PERALTA COMMUNITY COLLEGE DISTRICT TECHNOLOGY MASTER PLAN MATRIX 2021-2026

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| **Strategic Goal Theme: A. Advance Student Access, Equity, and Success****Technology Plan Theme: A.1 Innovation and Automation** |
| **Objective** | **Initiative** | **Responsible Party** | **How to Measure Result or Evaluation** |  | **Target Completion/ Needed Resources** | **Outcome Assessment** | **Implications to****Existing/Future****Plans** |
| **A.1.a Streamline** | **A.1.a.1** Complete the | * Chief

Technology Officer (CTO)* District Technology Committee
 | Phase I and II as |  | **Target Completion:** |  |  |
| **processes to** | full (phase I and II) | outlined in | Fall 2021/Oracle |
| **improve** | upgrade of the | agreement with | Consulting Services |
| **efficiency and****expand system** | PeopleSoft system. | Oracle is complete |  |
| **Staffing Needs** |
| **usage** |  |  |  |
|  |  |  | **Budget Resources** |
|  |  |  | **(One-time/Ongoing/neutral)** |
|  | **A.1.a.2** Performprocess mapping in the following areas - student journey:* Onboarding
* Admissions
* Registration
* Financial Aid
* Online graduation petition

Add employee:* Payroll
* Scheduling
* Purchasing
* Human Resource Employee Reporting/Leave

Balances, etc. | * CTO
* Lead Manager for each designated area
* Functional Lead for each designated area
* VP Academic Affairs and Student Services
 | Number of mappings |  | **Target Completion** |  |  |
|  | completed |  |
|  |  | **Staffing Needs** |
|  |  | **Budget Resources** |
|  |  | **(One-time/Ongoing/neutral)** |

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| **A.1.a Streamline processes to improve efficiency and expand system usage *(continued)*** | **A.1.a.3** Based on process mapping outcomes, implement process improvements which leverage current system capabilities and reduce or eliminate:* Paper processes
* Manual processes
* Duplicate data entry and storage
 | * CTO
* Lead Manager for each designated area
* Functional Lead for each designated area
 | Number of paper process, manual processes minimized and/or eliminated; duplicate data entry eliminated |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |
| **A.1.a.4** Compile a listof all system customizations and work to reduce or eliminate them as systems are upgraded and provide new features in preparation for cloudmigrations | * CTO
* Lead Manager
* Functional Leads for each designated area
 | Customizations listcompleted |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |

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| **A.1.a Streamline processes to improve efficiency and expand system usage *(continued)*** | **A.1.a.5** Develop criteria for assessing customization requests for PeopleSoft, balancing user functional needs with capacity to manage updates and remain current. | * CTO
* Chancellor’s Cabinet
 | Minimized customizations and full utilization of upgraded Peoplesoft modules as delivered |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |
| **A.1.a.6\*** Implement aSingle Sign On user authentication platform for all student and employee-facing applications. | * CTO
* District Technology Committee
 | Only one set ofcredentials (user name + password) is required for students and staff. |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)**$400,000 |

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| **A.1.a Streamline** | **A.1.a.7** Adopt a | * CTO
* District Technology Committee
* VP Academic Affairs and Student Services
 | Applications are |  | **Target Completion** |  |  |
| **processes to** | “mobile first” strategy | mobile friendly and |  |
| **improve****efficiency and** | to ensure equitableaccess for students | function acrossdevices and browsers |  |
| **Staffing Needs** |
| **expand system** | and the community; |  |  |
| **usage*****(continued)*** | mobile access toconduct studentservices actions: |  |  |
| **Budget Resources****(One-time/Ongoing/neutral)** |
|  | -Apply to the college |  |  |
|  | -Review schedule of |  |  |
|  | classes |  |  |
|  | -Register/enroll for |  |  |
|  | classes |  |  |
|  | -Add/Drop a class |  |  |
|  | -Pay fees |  |  |
|  | -Address account |  |  |
|  | holds |  |  |
|  | -Check grades |  |  |
|  | -Request transcripts |  |  |
|  | -Text messaging |  |  |

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| **A.1.b Assess website strategy as Peralta’s virtual front door** | **A.1.b.1** Conduct a full assessment of each college website and the district website focusing on content and navigation | * Director of

