campus electronic facilities and services as well as in the ordering of new equipment.
8. Provide training for the M.I.S. microcomputer specialists in Novell software and the electronic technicians in computer repair and in other areas as needed. (Ongoing, training package purchased 8/'99, in use)
9. Begin upgrading the campus LAN "backbone" to GB bandwidth. The fibre-optic cabling is mostly in place. (Fibre-optic cable has been being upgraded in the Administration Building since July, 2000.) Concentrators, switches, routers and hubs must be upgraded as necessary to provide added capacity.
10. Continue ongoing research on hardware and software for campus use. Continue contacts with vendors for current pricing, purchasing agreements and coordination of campus group purchases.
11. Continue streamlining of processing of new equipment donated or purchased for campus use. Processing time is being shortened, but is still too long. The goal is two weeks or less from the date of delivery of equipment to the campus. Labs may take longer (as they do now) because of the scheduling of classes.
12. Aid in planning and set-up of labs in the Library (Set-up completed, 9/29/00), Community Services (Set-up on-going, lab operating), Music Building (awaiting furniture delivery), and in the Science Building. This includes pulling new cable and installing new concentrators, switches, hubs, conduit, drops, etc. and assuring their proper operation. (As of 10/16/2000)

13. Planning for and purchase of telephone switch to replace current campus telephone centrex service. (Telephone cable upgrades have been in progress in the Administration Building since July, 2000 and will continue on campus as needed).
14. Provide facilities for training of administrators, faculty and staff in use of Information Technology.
15. Continue to make copies of PACE video/media material as needed for sale to students in the campus bookstore. (Twenty new VCR's purchased and installed in copy center, September, 2000; old units to be serviced and recycled to other campus use.)
16. Develop and implement software policy in labs to limit student user ability to corrupt lab computer installed software. (Software ordered, 10/18/00)
17. Improve communication with instruction on scheduling of lab software refreshing, planned for once each week.
18. Fully deploy the District's Universal Internet Access service for students. (Done, 9/21/2000 but we may redeploy using GroupWise). Deploy campus Mascot web-site for student information.
19. Develop and schedule twice-monthly training sessions in software use for faculty and staff by MIS and/or Staff Development.
20. Implement the NetG training software to provide on-demand training available on the campus LAN for any campus employee. (In progress.)
21. Arrange with District InfoTech the implementation of the on-line file-pulling feature for the faculty hiring process.
22. Continue the discovery and development of automated installation and remote delivery of software applications.

2001/2002:

1. Continue maintenance, set-up and provision of campus information technology services:
  - a. Help desk on line. Set up automatic 'phone help desk?
  - b. Timely answering of service calls.
  - c. Maintain LAN services and coordination of campus LAN within the District Wide Area Network (WAN) structure.
  - d. Continue campus recycling of lab computers to administrative, staff and faculty use.
  - e. Continue program of upgrading LAN backbone to GB service.
  - f. Continue maintenance and operation of campus cable TV studio and cable broadcasting service. Provide support for production as needed.
  - g. Continue to provide aid and advice in planning, purchasing and use of electronic equipment. Maintain the campus computer training lab in MIS as a facility for faculty/staff training and use.
  - h. Continue to receive, tag, configure (as needed), deliver and set up new electronic equipment as it is received on campus.
  - i. Continue training of MIS staff to maintain quality of service.

- j. Continue to provide PACE video cassettes as needed for sale to students in the campus bookstore.
2. Design a "standard" image (template) for all PC labs on campus, one which can be customized for individual instructor needs in each lab or made the same in all labs, depending on need and the capabilities of stations in each lab.
3. Design a set of two or three "standard" images (templates) for set-up of computers for staff, faculty and administrative uses. These should be easily customizable to meet individual needs.
4. Set-up new 'phone system switch, set up of new 'phone services, including modern voice-mail. (old Centrex contract ends October, 2001)
5. Research voice-over-IP service for the campus. New 'phone switch will permit limited experimentation with this service.
6. Work toward the re-establishment of an open-access computer lab schedule. LAC 105 was originally set up for this purpose, but this use has slipped. The new Library lab is filling some of this need.
7. Plan and begin implementation of Cable Channel 43 change to all-digital format.
8. Plan intern-training program for Technology Division computer repair students.

2002-2003:

1. Continue providing services enumerated above.
2. Complete backbone upgrade to GB bandwidth. By this time the state Chancellor's office may have provided T3 linkage to the Internet and the District Office implemented new data-management software.
3. Complete setup and switch-over of new 'phone service.
4. Complete Channel 43 transition to all-digital format.
5. Set up internship training for Technology Division electronic repair students in the MIS Department.

