SAN DIEGO COMMUNITY COLLEGE DISTRICT

INFORMATION TECHNOLOGY

ANNUAL WORK PLAN (AWP)

FOR

JULY, 2008 - JUNE, 2009
I. INTRODUCTION

This Annual Work Plan (AWP) was mutually developed by Information Technology and the San Diego Community College Executive Management team to identify the major projects and ongoing support functions to which Information Technology resources will be applied for the fiscal year 2008-2009.

Information Technology is responsible for the District-wide telecommunication infrastructure and network subsystems, providing common services to all major District locations, CE sites and College campuses.

The major subsystems supported by Information Technology are:

- Administrative Computing System (Mainframe, RS6000 RISC Minicomputer, and Microcomputer platforms)
- Administrative Systems Application Development (ISIS, Sigma Student Aid Management, HRIS/Payroll, Web Applications)
- Telecommunications Infrastructure (Voice, Data, Video)
- Internet and Intranet Security Systems
- Administrative PC support
- Local and Wide Area Network Management
- Email System (Exchange Mail and Internet SMTP Mail)
- Telephone System and Third Party Carrier (voice/data) systems
- Horizon Library System
- WebCT Online Course Management Systems (Campus Edition and Vista)
- District Web Services
- Remote Access Services

The IT Department is comprised of two District employees, Laura Stark and Kent Keyser, and sixty-five SunGard Higher Education employees. The SunGard staff is located at the District Office, the three College campuses, select Continuing Education sites, and the Computing and Distribution Center building at Miramar College.

Many of the completion dates have been extended to the last month of the year pending further definition and project requirements. Once definition is completed along with final project prioritization, better completion dates can be determined.

During this year, many of the enhancements planned for the Student Services Information System continues to be focused around providing easier access to data via new and updated web systems integrated with existing systems. A major enhancement to Financial Aid will provide the option for students to receive their financial aid disbursements via direct deposit.

The Human Resources department continues to identify a significant amount of application enhancement projects. Many of these projects support new bargaining agreements, STRS/PERS reporting changes, and ongoing organization and departmental needs. Planned for this year is the implementation of HR Self-Service and Work Time entry using Colleague’s WebAdvisor.
Information Technology will continue to play an active role in supporting the finance system by providing desktop support for the PC client, managing the network connectivity, monitoring the many data interfaces, and continuing to provide operational support for the Datatel Colleague system.

Web development project continue to expand. Many web projects help extend access to District applications via the web and Internet. This year, the District Web sites will be updated with a more current look and feel.

Telecommunication projects continue to provide more capabilities, as the District is able to take advantage of the new telephone system, digital voice mail integration, high-speed Intranet and Internet connectivity, convergence of HVAC and other environmental controls, alarm and security systems, sprinkler controls, security cameras and safety systems, and improved high speed TCP/IP connectivity to the IBM mainframe.

Network projects continue to demand IT support resources to provide even greater network reliability and reduced maintenance downtime for longer weekday production hours, weekend classes, 24x7 Internet access, and increasing electronic mail dependencies. In addition, support for Proposition ‘N’ & ‘S’ construction projects is ongoing and includes preliminary planning during the design phase as well as implementation of network technologies once construction has been completed.

In addition to these many projects and ongoing responsibilities, the IT managers and technical liaisons migrated all of their major project plans to a new online project planning tool. This will be the foundation for better departmental project reporting and future rollout of project plans and project statuses via the IT website.
II. OPERATIONAL PLAN FOR ADMINISTRATIVE SYSTEMS

This section provides a summary of the District's administrative environment and descriptions of proposed projects to be undertaken in the period covered by this plan, July 1, 2008 to June 30, 2009.

A. Student Services Information System, Financial Aid and Student Aid Projects

1. Processing Calendar Development  Ongoing
   As with all operational procedures, which run on a periodic basis, successful performance requires planning, scheduling, system preparation, testing, training and consultation. Throughout the year Information Technology supports development of:
   - The ISIS Processing Calendars for Admissions & Records, Attendance Accounting, and State Reporting.
   - The Instructional Services Processing Calendars for course descriptions, prerequisites, and class schedule preparation and printing.
   - The On-Line Registration Processing Calendar and training network schedule.
   - The Continuing Education processing schedule for Class Schedules, Attendance Accounting, and State Reporting.