Marketing and Communicati ons | Assessment is complete |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |
| **A.1.b.2** Develop astrategy to update the websites, including the possible use of a content management system | * Director of

Marketing and Communicati ons* College Management Lead
 | New websites arelive |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |
| **A.1.c Use data to****make informed decision** | **A.1.c.1 Implement** abusiness intelligence reporting solution focused on student equity and achievement, as well as enrollment management measures (e.g.PowerBI, Tableau,etc.) | * Institutional

Effectiveness Office with relevant user groups* VP Academic Affairs and Student Services
 | Reporting tool isimplemented with an agreed upon number of data gauges and visualizations |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |

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| **Strategic Goal Theme: B. Engage and Leverage Partners****Technology Plan Theme: B.1 Communication and Transfer of Information** |
| **Objective** | **Initiative** | **Responsible Party** | **How to measure result or Evaluation** |  | **Target Completion/ Needed Resources** | **Outcome Assessment** | **Implications to****Existing/Future Plans** |
| **B.1.a Use** | **B.1.a.1** Develop a | * Vice Chancellor of Academic Affairs
* Director of Marketing and Communicati ons
* College Vice Presidents
 | Districtwide database |  | **Target Completion** |  |  |
| **technology to** | Districtwide database of | of the of strategic |  |
| **leverage** | current strategic | partnerships |  |
| **partnerships** | partnerships; expand | developed and shared | **Staffing Needs** |
| **and share** | partnerships to include | with the Peralta |  |
| **allowable** | K-12 institutions, four- | Colleges |  |
| **student** | year colleges and |  | **Budget Resources** |
| **information** | universities, community- |  | **(One-time/Ongoing/neutral)** |
|  | based organizations, |  |  |
|  | local government and |  |  |
|  | regional businesses and |  |  |
|  | industries |  |  |
|  | **B.1.a.2** Leverage and use | * Vice

Chancellor of Academic Affairs* CTO
 | Evidence that as |  | **Target Completion** |  |  |
|  | statewide systems to | opportunities are | Spring 2021 |
|  | share student | available and |  |
|  | information, as policies | agreements between |  |
|  | and procedures allow, | institutions are | **Staffing Needs** |
|  | with four-year | reached, that students |  |
|  | institutions to expedite | will be able to |  |
|  | information sharing | transmit documents | **Budget Resources** |
|  | services (e.g. transcript | electronically by | **(One-time/Ongoing/neutral)** |
|  | exchange with transfer | following all “release |  |
|  | institutions, for | of information” |  |
|  | concurrent enrollment; | policies, procedures |  |
|  | workforce | and practices |  |
|  | apprenticeships, etc.) | consistently across the |  |
|  |  | district |  |

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| **Strategic Goal Theme: B. Engage and Leverage Partners****Technology Plan Theme: B.1 Communication and Transfer of Information** |
| **Objective** | **Initiative** | **Responsible Party** | **How to measure result or Evaluation** |  | **Target Completion/ Needed Resources** | **Outcome Assessment** | **Implications to Existing/Future****Plans** |
| **B.1.b Leverage** | **B.1.b.1** Assess | * CTO
* District Technology Committee
* Academic Senate
 | Number of student |  | **Target Completion** |  |  |
| **IT academic** | partnerships with IT | interns in IT |  |
| **programs at the** | programs across the |  |  |
| **colleges to****supplement** | colleges to build in-house internship |  |  |
| **Staffing Needs** |
| **and grow IT** | opportunities in Cyber |  |  |
| **staffing** | Security, Networking,Mobile App |  |  |
| **Budget Resources** |
|  | Development, and |  | **(One-time/Ongoing/neutral**) |
|  | others that may be |  |  |
|  | relevant. |  |  |