Long-standing M.I.S. Department Goals:

- A. Recycle computers in each lab every three years. One possible alternative to this would be to set up "thin client" labs with "dumb" terminals and servers with plenty of processing power, memory and broad bandwidth connections to clients.
- B. We hope we now have adequate staffing for maintenance of campus Information Technology needs. Since 1995, the Department has had three software workers and three hardware workers. In the mean time, the number of labs has nearly doubled. In the last year (1999-2000) approximately 150 new computers were bought and delivered. Almost all of the old computers have been asked for in new service. Even though

some old computers will be surplus, this still left more computers with the same number of service personnel. We have hired (June , 2000) one additional Microcomputer Systems Specialist and one new Assistant Microcomputer Systems Specialist. We hope this will be adequate for some time to come. Provision of lab techs may still be necessary for those operating and using computer labs.

- C. Also needed is funding to purchase, set up and maintain remote management software to make most efficient use of the personnel we have. In 1999/2000 we have reduced the man hours needed to set up or restore the operating software in any lab by anywhere from five to fifteen hours. We expect to do almost as well with Administrative-side computer service with new remote-management software.
- D. MIS is interested in the possibility of setting L.A. Harbor College up as an Internet Service Provider. This would involve buying and setting up a server, secure dependable Internet access, and adequate staffing to maintain service. A service fee could be charged to users, perhaps enough to completely support the service. Chemeketa College in Salem, Oregon currently charges \$60/year or \$25/semester.

Last updated 10/25/2000

## InfoTech Master Plan 2002-2005

### Statement of Purpose:

The InfoTech Department is a service organization. Its purpose is to provide information technology services to the Harbor College campus community in classrooms, offices and public events as needed. This includes but is not limited to; keeping computer labs equipped and functioning with up to date hardware and software to meet instructional needs, keeping Administrative users equipped and functioning adequately, keeping the Campus and Local Area Networks (CAN's and LAN's) operating and equipped to handle campus computer communication needs, including DEC, SAP and Internet connections, the network operating system, e-mail and the campus telephone system up to date and providing service as needed, printers connected and operating, copiers operating and presentation equipment and software working. In this, we are attempting to meet the recommendations set out in the DRAFT copy of the California Community Colleges Technology II Strategic Plan for 2000-2005, published by the Board of Governors of the California Community Colleges, dated April 11, 2000.

The InfoTech Department also provides technical support for cable Channel 43 for the campus. The intent is to continue this and to upgrade service as we are able.

### Three-Year Goals:

1. All labs should have a complete replacement of computers every three years.
2. Upgrade Administrative and Academic CAN's to GB bandwidth. (in progress, partially completed)
3. Provide technical support to the campus cable video studio and broadcast facilities to allow reliable production and good broadcast quality on cable channel 43.
4. Maintain administrative, faculty and staff computers to be able to function with the new campus CAN and District WAN software. The District has purchased and installed a data management system from SAP for personnel and financial functions. Student records on DEC will be replaced at District within the next two years. In the meantime, both DEC and SAP software will be supported.
5. Establish and maintain same-day or next-business-day response on all service calls.
6. Administrative CAN operating system and e-mail systems are installed and operating. Train all users, as needed, in new systems as they are implemented.
7. Establish an adequate funding base to be able to supply to the campus community those electronic/information technology services they may need in a timely manner.