   Preparation for Spring 2009 semester preparation occurs between September and October 2008. Summer 2009 semester preparation occurs between March and April 2009. Fall 2009 semester preparation occurs between April and May 2009. Although separate committees develop these calendars, their schedules overlap and have many interdependencies within ISIS and to the other administrative and ancillary systems.

2. Reporting Requirements  06/09
   This project defines the many mandated reporting requirements to both internal departments and external agencies from the Student Information System. This include FTES reporting, MIS Reporting, Enrollment tallies, CAL Works, CASAS, HOPE Scholarship and the Lifetime Learning Credits components of the Taxpayer Relief Act, electronic transcript transmission to SDSU, etc.

3. Modify Credit/No Credit to Pass/No Pass  07/09
   The state chancellor’s office has decided to change the reporting of non-letter grades as Pass/No Pass instead of Credit/No Credit. This needs to be in place for Fall 2009 reporting, so work will begin February 2009.

4. Improve and Automate Matriculation Data Collection  Ongoing
   This project will implement enhancements to the Student Systems application and other subsystems to improve and automate matriculation data. This is an ongoing project to improve the business processes to provide more accurate data collection and reporting.

5. Modify Repetition Rules for Sub-Standard Grades  06/09
   New rules have been formulated by the state chancellor’s office for claiming FTES for repeated courses. This project will implement changes to the ISIS system to comply with them.
6. **CE Counseling Services from SARS GRID** 06/09
SARS GRID is used by Counselors to schedule appointments with students. Continuing Education is planning to use this application and will need regular downloads of student data from the mainframe.

7. **Research and Planning Downloads** Ongoing
The Research and Planning department receives a number of download files from the Student Services ISIS database. This project’s goal is to reduce possible redundancies within the downloaded files and improve the availability of the information.

8. **Direct Deposit of Financial Aid Checks** 11/08
The SDCCD currently mails checks to students for financial aid. This project will provide a direct deposit option to students to receive their financial aid disbursements. The new process will allow entry of bank account details by students on the web via Reg-E. New processes in ISIS, SAM and Colleague will use the account details to send transfer instructions to the bank.

9. **CE Web Roster (Grade/Attendance)** 10/08
CE Grade and attendance rosters are currently being scanned from paper forms. This project will replace this system with a web-based data collection application which CE faculty will use to enter grade/attendance details for their classes, similar to the college faculty.

10. **CE Student Web Registrations** 06/09
This is a new program to provide combined application and class registration. Unlike the College On-Line Application program this program would provide real time creation of a profile, assignment of a CSID and then allow immediate registration for courses.

11. **Sigma Aid year 2009-2010 Changes** 06/09
Sigma system released the first wave of changes for the new aid year in February 2008. These have been implemented. Changes are continually released through the year and will be applied as and when we receive them.

12. **Online Transcript Request** 06/09
This will provide a facility for students to request transcripts using the web. The printing of the transcripts based on the requests will be handled by a batch process overnight.

13. **Transcript Automation** 06/09
This project will review the transcript form and business process and determine whether a folding and stuffing machine with optical mark reader can improve the transcript mailing process. This project will also look at automating the postage and transcript envelope signature seal.

14. **Enhance Attendance Tracking for Fitness Center** 06/09
This project accommodates tracking of the total number of visits per student in Tracking Admin.

**B. Financial System Projects**

15. **Reporting and Data Query Requirements** 06/09
This project defines the custom reports and requested queries from the Colleague Financial System.

16. Fiscal Year-end Support for FY 2008 08/08
   All major operational procedures run on an annual basis require successful performance planning, scheduling, system preparation, testing, training and consultation. The Fiscal Year-end process requires these tasks to be completed by Business Services and Information Technology between June and August 2008.

17. Datatel Patch/Update Testing Ongoing
   Updates to Datatel applications are released throughout the year. Once new updates are released, they must be installed and tested prior to updating the District’s production systems.

18. Colleague Studio Testing and Implementation 06/09
   This project details the testing and implementation of Datatel’s new development environment, Colleague Studio. The new environment provides an industry-standard Eclipse development framework which is fully compatible with their proprietary programming interface.