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| **Strategic Goal Theme: C. Build Programs of Distinction****Technology Plan Theme: C.1 Technology Acquisition, Adoption, and Standardization** |
| **Objective** | **Initiative** | **Responsible Party** | **How to measure result or Evaluation** |  | **Target Completion/ Needed Resources** | **Outcome Assessment** | **Implications to****Existing/Future Plans** |
| **C.1.a Engage in comprehensive technology acquisition decision- making practices** | **C.1.a.1** Develop a clear technology acquisition process based on identified business needs and total cost of ownership including:* business requirements
* level of effort
* required customizations for the system to meet user needs
* benefits
* impact on students
* impact on staffing
* training plan
* ability to integrate with existing systems
* one-time and on-going costs
* justification for not using existing systems/technology
* an evaluation rubric which includes
 | * CTO
* District Technology Committee
* Lead Manager
* Functional Leads
 | Written technology acquisition process developed |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |
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| **Strategic Goal Theme: C. Build Programs of Distinction****Technology Plan Theme: C.1 Technology Acquisition, Adoption, and Standardization** |
| **Objective** | **Initiative** | **Responsible Party** | **How to measure result or Evaluation** |  | **Target Completion/ Needed Resources** | **Outcome Assessment** | **Implications to Existing/Future****Plans** |
|  | student/staff input, flexibility, accessibility, user interface, adaptability of the solution, need for customization, ease of maintenance and specific user needs criteria* other considerations determined by Peralta

Colleges |  |  |  |  |  |  |
| **C.1.a.2** Ensure that the technology acquisition process is vetted through the District governance mechanisms and then fully communicated districtwide | * CTO
* District Technology Committee
* Constituent Groups
 | Written technology acquisition process vetted and approved |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |
| **C.1.a.3** Assess impact ofnew technology on teaching and learning to ensure quality control and proper change management | * CTO
* District Technology Committee
* Faculty Advisory Group
 | Feedback soughtand received 3 to 6 months after implementation and ongoing as needed |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |

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| **Strategic Goal Theme: C. Build Programs of Distinction****Technology Plan Theme: C.1 Technology Acquisition, Adoption, and Standardization** |
| **Objective** | **Initiative** | **Responsible Party** | **How to measure result or Evaluation** |  | **Target Completion/ Needed Resources** | **Outcome Assessment** | **Implications to Existing/Future****Plans** |
| **C.1.b Develop and implement a hardware acquisition plan and refresh (replacement) policy based on equipment lifecycle standards** | **C.1.b.1\*** Bring to current and develop a comprehensive replacement cycle for employee and lab computers using a 5-year lifecycle resulting in 20% annual replacements. | * CTO
* Campus IT
* District Technology Committee
 | Replacement cycle documented and list of users and labs requiring updates for upcoming five years identified |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)**$705,000 to bring existing desktop, laptops, andprinters to current |
| **C.1.b.2\*** Develop andimplement a comprehensive replacement cycle for servers, network devices (including wi-fi), Uninterruptible Power Supplies, and A/C units in MDF (Main Distribution Frame) and IDF (Intermediate Distribution Frame)rooms across all Peralta College sites. | * CTO
* Campus IT
 | Replacement cycledocuments by type of device, lifecycle, and upcoming replacement year identifiedHardware refreshed across all Peralta sites on schedule |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)**$7,450,698 |
| **C.1.c. Develop and Implement** | **C.1.c.1** Develop and implement written smart |  | Written standards developed |  | **Target Completion** |  |  |

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| **Objective** | **Initiative** | **Responsible Party** | **How to measure result or Evaluation** |  | **Target Completion/ Needed Resources** | **Outcome Assessment** | **Implications to Existing/Future****Plans** |
| **Classroom Technology Standards for all classrooms to include, lecture, CTE, CTE demo labs and all labs classrooms** | classroom standards that meet the current and future educational delivery needs of the Peralta Colleges. | * District

Technology Committee |  |  | **Staffing Needs** |  |  |
| **Budget Resources****(One-time/Ongoing/neutral)** |
| **C.1.c.2** Developinventory of existing classrooms identifying current technologies in place along with gap of items needs to meet the standards. | * Campus IT
 | List developed forevery college site, including current technology within the space and what is still neededSmart classrooms delivered across all Peralta College sites |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |
| **C.1.c.3** Maintain faculty technology resources spaces to allow for the recording of lectures and demonstrations | * Campus IT
 | Surveys indicate that faculty are satisfied with resources provided |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |
| **C.1.d Develop****and Implement Technology-** | **C.1.d.1\*** Installclassroom emergency phones at necessary | * CTO
* Campus IT
 | Installation iscomplete |  | **Target Completion** |  |  |
| **Staffing Needs** |