## Calendar of Goals:

Year: 2002/2003

1. Upgrade campus network backup and storage capacity. Speed and capacity are the key issues.
2. Set up an automated phone and Web-based Help Desk, including job-Tracking for work requests. (job-tracking software has been in use since 10/20/2000)
3. Continue the recycling of computers from labs to other campus uses. This includes providing computers for repair and networking labs and providing, upgrading or replacing computers for administrative and faculty use. Assure that all faculty and staff have computing capabilities that their jobs require.
4. Provide support as needed for modernization and configuring of studio and cable broadcast equipment.
5. Continue to provide maintenance and repair services as in the past, but with shorter response time. The goal is same-day or next-business-day service on all calls.
6. Continue to provide technical advice and aid in the design of new campus electronic facilities and services as well as in the ordering of new equipment.
7. Provide training for the InfoTech computer and network specialists in Novell software and the electronic technicians in computer and other electronics repair and other areas as needed. (Ongoing)
8. Continue upgrading the Campus Area Network "backbone" to GB bandwidth. The fibre-optic cabling is in place. Concentrators, switches, routers and hubs must be upgraded as necessary to provide added capacity. The State Chancellor's office is providing an additional OC3 data connection for the campus.
9. Continue ongoing research on hardware and software for campus use. Continue contacts with vendors for current pricing, purchasing agreements and coordination of campus group purchases.
10. Continue streamlining of processing of new equipment donated or purchased for campus use. Processing time is being shortened, but is still too long. The goal is two weeks or less from the date of delivery of equipment to the campus. Labs may take longer (as they do now) because of the scheduling of classes.
11. Aid in planning and do set-up of new labs. Participate in planning for the new Science/Technology Building and the campus bond measure build-out. Plan for possible InfoTech Department partial or complete move. If the department is to be moved, aid in design of new facilities and reconfiguration and implementation of old IT areas for new uses.
12. Operate and maintain new phone system. Add new features as we become familiar with the new equipment and software.
13. Provide facilities for training of administrators, faculty and staff in use of Information Technology.

14. Continue to make copies of PACE video/media material as needed for sale to students in the campus bookstore. (Twenty new VCR's purchased and installed in copy center, October 2002; old units are serviced and recycled to other campus use as needed.)
15. Continue development and implementation of software policy in labs to limit student user ability to corrupt lab computer installed software.
16. Improve communication with Office of Instruction on scheduling of lab software refreshing, planned for once each week. The long-term plan is to image-protect all lab computers so that frequent refreshing is not necessary and to hire and train lab techs to manage this function.
17. Maintain student login system and pay-for-print service. (This provides for collection of student computer use data and provision for student print services.)
18. Maintain weekly training sessions in software use for faculty and staff by InfoTech and/or Staff Development. (Currently scheduled at 1:30pm every Thursday in the InfoTech/Staff Development training lab in LAC 203)
19. Maintain NetG training software in the InfoTech training lab (LAC 203) to provide on-demand training available for any campus employee, as requested. (In progress.)
20. Arrange with District InfoTech the implementation of the on-line file-pulling feature for the faculty hiring process.
21. Continue the discovery and development of automated installation and remote delivery of software applications.
22. Research, purchase and implement additional virus scanning and security software and hardware as needed.
23. Develop plan and begin implementation of electronic security system covering all computer and electronics labs.
24. Continue development of ability to deliver multimedia connections to all classrooms. Some rooms are currently cabled but not terminated.
25. Complete installation and implementation of Novell ZenWorks and Fluke network remote management software and BorderManager security software.
26. Investigate and test the possibility of using BlueTooth in teaching labs for connections for projectors and other peripherals. Other possible wireless applications include a campus academic wireless network for student use and an administrative wireless network for job reporting and work reporting.
27. Update and circulate the network users guide, last updated in 1996. Provide a short network users list of "best practices" for courteous and secure use of the networks.

2003/2004:

1. Continue maintenance, set-up and provision of campus information technology services:
  - a. Help desk on line. Set up automatic 'phone help desk.
  - b. Timely answering of service calls.
  - c. Maintain LAN services and coordination of Campus Area Networks within the District Wide Area Network (WAN) structure.
  - d. Continue campus recycling of lab computers to administrative, staff and faculty use as possible and appropriate.
  - e. Continue technical backup service of campus cable TV studio and cable broadcasting service. Digitization of production and broadcast processes and equipment is expected to be completed this year.
  - f. Continue to provide aid and advice in planning, purchasing and use of electronic equipment. Maintain the campus computer training lab in InfoTech as a facility for faculty/staff training and use.
  - g. Continue to receive, tag, configure (as needed), deliver and set up new electronic equipment as it is received on campus.
  - h. Continue training of InfoTech staff to maintain quality of service.
  - i. Continue to provide PACE video cassettes as needed for sale to students in the campus bookstore. Work with PACE Director in research of alternative media materials for use in PACE.
  - j. Continue multimedia cabling to give all classrooms LAN and video broadcast access.
  - k. Complete setup of electronic security system for all computer and electronics labs.
2. Continue to design a "standard" image (template) for all PC labs on campus, one which can be customized for individual instructor needs in each lab or made the same in all labs, depending on need, availability of software and the capabilities of stations in each lab.
3. Design a set of two or three "standard" images (templates) for set-up of computers for staff, faculty and administrative uses. These should be easily customizable to meet individual needs.
4. Research voice-over-IP service for the campus. New 'phone switch permits experimentation with this service.
5. Work to maintain an open-access computer lab schedule. LAC 105 was originally set up for this purpose, but this use has slipped. The Library computer lab is filling some of this need.
6. Give any aid needed for implementation of Cable Channel 43 change to all-digital format.
7. Set up Blue Tooth in classroom settings for media cart applications. Do limited tests of campus administrative wireless network.