19. Query – 1099 Data Validation 04/09
   This query provides a display of vendor voucher information to allow validation of 1099 processing values.

20. Query – Fixed Assets Actual General Ledger Expense 01/09
   This query will provide actual GL expense amounts as opposed to Fixed Asset GL information. This is a periodic report needed every 4 years.

   This project will be done by Datatel in support of the direct deposit for Student Financial Aid.

22. Synchronize Student/Employee ID’s 06/09
   Both the Student and Finance systems assign user ID numbers. This project will determine what processes might be used to synchronize the records to allow data to pass between the systems seamlessly.

23. Enterprise Reporting System 06/09
   This project is designed to identify the tasks and resources necessary to implement an enterprise reporting system for Colleague Finance and HR. The project will utilize Datatel’s Data Orchestrator produce, Business Objects reporting tools and Crystal reports to provide a comprehensive reporting platform. This project is designed to displace the baseline Colleague reporting and Envision toolkits to help IT, Business Services and HR develop more timely SQL reports. Currently, almost all reports are IT programming projects.

24. Bookstore Support 06/09
   This project defines the support need for AP related tasks for the Bookstore.

C. Human Resources System Projects
24. HRIS/PY Application Support  Ongoing
This project identifies the ongoing application support and development efforts to address the changing needs of the District’s Human Resources and Payroll application. This project includes but is not limited to the following major projects currently planned for fiscal year 2009.

25. Payroll Reconciliation Support  Ongoing
This project identifies the ongoing application support and development of custom reports and queries to assist with Payroll Reconciliation tasks.

26. Retirement Reporting Changes (STRS/PERS)  06/09
Multiple changes to the existing state retirement reporting processes have been identified effective July 1, 2009 that will affect Colleague HR processes. STRS also now requires that a preliminary monthly file be submitted directly from the client to their SEW website for edit/error checking before it is submitted by client to SDCOE.

27. Implement HR Self-Service via WebAdvisor  06/09
This project addresses setting up and supporting HR Self-Service and Work Time entry, using Colleague’s WebAdvisor.

28. MIS Term and Annual Reporting  Ongoing
This project will determine best practices pertaining to MIS and IPEDs reporting via Colleague and will look ahead to create a 3 year plan for reporting.

29. Query – Contract Employee Census  Ongoing
This project addresses the ongoing queries and reports requested for detailed Contract Employee information. These are requested as Excel worksheets for additional flexibility.

30. Query – Contract Employee Compensation  Ongoing
This project addresses the ongoing queries and reports requested for detailed Contract Employee compensation information. These are requested as Excel worksheets for additional flexibility.

31. Datatel Tax Update Processing  Ongoing
This project will determine if the Datatel annual tax update process can be used with SDCCD’s setup and if so, will be used to apply 2009 updates.

32. W2 Reporting for 2008  01/09
Each year the Social Security Administration makes some changes to the W2 Reporting process. This project addresses the support needed to ensure W2s are successfully processed by the end of January. Since this is an annual process, success requires careful planning and preparation for both District staff and Information Technology.

D. Web Development Projects

33. Web Development Support  Ongoing
This project identifies the ongoing application support and development efforts to address the changing needs of the District’s Web environment. In many cases, web applications are used to
enhance the functionality of other District applications, in addition to more traditional Web site development. This project includes but is not limited to the following major projects currently planned for fiscal year 2009.

34. **District Travel Request and Expense Application** 07/08
   This project was created to automate the current travel request and expense form. A web application will be written to automatically assign request numbers, automate the approval and tracking of the online request forms, and provide enhanced reporting on the status or disposition of all the travel requests throughout the district.

35. **Redesign the District Web Site** 10/08
   This project identifies the resources necessary to collaboratively design and implement a new District web site. IT will be working with a redesign team coordinated through the Office of Public Information. Once implemented, this new site will be an ongoing responsibility to keep it the content current as we expand web presence for the administrative departments.

36. **New Content Management System Implementation** 07/08
   This project defines the necessary IT resources and tasks to learn and implement SunGard’s Site Builder Content Management tool. Utilizing a content management tool will enable the District to better manage it’s digital web assets while providing version control, time to live, time to go live and keep all content centralized.