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| **Strategic Goal Theme: C. Build Programs of Distinction****Technology Plan Theme: C.1 Technology Acquisition, Adoption, and Standardization** |
| **Objective** | **Initiative** | **Responsible Party** | **How to measure result or Evaluation** |  | **Target Completion/ Needed Resources** | **Outcome Assessment** | **Implications to Existing/Future****Plans** |
| **enabled Measures Focused on Health and Safety** | location (Aviation, 860 Atlantic, COA and Merritt) |  |  |  |  |  |  |
| **Budget Resources****(One-time/Ongoing/neutral)**$102,1445-year software subscription and SMARTnet |
|  | **C.1.d.2\*** Provideintegrated emergency message broadcast/notification across all communication platforms (phone, sms, digital signage, etc.) | * CTO
* Campus IT
 | Unified digitalmessaging in place and tested at least quarterly |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)**$133,750Includes licensing,configuration, and 5-year support |
| **C.1.d.3\*** Improve cellphone coverage across locations identified (Laney, Merritt, BCC) | * CTO
* District Technology Committee
 | Cell signal boostersare in place and result in improved cell coverage |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)**$700,000 |
| **C.1.d.4\*** Refresh thesecurity camerainfrastructure currently in place, ensure | * CTO
 | 73 identifiedsecurity cameranetwork switches in place and process |  | **Target Completion** |  |  |
| **Staffing Needs** |

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| **Strategic Goal Theme: C. Build Programs of Distinction****Technology Plan Theme: C.1 Technology Acquisition, Adoption, and Standardization** |
| **Objective** | **Initiative** | **Responsible Party** | **How to measure result or Evaluation** |  | **Target Completion/ Needed Resources** | **Outcome Assessment** | **Implications to Existing/Future****Plans** |
|  | continued refresh cycle, and upgrade to 10G Cenic circuits |  | for continued refresh documented |  | **Budget Resources****(One-time/Ongoing/neutral)**$1,976,112Includes 5-year hardware support and upgrade tofaster WAN |  |  |
| **C.1.e Centralize and Institutionalize Software Licenses** | **C.1.e.1** Provide consistent and ongoing funding for software, such as office- productivity suite, library system platform, distance education delivery platform, antivirus protection, website development and content management, and other agreed upon districtwide platforms. | * Chancellor’s

Cabinet | Automatic annual renewals in place with pre-designated ongoing centralized funding |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)**Ongoing software licenses are automatically renewed without major vetting byCabinet and Board |

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| **Strategic Goal Theme: C. Build Programs of Distinction****Technology Plan Theme: C.2 Infrastructure and Cloud Computing** |
| **Objective** | **Initiative** | **Responsible Party** | **How to measure result or Evaluation** |  | **Target Completion/ Needed Resources** | **Outcome Assessment** | **Implications to Existing/Future****Plans** |
| **C.2.a Prepare** | **C.2.a.1** Assess feasibility | * CTO
* District Technology Committee
* Campus IT
 | Feasibility |  | **Target Completion** |  |  |
| **for sustainable** | and Return on | assessment |  |
| **technology** | Investment for Virtual | complete |  |
| **investments** | Desktop Infrastructure,including considerations |  |  |
| **Staffing Needs** |
|  | for: business continuity; |  |  |
|  | impact to software |  |  |
|  | licensing; andsecurity/isolation of the network for instructional |  |  |
| **Budget Resources****(One-time/Ongoing/neutral)** |
|  | purposes |  |  |
|  | **C.2.a.2** Develop an | * CTO
* District Technology Committee
* Campus IT
 | Timeline and |  | **Target Completion** |  |  |
|  | implementation | detailed schedule |  |
|  | schedule, if cloud | developed and |  |
|  | strategy deems feasible | approved throughgovernance groups |  |
| **Staffing Needs** |
|  |  |  | **Budget Resources** |
|  |  |  | **(One-time/Ongoing/neutral)** |
|  | **C.2.a.3\*** Consider | * CTO
* District Technology Committee
 | Survey indicates |  | **Target Completion** |  |  |
|  | moving to a cloud-based | improved delivery of |  |
|  | telephone/voice backupsystem to better address | telephone services |  |
| **Staffing Needs** |
|  | the needs of students |  |  |
|  | and staff and ensure |  | **Budget Resources** |
|  | business continuity. |  | **(One-time/Ongoing/neutral)** |