2004-2005:

1. Continue providing services enumerated above.
2. Complete backbone upgrade to GB bandwidth if not already completed. GB to the desk may have become possible. By this time, the state Chancellor's office will have provided DS-3 linkage to the Internet and the District Office fully implemented new SAP data-management software.
3. Continue operation of new 'phone service. We will be experimenting with integration of voice and data traffic on the Administrative CAN or to move the Administrative CAN to the new phone cable system with both services integrated.
4. Expand internship training for Technology Division and Business Division students in department operations.
5. Continue experimentation and development with wireless applications on campus, including BlueTooth connections for media carts in classroom applications and campus network networks.

Long-standing InfoTech Department Goals:

- A. Recycle computers in each lab every three years. One possible alternative to this would be to set up "thin client" labs with "dumb" terminals and servers with plenty of processing power, memory and broad bandwidth connections to clients.
- B. We do not now have adequate staffing for maintenance of campus Information Technology needs. From 1995 to 1999, the Department had three software workers and three hardware workers. In the mean time, the number of labs was nearly doubled. In each of the last four years approximately 100 to 200 new computers have been bought and delivered. Almost all of the old computers are asked for in new service. Even though some old computers are surplussed every year, this still means we add 100 to 200 computers to campus inventory every year. We hired (June, 2000) one additional Computer and network Systems Specialist and one new Assistant Computer and Network Systems Specialist (since upgraded to Specialist), but the increases in equipment quickly outstrip the personnel in place. Provision of lab techs would be a great help for the operation and use of existing computer labs. According to the State Chancellor's office, the department, currently with 9 permanent workers and three part-time student workers, should have a complement of 17 to 18 full-time personnel.
- C. Also needed is funding to purchase, set up and maintain remote management software and to continually train and to update training of personnel to make most efficient use of the personnel we have. In 1999/2000 we reduced the man hours needed to set up or restore the operating software in any lab by anywhere from five to fifteen hours. We expect to do almost as well with Administrative-side computer service with remote-management software when it is fully implemented.

- D. There is continuing interest on campus in purchasing some sort of hand-held devices, with wireless LAN capabilities for use in inventory communications and job reporting purposes. Two campus area wireless networks would allow collecting of additional student login time and would increase efficiency of service call answering and reporting.**

**Last updated 11/11/2002**

**Administrative Services  
Unit Plan 2001/2002**

PRIORITY	COLLEGE STRATEGY	OBJECTIVES	ACTIVITIES/TASKS	RESOURCES	COSTS
1	4	To develop and implement a budget model that integrates with the planning process.	Reduction of frequency and dollar amounts of budget line-item transfers	VP Administrative Services College Budget Committee Budget Administrators  Administrative Analyst  Hire an Associate VP Salary & Benefits  Computer	       \$73,668  \$78,417  \$ 1,000
2	4 & 7	To increase staff participation in the budget process.	Increased knowledge and understanding of the budget process by staff.	College Budget Committee Cost Center Budget Administrators  Utilize newly hired Associate VP to do more training	
3	4	To explore incentive-based funding.	Increased funding to Divisions based on their increased revenue stream.	VP Administrative Services Business Administrators	
4	4 & 5	To increase applications for external funding.	Consistent flow of monies to meet or exceed previous year's external funding.	Resource Development Team All VPs and Deans	

**Administrative Services**  
**Unit Plan 2001/2002**

PRIORITY	COLLEGE STRATEGY	OBJECTIVES	ACTIVITIES/TASKS	RESOURCES	COSTS
5	4	To encourage equitable allocation of external revenues	Equitable percent of external fund to cover operational costs.	College President Budget Administrators	
6	4	To increase collaboration with the District.	Increased financial and in-kind contributions.  Collaboration in both raising and disbursing funds.	Program Managers	