37. **Research and Planning Website Redesign** 08/08
   This project defines the necessary IT resources and task to implement a new website for the Institutional Research and Planning department. This website will be the pilot project using the new Site Builder Content Management system and serve as an example to other departments how to develop websites quickly with a common look and feel while maintaining some level of creativity and uniqueness.

38. **Redesign of Student Web Services Website** 06/09
   This project was created to redesign the Student Web Services with a newer look and navigation structure. This new look will then be migrated to the many web applications to bring them together to look more like a single application.

39. **Online Roster Imaging** 10/08
   This project will develop a process to create online PDF versions of the Faculty Grade Rosters for import into the current Imaging system. This will provide online access and help reduce the amount of paper utilized.

40. **CE Faculty to Flex Process** 08/08
   This project will develop a new Continuing Education version of the Faculty Flex program using the same internal processes but with a new SQL database and updated look and feel.

41. **Maintain Course Information via Web for Online Faculty** Fall/2008
   This project provides online faculty with the ability to create and edit their term/crn course information displayed on the SDCCD Online web site. The current web site will be modified to allow SDCCD Online staff to review and approve any changes.
III. OPERATIONAL PLAN FOR TECHNICAL SERVICES & OPERATIONS

42. Installation of IBM zOS Version 1.7 02/09
IBM no longer supports the current operating system on the Student System server. This upgrade to Version 1.7 is needed to maintain IBM’s technical support.

43. Mainframe Replacement 11/08
The current system has reached its end-of-life and performance capabilities. The replacement system will provide faster processing and growth potential for a projected five years.

44. Production Services Ongoing
This task represents Information Technology’s ongoing responsibility to provide production support services for the District's administrative applications and systems.

45. System Software Products Support Ongoing
There are many system software products installed on the mainframe. Vendors ship new versions, releases, or modifications that must be installed and tested prior to implementation. Those products require technical support to ensure proper operation of the product.

46. UniCenter CA View R11.0 Upgrade 08/2008
This upgrade provides enhancements to the viewing of archived District reports dating back to 1988.

47. Tivoli Storage Manager Enterprise Edition 5.5 Upgrade 06/09
Tivoli Storage Manager is the application that supports data backups on the mainframe system. This upgrade enhances the backup and archival options as well as maintaining this application within a vendor supported level.

48. ASG-Zeke Scheduling Software Upgrade v5.5.0 for z/OS 6/09
ASG-Zeke software is used to schedule production jobs on the mainframe system. This upgrade is needed to maintain vendor support as well providing enhancements to the current version.

49. AIX 5.3 Technology Level Upgrade 02/09
This project addresses the upgrade of AIX system to the latest Technology Level 9 Service Pack 2 levels.

50. Application Programming Support Ongoing
The applications development staff requires daily support. File and library allocations, problem resolution assistance, and data recovery are a few of the support issues.

51. Computer Operations Support Ongoing
The data center is staffed 7/24 except for 10 hours on weekends. The operations staff controls all mainframe batch activity, mainframe report printing and distribution, RS/6000 and microcomputer tape backups.

IV. OPERATIONAL PLAN FOR TELECOMMUNICATIONS
52. **Telecom Support**  
Ongoing  
This task represents Information Technology’s ongoing responsibility to provide support of the  
District's telecommunications hardware, software, and network environment. Currently, this  
includes maintenance of the Toshiba key systems, Octel voicemail systems, Mitel PBX  
network, video conferencing systems, and coordination with Pacific Bell, ICG and MCI for  
various telephony services.

53. **Emergency Telephone Installations**  
06/09  
This project defines the requirements to install emergency telephones in classrooms at the three  
colleges and ECC. This project will be started over the summer and depending on the speed of  
installations, may need to be extended through the various holiday/school breaks through this  
calendar year to be completed.

54. **Voice Mail Replacement**  
06/09  
This project provides for a district wide review of Voice Mail systems with the ultimate  
replacement of 6 older distributed Avaya Voice Mail systems. In addition, this project will  
pilot the Exchange integration and provide voice messaging delivery within Microsoft Outlook.

55. **West City Campus PBX Equipment**  
01/09  
This project defines the purchase and installation of a new phone system for the new West City  
building.

56. **Voice Over IP Conversion**  
06/09  
This project addresses the migration to VoIP across the District. Voice Over IP is the  
technology that allows phone service to utilize and share the data network which helps to  
reduce infrastructure costs. This is a multi-year project.