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| **Strategic Goal Theme: C. Build Programs of Distinction****Technology Plan Theme: C.2 Infrastructure and Cloud Computing** |
| **Objective** | **Initiative** | **Responsible Party** | **How to measure result or Evaluation** |  | **Target Completion/ Needed Resources** | **Outcome Assessment** | **Implications to Existing/Future****Plans** |
|  |  |  |  |  | $40,000 inclusive of 5-year support agreement |  |  |
| **C.2.b Develop** | **C.2.b.1\*** Implement | * CTO
* District Technology Committee
* College IT
 | Participate in and |  | **Target Completion** |  |  |
| **and Implement** | security and redundancy | receive clean audit |  |
| **Strong Network** | for local and remote | results from State | **Staffing Needs** |
| **Security****Protocols** | services and accessacross all Peralta sites | Chancellor’s OfficeCyber Security Unit |
| **Budget Resources****(One-time/Ongoing/neutral)** |
|  |  |  | $866,736 |

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| **Strategic Goal Theme: D. Strengthen, Accountability, Innovation and Collaboration****Technology Plan Theme: D.1 Clearly Define IT Governance and Implementation Protocols** |
| **Objective** | **Initiative** | **Responsible Party** | **How to measure result or Evaluation** |  | **Target Completion/Needed****Resources** | **Outcome Assessment** | **Implications to Existing/Future****Plans** |
| **D.1.a Conduct** | **D.1.a.1** Evaluate the | * District

Technology Committee | Revised structure in |  | **Target Completion** |  |  |
| **technology** | effectiveness of strategic | place |  |
| **Governance** | and operational |  |  |
|  |
| **practices that** | decision-making groups | Satisfaction survey | **Staffing Needs** |
| **include all** | and implement needed |  |  |
| **constituent** | committee |  |  |
| **Budget Resources****(One-time/Ongoing/neutral)** |
| **groups** | improvements |  |
|  | **D.1.a.2** Streamline and | * CTO
* District Technology Committee
* Chancellor’s Cabinet
 | Update functional |  | **Target Completion** |  |  |
|  | document the District | map focusing on |  |
|  | and College ITcollaboration and | Standard IIIC |  |
|  | **Staffing Needs** |
|  | support models. |  |  |
|  |  |  | **Budget Resources****(One-time/Ongoing/neutral)** |
|  | **D.1.a.3** Develop a | * District

Technology Committee | Process in place |  | **Target Completion** |  |  |
|  | process to communicate |  |  |
|  | technology decisionsacross the District on a |  |  |
| **Staffing Needs** |
|  | regular basis. |  |  |
| **Budget Resources****(One-time/Ongoing/neutral)** |

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| **Strategic Goal Theme: D. Strengthen, Accountability, Innovation and Collaboration****Technology Plan Theme: D.1 Clearly Define IT Governance and Implementation Protocols** |
| **Objective** | **Initiative** | **Responsible Party** | **How to measure result or Evaluation** |  | **Target****Completion/Needed Resources** | **Outcome Assessment** | **Implications to****Existing/Future Plans** |
| **D.1.b****Institutionalize Technology Planning and Prioritization** | **D.1.b.1** Annually evaluate the Peralta Technology Strategic Plan and update as needed. | * District Technology Committee
 | Plan updated yearly, with accomplishments identified along with implications and reprioritization for the following year |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |
| **D.1.b.2** Create a projectprioritization process that is widely communicated for all IT project requests | * District

Technology Committee and approval fromChancellor’s Cabinet | Prioritizationprocess complete |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |
| **D.1.b.3** Based on the developed prioritization process re-evaluate all in-progress and identified projects and prioritize them forcompletion | * District

Technology Committee | Priority list developed |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |

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| **Strategic Goal Theme: D. Strengthen, Accountability, Innovation and Collaboration****Technology Plan Theme: D.1 Clearly Define IT Governance and Implementation Protocols** |
| **Objective** | **Initiative** | **Responsible Party** | **How to measure result or Evaluation** |  | **Target Completion/Needed****Resources** | **Outcome Assessment** | **Implications to Existing/Future****Plans** |
| **D.1.c****Use Project Management tools for project tracking and completion** | **D.1.c.1** Identify a project manager/ coordinator for every technology project and select a project management tool for use in planning and tracking progress | * CTO
 | Individual identified to lead major projectProject management tool identified and use to monitor progress |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |
| **D.1.c.2** Conduct projectmanagement training for District and College staff | * CTO
 | Number of Projectmanagers/staff trained |  | **Target Completion** |  |  |
| **Staffing Needs** |
|  | **Budget Resources****(One-time/Ongoing/neutral)** |  |  |
| **D.1.c.3** Modification to existing and development of new applications, must be done in tandem with a user groups, and include a functional champion to ensure specifications meet user needs and requirement | * Director of Institutional Technology
* Functional Lead
 | User group and functional champion identified per major project |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |
| **D.1.c.4** Communicate project status to the District Technology Committee on a regular basis | * Project Manager
 | Satisfaction survey |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |

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| **Strategic Goal Theme: D. Strengthen, Accountability, Innovation and Collaboration****Technology Plan Theme: D.2 Employee Professional Development, Training and Support** |
| **Objective** | **Initiative** | **Responsible****Party** | **How to measure****result or Evaluation** |  | **Target Completion/****Needed Resources** | **Outcome****Assessment** | **Implications to****Existing/Future Plans** |
| **D.2.a Provide employee professional development and training encompassing all pertinent technology usage and information** | **D.2.a.1** Clearly define who is responsible for training initiatives | * Chancellor’s Cabinet
 | Responsible persons identified |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |
| **D.2.a.2** Develop in-house training expertise; cross- train important functions | * Staff

identified by Chancellor’s Cabinet | Trainers and training sessions identified |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |
| **D.2.a.3** Solicit userfeedback on training needs and emerging issues regularly and tailor offerings to identified needs | * Staff

identified by Chancellor’s Cabinet | Satisfaction surveys |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |
| **D.2.a.4** Document a listof available software resources and the related function | * CTO
 | List of softwareresources developed |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |

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| **Strategic Goal Theme: D. Strengthen, Accountability, Innovation and Collaboration****Technology Plan Theme: D.2 Employee Professional Development, Training and Support** |
| **Objective** | **Initiative** | **Responsible****Party** | **How to measure****result or Evaluation** |  | **Target Completion/****Needed Resources** | **Outcome****Assessment** | **Implications to****Existing/Future Plans** |
| **D.2.a Provide employee professional development and training encompassing all pertinent technology usage and information *(continued)*** | **D.2.a.5** Provide training opportunities for IT staff that are needed to complete the current project list, initiatives in this technology plan and potential new technologies | * CTO
* Lead Manager
 | Number of training opportunities provided |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |
| **D.2.a.6** As part of anyproject include a training plan as part of the proposal | * CTO
* Lead manager in impacted area(s)
 | Integration oftraining plan with acquisition process |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |
| **D.2.a.7** With each newrelease of PeopleSoft and other major systems, provide training opportunities for staff to leverage the new features and functions | * CTO
* All Vice Chancellors
 | Number of trainingopportunities provided |  | **Target Completion**Ongoing softwarecontractual service agreement |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)**Requires annual budgeting and dedicated funding |

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| **Strategic Goal Theme: D. Strengthen, Accountability, Innovation and Collaboration****Technology Plan Theme: D.2 Employee Professional Development, Training and Support** |
| **Objective** | **Initiative** | **Responsible****Party** | **How to measure****result or Evaluation** |  | **Target Completion/****Needed Resources** | **Outcome****Assessment** | **Implications to****Existing/Future Plans** |
|  | **D.2.a.8** Conduct cyber- security, privacy and security training for all employees on a regular and on-going basis including topics such as endpoint security, email security, common threats and other currenttopics | * CTO
* HR
 | Number of training opportunities provided |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |
| **D.2.b Support and promote innovation and experimentatio n with new technologies in order to remain agile, creative, and current** | **D.2.b.1** Developincubation opportunities promoting experimentation with new technologies that deliver creative instructional and support services to students | * CTO
* District Technology Committee
* Academic Senate
 | Number ofincubation opportunities provided |  | **Target Completion** |  |  |
| **Staffing Needs** |
| **Budget Resources****(One-time/Ongoing/neutral)** |

\* See *PCCD Information Technology Prioritized Request List* in Appendix E