IT

## PROGRAM REVIEW REPORT

### Part I: Mission

#### 1. Describe the department/program function and purpose.

The Information Technology (IT) Department is a service organization. Its purpose is to provide information technology services to the Harbor College campus community in classrooms, offices and public events as needed. This includes but is not limited to; keeping computer labs equipped and functioning with up to date hardware and software to meet instructional needs, keeping Administrative users equipped and functioning adequately, keeping the Campus and Local Area Networks (CAN's and LAN's) operating and equipped to handle campus computer communication needs, including DEC, SAP and Internet connections, the network operating system, e-mail and the campus telephone system up to date and providing service as needed, printers connected and operating, copiers operating and presentation equipment and software working

#### 2. Previous goals and objectives.

All labs should have a complete replacement of computers every three years, *on all labs*

Upgrade Administrative and Academic networks to GB bandwidth. (in progress, partially completed)

Provide technical support to the campus cable video studio and broadcast facilities to allow reliable production and good broadcast quality on cable channel 43.

Maintain administrative, faculty and staff computers to be able to function with the new campus CAN and District WAN software.

Establish and maintain same-day or next-business-day response on all service calls.

*Install & update* →

Administrative CAN operating system and e-mail systems are installed and operating. Train all users, as needed, in new systems as they are implemented.

Establish an adequate funding base to be able to supply to the campus community those electronic/information technology services they may need in a timely manner.

#### 2.1 List the goals, objectives, services, and action plans from the unit's current program.

Goal:  
Objective:

Budget:  
Person Responsible:

Timeline:  
 Complete           Incomplete

Goal:  
Objective:

Budget:  
Person Responsible:  
Timeline:  
 Complete           Incomplete

## **2.2 Discuss in detail the successes of and barriers to completing the above goals.**

Most current projects are stalled due to need for additional funding and additional training. Also additional staffing at a less technical level is needed to reduce workload on IT personnel to allow for time to focus on developing projects.

## **3. Recent college and state developments.**

### **3.1 List recent college and state developments which significantly impact the unit's ability to provide services to students.**

The state has recently moved the colleges to CALREN from 4CNET for broader network services. There are a number of large scale building projects which are beginning across campus. Finally, there has been more emphasis recently placed on distance education.

### **3.2 Describe the positive and negative impacts of these developments on the unit.**

The move to CALREN should improve overall internet access and the ability to offer additional internet services.

The building projects will disrupt some of the communication infrastructure in the short run, although in the long run there will be a more stable and complete communications infrastructure. Also, funds for the building projects will give an opportunity to update some of the aging computers across campus.

The emphasis on distance education puts a greater stress on the IT group to keep up in a variety of areas. Also, there is a constant need to keep upgrading equipment and facilities to allow for the latest technologies.

## **4. Describe the unit's active participation in the college's mission.**

IT supports all day to day computer usage and needs. All computer labs used, either as drop-in for students or for teaching classes, are maintained and supported by the IT group. The IT department is actively involved in ensuring that the college has the necessary infrastructure to offer distance education classes. Also, we are heavily involved in ensuring that future needs are anticipated and can be accommodated, especially in regard to the current building plans.

## **Part II: Need**

**5. List the number of full-time (filled and unfilled positions part-time classified staff, unclassified (student workers) and managers in the program/department.**

Currently there are five (5) full-time staff in the IT department, and all those positions are filled. There is additionally one full-time management position which is also filled. Funding for student positions has recently been eliminated.

**5.2 Significance of faculty, staff, and student survey results (where available) and/or trends in the following areas (refer to data packet):**

I am not aware of any recent surveys with regard to the IT department.

N/A

**5.3 Identify the ratio of students to staff, where available**

Based on student headcount of 9102 reported for LAHC in 2003 Academic Affairs Planning Reports, the ratio of students to IT staff (including the management position) is 1517:1. The reported FTES of 3169 would yield a 528:1 ratio.

N/A

**5.4 Improvement and expansion of delivery of support services. For example, Evening/Day/Saturday availability of services..**

The IT Department has recently extended the daily operations to 6:30 PM. We have instituted an automated Helpdesk system to allow web based reporting and monitoring of technology issues.

7:30 AM - 6:30 PM  
FRI 7:30 - 5

Cancel  
Stopping class  
Hours

**5.5 Classified load by position.**

All classified staff currently work a full 40 hours/week.

**Part III: Quality**

**6. Improvement of Delivery of Services (address all applicable topics).**

**6.1 Departmental activities toward improving services. List participation in staff development, conference attendance/participation, and academic preparation/training.**

The IT department regularly provides training in a number of technology areas, both to staff for use in daily tasks and to faculty for use in teaching and possible course development. In addition, as mentioned previously, IT has extended the hours of service and implemented an automated helpdesk system.