V. **OPERATIONAL PLAN FOR NETWORK SERVICES**

57. **Microcomputer Support**  
Ongoing  
This task represents Information Technology’s ongoing responsibility to provide support of the  
District's administrative microcomputer hardware, software, and network environment. This  
includes help desk support, client service requests, problem resolution, installation of new  
equipment, operating system upgrades, software upgrades and planning support.

58. **Internet Support**  
Ongoing  
This task represents Information Technology’s ongoing responsibility to provide support of the  
District's Internet hardware, software, and Internet related network environment. This includes  
support for Internet Email, College and District Office Internet servers, Web services, and  
Internet related network security (Internet Firewall).

59. **Wide Area Network Support**  
Ongoing  
This task represents Information Technology’s ongoing responsibility to provide support of the  
District's Wide Area Network (WAN) environment, often referred to as the District’s Intranet.  
This includes support for the network data circuits, routers, network security, dynamic host  
control protocol servers and domain name servers.

60. **Infrastructure Support**  
Ongoing
This task represents Information Technology’s ongoing responsibility to maintain and manage
the District’s telecommunications infrastructure. Included in this responsibility is the
development of new building designs, facility remodels/enhancements, and third-party cable
and electric vendor coordination.

61. Email System Support       Ongoing
This task represents Information Technology’s ongoing responsibility to maintain and manage
the District’s Internet and LAN based email system. Included in this responsibility is the
ongoing installation and support of the email servers and email accounts.

62. Library System Support      Ongoing
This task represents Information Technology’s ongoing responsibility to maintain and manage
the District’s Library System. This includes support of the Dynix RS6000, Dynix NT Web
Server, PAC for Windows, and the network infrastructure for access.

63. Trustee Equipment Support    Ongoing
This task represents Information Technology’s ongoing responsibility to support the
microcomputer hardware, MS Office suite, and fax equipment for the members of the Board of
Trustees.

64. WebCT VISTA Server Installation and Support   Ongoing
This task includes Information Technology’s ongoing responsibility to support the WebCT
server and the creation of the ongoing classes. This includes the system administration of the
Intel based Unix server, daily back ups, updates of the WebCT software, and the Intranet related
activities to make the classes available for students and faculty.

65. Network Infrastructure Maintenance and Expansion     Ongoing
This project defines the installation of additional network interfaces and workstations
throughout the next fiscal year. This includes the installation of additional network ports to
support the many new workstations, labs and buildings which will be added to the District’s
administrative network backbone.

In addition, this project also represents the ongoing efforts to maintain and replace existing
network infrastructure with newer routers, switches and hubs and maintain vendor support. As
the older equipment becomes outdated and unsupportable, it must be replaced. The advantage
of this ongoing effort is that higher bandwidth and capabilities become integrated into the
district networks.

66. Wireless Network Implementations Phase II     03/09
This project defines the necessary resources and tasks to install additional wireless network
services at each of the three Colleges. Mesa has selected the remaining floors of their LRC to
have wireless support. City College has selected their Internet Café area, and Miramar College
has selected “The Place” and the remaining areas in the Science bldg.

67. WAN Circuit Upgrade             06/09
This project was created to allocate the resources necessary to upgrade the 45 megabit ATM
circuits to higher speed technology. Mesa College maintains the highest utilization and will be
the first circuit to be upgraded to the newer 100 megabit Opteman circuit. Once the Mesa pilot
has been completed, additional circuits for City and the District Office will be ordered along
with a tail circuit upgrade for Miramar College. This will double the WAN bandwidth for all
three colleges and position the CE sites as they are built or remodeled to move onto higher
speed fiber circuits versus the current T1’s.

68. District Office Relocation from Muir Site 12/08
This project identifies the necessary IT resources to relocate the Student Services, Business
Services, Information Technology and Instructional Services departments back to the District
Office. All the network, telephone and AV infrastructure will need to be installed and activated
prior to moving all the equipment and staff back to the District Office.

69. AC and Power Upgrades in the Data Center 11/08
The project defines the IT resources necessary to install an additional Air Conditioning/moisture
removal system in the Data Center. With the implementation of redundant and clustered
servers, hot spots were occurring in the Data Center. As part of this project, new floor electrical
lines were run in the sub floor and the server racks were rewired to work on alternate electrical
circuits for additional reliability.

70. Outlook Web Access Load Balancing 10/08
This project identifies the necessary resources and tasks to install additional servers for Outlook
Web Access. The same servers also support the mobile access to email, calendars and contacts
for smart (cell) phones and PDA’s. The additional servers provide faster and more reliable
service by distributing the load and providing redundant service should any of the servers fail.

71. Imaging System Server and Workstation Client Upgrades 08/08
This project was created move the imaging database onto new server hardware with newer
versions of MS Server and SQL. Included in the project will be workstation upgrades to
support the server upgrades.

72. City College Directory Services and Internet Café configuration 02/09
This project was created to ensure only current City College Students were able to log into the
Internet Café computers. This project requires students to log in and validate their CSID and
passwords through Active Directory. Further work may be necessary to limit how much time a
student can stay logged in to use these computers.

73. ID Card Printer Replacements 09/08
The ID card printers were over five years old and did not support the newer card laminating
technology. New preprinted cards were designed with the newer District and College logos and
the new printers were purchased for each of the three colleges. The combination of the
preprinting and the newer laminating capabilities should ensure the new ID cards last up to 10
years.

74. Citrix – Build and Implement new Citrix Servers 06/09
Citrix is a technology that allows desktop applications to be accessed remotely via the Internet.
The District has implemented Citrix to provide Board of Trustees email access as well
application support for Information Technology and Vice-Chancellors. This project will provide a new updated environment for Citrix which includes better redundancy.

75. **Novell to Windows File Server Migrations**  
   10/08  
   This project defines the process to migrate the remaining Novell file servers to Microsoft Windows file servers providing more current technology for supporting file sharing within the District.

76. **Security Camera System Research**  
   Ongoing  
   This project is defined to investigate options for College Police to implement safety security systems to monitor public areas and parking lots.

77. **Microsoft Office 2007 Upgrades**  
   06/09  
   This project is defined to test the updates on various levels of computers and determine what impact there will be to the client, including what, if any, training will be required.

V. **OPERATIONAL PLAN FOR SUPPORT OF PROPOSITION ‘S’ & ‘N’ CONSTRUCTION**

78. **Infrastructure Support**  
   Ongoing  
   This task represents Information Technology’s ongoing responsibility to maintain and manage the District’s Telecommunications and Network infrastructure in conjunction with the Proposition ‘S’ and ‘N’ projects. Included in this responsibility is the development of new building designs, facility remodels/enhancements, and third-party cable and electric vendor coordination.

79. **Cesar Chavez (Prop S) – Cesar Chavez and Center City Consolidation**  
   Ongoing  
   This project defines the necessary resources required to support the Cesar Chavez and Center City consolidation. Preliminary planning will occur this year.

80. **City (Prop S) – ‘L’ Building Remodel (Academic Success Center)**  
   Fall/09  
   This project defines the necessary resources required to support the City ‘L’ building remodel estimated to be completed in Fall 2009.

81. **City (Prop S) – ‘P’ Building Remodel (Old Gym)**  
   Fall/09  
   This project defines the necessary resources required to support the City ‘P’ building remodel estimated to be completed in Fall 2009.

82. **City (Prop S) – Child Development Center (New Building)**  
   Ongoing  
   This project defines the necessary resources required to support the new City Child Development Center building.

83. **City (Prop S) – Vocational Tech Center (New Building)**  
   Ongoing  
   This project defines the necessary resources required to support the new City VTC building.

84. **District Office Seismic Retrofit**  
   10/08
This project defines the necessary resources to relocate staff/program network and telephone cabling to temporary facilities while the facility undergoes seismic retrofits. Once completed, resources will be required to reconnect the necessary phone, audio visual and network cabling.

85. Educational Cultural Complex (Prop S) – Skills Center (New Building) Ongoing
This project defines the necessary resources required to support the new ECC Skills Center building.

86. Mesa (Prop N) – Temporary Technology Village Ongoing
This project defines the necessary resources required to support the temporary Technology Village at Mesa College.

87. Mesa (Prop S) – Allied Health Building (New Building) 08/09
This project defines the necessary resources required to support the new Allied Health Building at Mesa College.