**6.2 Describe how these activities have enriched and been implemented into the department's services.**

The training has helped to make both staff and faculty more comfortable with using their computers for their daily work. Faculty training has included how to use powerpoint to make presentations and how to include current work in those presentations.

### **6.3 Describe how the unit actively supports the college's mission.**

Computers have increasingly become part of the basic infrastructure in the running of the college. Supporting, updating, and training staff and faculty in the use of the computers enables others to do their work. By continually improving the network operations we allow for and additional methods for distance learning. Many classes also now depend on the computer labs to present materials or even do direct instruction on using software installed, updated, and supported by the IT department.

### **6.4 Campus Support services promotion of flexible delivery systems (i.e., online applications, etc.).**

The IT department has created its own online helpdesk for reporting and tracking technology issues. We are working with the web designers to ensure that any updated needs in the website are taken care of.

## **7. Supportive Working Environment**

### **7.1 General morale of staff in the department, including results of employee surveys.**

There have been no recent employee surveys regarding staff morale. For the IT department the morale is fair but a high workload combined with the fact that much equipment is aging have limited the morale. Also the lack of student employees requires that high level staff are sometimes forced to do fairly low level work.

### **7.2 Involvement of all staff in department activities.**

Staff meetings occur weekly in the IT department wherein all departmental activities are discussed with all staff encouraged to participate. Staff is currently working toward getting more role based assignments, whereby each staff member is encouraged to develop individual areas of expertise.

### **7.3 Promotion of respect for diversity and tolerance of differences among staff and students.**

While there are no specific promotions for respect and tolerance, the IT staff is itself very racially diverse. Certainly no intolerance is accepted. Direct contact with students is limited, but student issues are treated much the same as any other problem reports.

## **8. Facilities Renewal**

### **8.1 Adequacy of departmental facilities with respect to size, layout and location.**

*to be reviewed by IT Dept*

Current IT departmental facilities are adequate in size and location, but only adequate. The IT department includes four former darkrooms which are very cramped, poorly lit spaces with fixed cabinetry and sinks which, while they amount to a fair amount of space, they cannot be used very effectively.

Many of the spaces used by the IT department in other buildings, spaces used for main connections hubs and equipment housing, are somewhat poor as they are make-do spaces which often are small corners or shared spaces donated by other groups to house important equipment.

### **8.2 Current condition of departmental facilities.**

IT Dept facilities are in usable condition. Some of the equipment is getting old and may shortly be in need of replacement.

### **8.3 Identify any unresolved safety or hazardous conditions in your departmental facilities**

Improvements must be made to cable management in the department areas.

### **8.4 Describe recent significant facility changes and their effect on departmental operations.**

There have been no recent physical changes to the facility.

### **8.5 If applicable, identify proposed modifications to facilities (within the next 5 years) and rationale for those changes.**

In the next five years the IT department will move to a renovated space in another building. About that time much of the infrastructure equipment will also be moved as part of the campus' major building project. The building currently housing the IT department is scheduled to be demolished as part of the building project.

## **9. Technology**

### **9.1 Departmental utilization of technology in the delivery of services.**

As the IT department, we make use of technology in almost all aspects of our work.

### **9.2 Types of technology used and where (i.e., labs, classroom, and offices.)**

Our use of technology covers all types of technology.

### **9.3 Status of staff training in technology applications currently needed**

Training in current technologies is a constant, ongoing need. IT staff members are regularly sent to training classes to keep up with current developments. As well there are regular discussions to keep all IT staff up to date.

#### **9.4 Appropriateness of technology to departmental mission/functions.**

Clearly the use of technology is completely appropriate to the IT department.

#### **9.5 Describe proposed technology-based services delivery in your department/program, both hardware and software.**

Web based helpdesk is now being delivered. Campus wide wireless rollouts are planned for student access, with limited wireless currently in implementation. Testing with television studio in streaming video has been ongoing. Movement to Exchange email and calendar is planned to meet upcoming district standard.

#### **9.6 Identify required employee training to meet these plans for the future.**

IT employees must constantly be upgrading skills to meet changing IT environments. Specific needs are in Windows server, Exchange setup and maintenance, network security, wireless setups, and network switching/routing.

#### **9.7 Describe the campus upgrades required to achieve these plans.**

Upgrade of campus network infrastructure is critical, including a comprehensive map of all campus inter-building network lines. Additionally, new access lines and conduits for off campus connections must be placed to accommodate construction needs. Also, most buildings need improvements in intra-building cabling and satisfactory space and equipment to accommodate the building IDF. For the wireless project, additional wireless access points will need to be cabled and distributed throughout campus.