88. Mesa (Prop S) – College Police/Parking Structure (New Building) 12/08
This project defines the necessary resources required to support the new Parking Structure at Mesa College scheduled to be completed December 2008.

89. Mesa (Prop S) – Student Services Remodel (I-300 & I-400) Ongoing
This project defines the necessary resources required to support the Student Services remodel at Mesa College.

90. Miramar (Prop S) – Arts and Humanities (New Building) Ongoing
This project defines the necessary resources required to support the new Arts and Humanities building at Miramar College scheduled to be completed September 2010.

91. Miramar (Prop S) – Fieldhouse (New Building) Fall/08
This project defines the necessary resources required to support the new Fieldhouse building at Miramar College scheduled to be completed Fall 2008.

92. Miramar (Prop S) – Math and Science (New Building) Ongoing
This project defines the necessary resources required to support the new Arts and Humanities building at Miramar College scheduled to be completed September 2010.

93. Miramar (Prop S/N) – Time Warner Cable Installation Summer/08
This project defines the necessary resources required to support the future installation of campus cable TV via Time Warner.

94. North City (Prop S) – Career Center and Linda Vista (New Building) Ongoing
This project defines the necessary resources required to support the consolidation of the Career Center and Linda Vista buildings (new Kelko building).

95. West City (Prop S) – (New Building) 02/09
This project defines the necessary resources required to support the new West City facility.
VI. MANAGEMENT PLANNING AND COMMUNICATIONS

This section outlines the planning documents, reporting activities, and communication forums, which ensure sound management practices for Information Technology at the San Diego Community College District.

A. Annual Work Plan  
June
The Annual Work Plan is produced each June and identifies projects and services to be delivered over the following year (July 1 to June 30). It includes operational plans for the following areas:

- Administrative Systems
- Technical Services & Operations
- Web Development
- Telecommunications
- Network Services
- Proposition ‘S’ & ‘N’
- Planning and Communications

B. Annual Report  
September
The Annual Report is produced each September and provides the actual results against the previous year’s Annual Work Plan.

C. Help Desk Support  
Ongoing
This task represents Information Technology’s ongoing responsibility to support District faculty and staff with issues and activities related to the District’s key applications and technologies, such as: ISIS, SAM, HRIS, Email, IFAS, MS Office suite, network support, telephone support, video conferencing systems and voice mail.

D. Campus IT Council Planning Meetings  
Quarterly
Each campus holds quarterly IT Council planning meetings. These provide IT with an opportunity to be involved early in the planning process for upcoming technology needs. Campus IT support personnel along with the Director, Information Technology attend.

E. Campus Audio Visual Planning Meetings  
Quarterly
Each campus holds quarterly A/V planning meetings. These provide IT with an opportunity to be involved early in the planning process for upcoming technology needs. Campus IT support personnel along with the Director, Information Technology attend.

F. Facilities Management Meeting  
Monthly
This monthly meeting provides status updates of Facilities’ projects across the district. It provides Information Technology the opportunity to be involved early in the planning process for upcoming technology needs.

G. Monthly IT Status Report  
Monthly
Written status reports are submitted to the Director, Information Technology on a monthly basis. In addition to project updates, completed activities, and technical support, these reports also provide statistical data to measure system performance.

H. **IT Network Status Meeting**  
**Bi-Weekly**  
This bi-weekly meeting provides a forum for the Network Manager and the Assistant IT Director to keep the IT Director informed of IT Network projects, activities, and issues. This meeting also enables the IT Director to inform of District matters and policy directives.

I. **Information Technology Director Meeting**  
**Weekly**  
This weekly meeting provides a forum for the Assistant IT Director to keep the Information Technology Director abreast of IT projects, activities and issues. This meeting also enables the IT Director to keep IT management apprised of District matters and policy directives.

J. **Business Services Departmental IT Meeting**  
**Weekly**  
This weekly meeting provides a forum for IT to review current project status with the Business Services department heads. New projects and priorities are discussed along with current business issues. A summary report of current projects is provided for review.

K. **Human Resources Departmental IT Meeting**  
**Weekly**  
This weekly meeting provides a forum for IT to review current project status with the HR department heads. New projects and priorities are discussed along with current business issues. A summary report of current projects is provided for review.