### **10 Equipment and Supplies**

#### **10.1 Current condition of the department's major equipment inventory.**

Major equipment inventory is up to date.

#### **10.2 Need and rationale for any major new equipment (a cost must be included).**

Core switch needs to be updated or swapped out due to issues with functioning in the current switch. A new core switch to meet our needs costs a minimum of \$75000. At least two additional servers are needed to support the move to Exchange at a cost of \$6000 each. Roughly twenty building switches are needed to update the network infrastructure at a cost of \$3500 each.

#### **10.3 Need and rationale for any new supplies (a cost must be included).**

With the new backup system coming online, we will need to replace backup tapes at a cost of \$2500 each year. Additional upgrades to existing database software for new applications are needed at a cost of \$4000 per year.

**10.4 Describe any equipment/supply barriers or obstacles (financial, A7I, etc.) hindering the functioning of the department.**

Financial obstacles hamper efforts on large projects which use big ticket items. Particularly, the lack of funds to maintain and upgrade existing computer labs has seriously reduced the labs effectiveness as well as required much additional support time to keep up aging equipment.

**11 External Funding Sources**

**11.1 List and describe any public-sector grants received**

Title V funds, TTIP funds, and block grant funds have been used by the IT group.

**11.2 Describe the amount awarded and items purchased.**

About \$30000 in Title V funds have been used to purchase staff technical training, wireless hardware and consulting for the wireless pilot, and a network switch device.

Almost \$175000 in TTIP funds have been used for video conferencing equipment, network connection services, and contracting to reroute existing off campus data lines.

\$50000 in Block grant funds have been used to replace computers in one of the labs.

**11.3 List and describe any private-sector grants and donations received (i.e., Advisory Board members, private industry, etc.)**

Dell has provided ~~some free items for a LAHC charity event as well~~ as ten free printers, as part of a promotion, to be distributed among LAHC staff. Total value of all equipment is roughly ~~\$3000~~. 2360.

**11.4 Describe the amount awarded and items purchased.**

**12 Community Interaction**

**12.1 List any current or proposed industry and school partnerships.**

**12.1.1 Describe these partnerships**

**Part IV:**

**13. Feasibility**

**13.1 Current department budget**

Current IT budget is \$676,000 including both staff salaries and discretionary budgets.

**13.2 Proposed department budget for the next fiscal year.**

Proposed budget is the same as the current year (~~\$676,000~~). *1,130,000*

**13.3 Rationale and justification for any augmentations, including staffing increases.**

No increases are currently proposed.

*Student workers and replacement equipment are needed to maintain current services*

**Part V:**

**14. Compliance**

**14.1 List any current program-specific compliance requirements (if any), with state and/or national agencies, and any other outside agencies.**

IT must implement the state requirement to move away from use of SSN in student identification. Additionally, CALREN (California Research and Education Network) and CENIC (Corporation for Education Network Initiatives in California) provide connection to network resources and videoconferencing facilities. LAHC must follow the CALREN and CENIC guidelines for network connections.

**14.2 Describe any other outside agencies.**

LACCD provides a number of guidelines on intra-district resource access, privacy and security considerations, and electronic communications.

**Part VI:**

**15. Five Year Plan**

**15.1 List measurable departmental goals and objectives for the next five years (based on the College's mission statement and strategic plan), and the unit's plan for completing these goals and objectives. Include proposed timelines, budget and persons responsible**

1. Modernize existing network infrastructure. This includes replacing and fully documenting the existing cabling and replacing many network switches. All

buildings should have a minimum of a Gigabit connection to the campus network, with internal building connections of at least 100 Megabit. Total cost is \$1,000,000 over the next five years (to be done in conjunction with current campus construction projects).

2. Make secure wireless network access available for student use throughout campus. Total cost is roughly \$150,000.
3. Upgrade existing internet connection to allow for substantially faster internet access as well as streaming video across the internet for possible distance learning applications. Cost is \$200,000 over the next one year.
4. Transfer existing campus email and calendaring to Exchange. Also provide improved access for additional devices (e.g. Palm PCs and Blackberry devices) and improved filtering of junk email. Two year project at a cost of \$50,000.
5. Provide server based storage for all local data files to substantially streamline computer rollouts and maintenance. Additionally, server based images will need to be available for all local standard computer systems. Two year project at a cost of \$35000.
6. Improve monitoring and overall management of network usage. This should allow automated detection of any network issues, prevent most many security threats, and ensure the smooth running of network operations. Three year project at a cost of \$50000.
7. Work with faculty to provide improved distance learning features and capabilities. The features should include streaming media capabilities and other distance learning tools. Ongoing work at \$10000 each year.
8. Provide a centralized portal for students and *employees* with relevant resources customizable to each individual. Three year project at \$150000.

# BOOKSTORE AND CAFETERIA PROGRAM REVIEW REPORT

## Part I: Mission

1. The function and purpose is to serve the employees and students.
2. To achieve adequate staffing to properly service employees and students in both Bookstore and Cafeteria.
  - 2.1 To turn a profit in both areas.

To obtain new equipment in both areas so the bookstore and cafeteria can better serve the students and employees.

To maintain staffing for both areas.
  - 2.2 The success of these goals would benefit the service to the students. Both bookstore and cafeteria would be more efficient, which will reduce the process time.

During the 2003-2004 college year the following positions were vacated and have not been replaced: 1) 2-food service workers, 2) 1-textbook buyer.

The barrier for their replacements is the lack of funding.
3. The impact of state and college developments is not known at this time.
  - 3.1 Insufficient college funding.
  - 3.2 Negative- inadequate staffing
4. Provide educational materials and food services.

## Part II: Need

5. Bookstore
  - College Enterprise Mgr. - Full Time
  - Asst. Bookstore Mgr. – Full Time
  - Stock Control Asst. – Full Time
  - Textbook Buyer – Unfilled – Full Time
  - 6 – Student workers – Part time

Cafeteria

- College Enterprise Mgr. – Full Time
- 2 – Food service workers – Full Time
- 1 – Grill cook – Unfilled – Full Time
- 2 – Food service workers – Unfilled – Part Time
- 6 – Student workers – Part Time

5.2 N/A

5.3 N/A

5.4 Greater availability of both bookstore and cafeteria services during evening and Saturday classes.

5.5 N/A

**Part III: Quality**

6.1 Attendance at conferences designed to improve employee relations and customer services.

6.2 Staff has attended various conferences during the past year. Information has been shared within the departments.

7.1 Morale is great in the bookstore and cafeteria

7.2 All staff members are involved in all department activities.

7.3 Our department promotes diversity and tolerance among all people on campus.

8.1 The size, layout and location of each department is minimally adequate.

8.2 The bookstore has inadequate facilities for a collegiate enterprise. The limits on funding have prevented the bookstore and cafeteria from developing into retail outlets that reflect today's market standards.

8.3 Bookstore and cafeteria both lack air conditioning and fire sprinklers system. No security system in cafeteria

8.5 Funds from Prop A and AA will be used to build a new bookstore. Consideration is also being given to either remodeling the current cafeteria or building a new one. These

improvements will lead to significant reductions in the cost of maintenance and repair, and will surely result in improved marketing images for both operations. The construction of a new bookstore and cafeteria will assist the staff by providing improved working conditions, equipment, and materials. This will lead to reduced costs of maintenance and improve service to faculty, staff, students, and public.

9.1 There is a need for an upgraded computer system in the bookstore.

9.2 Bookstore

Computers

Textbook ordering system

POS system to run cash registers

9.3 staff is properly trained on current systems.

9.5 Bookstore

Need new POS system and updated registers. This will reduce processing time to students, and staff.

9.6 Bookstore

Training on new system for registers, and computer system.

9.7 Upgraded utility services and equipment.

10.1 The lack of investment in new equipment in both areas has resulted in inadequate service.

10.2 Bookstore

New computer system and cash registers - \$57,000

Bookstore air conditioning - \$80,000

Cafeteria air conditioning - \$150,000

10.3 N/A

10.4 Outdated technology and the lack of air conditioning in both areas are barriers.

11. N/A

12. N/A

Part IV:

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13.1 Bookstore 03/04 2,800,000  
Cafeteria 03/04 200,551

13.2 Bookstore 04/05 2,850,000  
Cafeteria 04/05 204,200

13.3 Bookstore and cafeteria are short of staff due to inadequate staffing.

**Part VI:**

14.1 L.A. City Fire Department  
ADA Codes  
L.A. County Department of Health Service

14.2 L.A. City Sheriff's Department

15.1 Same as 8.5.  
Build new bookstore and cafeteria.  
Timelines- will be within the next 4 years.  
Budget- Unknown