Information Technology Report
Fall 2014

EXECUTIVE SUMMARY
The below report is a succinct narrative of the status of COM’s IT operations for the purpose of meeting participatory governance requirements. The report explains and justifies IT priorities thru a strategic alignment guided by technology vision, resource capacities, and service expectations. It then demonstrates a steady progress on the College’s technology priorities. A fair amount of projects were completed but others are still lagging. Additional funding will be necessary to continue operations as intended. Further references were made to the Tech Plan recommendations. The report ends with the listing of the ongoing IT projects and the progress on Tech Plan Initiatives.

INTRODUCTION
The intent of this report is to fulfill the reporting requirement of the College of Marin Technology Plan 2012-2017, which stipulates that IT project planning phases be presented to the PRAC and appropriate resources requested. This first iteration of the report will indicate the IT department’s strategic alignment, technology plan initiatives, and operational perspectives.

TECHNOLOGY VISION
“College of Marin will provide an integrated, state-of-the-art information technology environment that sustains and enhances teaching and learning, supports the college’s mission and educational master plan, and provides for the communication of timely and accurate information to increase the effectiveness of all of the college’s operations and services” (2012-2017 Technology Plan, July, 2012).

STRATEGIC ALIGNMENT
It is important to restate the overall strategic approach used for technology services deployment at the College of Marin. Above the explicit enumeration of the College
Technology Priorities in the Tech Plan, there is the strategic alignment. In a sense, it is a definition of the context and the strategic model of the College’s technology, which follows the technology vision, accounts for our resource capacities, and lastly strive for service expectations.

The following are a few key points of our strategic alignment:

**Technology vision:** striving to deliver a state-of-the-art educational technology.

**Service expectations:**
- Meeting the requirements of the Student Success Act.
- Better SLA, “three nines” (99.9% availability; 8.76 hours downtime per year)
- 24 hrs. helpdesk and operations
- Continuous adaptation to the changing educational landscape requiring timely customization of Banner (ERP).
- Meeting basic instructional needs, such as desktops, laptops, projectors, etc.
- Providing support services to a mobile workforce.

**Resource capacities:** meeting the President’s budget requirements

Available resources are assessed and evaluated before a project is activated. The project list is continuously shuffled depending on funding, scope, and in-house technical proficiency. The list of plausible projects is further prioritized using not only the Technology Priorities listed (see Tech Plan) but also the strategic alignment as above indicated. This rationale explained why some items of the Technology Priorities List are lagging or were discarded.

**TECHNOLOGY PRIORITY UPDATES**

**College Technology Priority #1: Student Access**

This priority focuses on facilitating access to resources and services. The College has recently acquired a significant number of desktops and laptops. These devices offer quick and reliable access to online resources. Some PCs were deployed to support students’ registrations and inquiries. A MyPortal replacement plan is at the initial phase. Additionally, the Citrix XenApp remote desktop service was also deployed. It serves the need of mobility, as our faculty is largely part-time.

**College Technology Priority #2: Student Learning and Success**

This priority is at the core of our mission. Some examples of continuous improvements are: ubiquitous MFP (multifunction printer) deployment, Moodle upgrades, TurnItIn module implementation, or wireless expansion. We are
preparing for a major push with the design and implementation of the Microsoft O365 ProPlus, student cloud services.

**College Technology Priority #3: College Systems**

Major system upgrades are in progress. Examples include email system, voicemail system, identity management solution, assets management system, and telephone-dialing plan.

**College Technology Priority #4: Community Responsiveness**

The IT department helped other departments advance the goal of effective communication with the Community. We have supported the Community Education program with its online SIS rollout and the Police Department with the COM Connect alert system. We have also deployed the WildApricot cloud-based association management tool for the COM Retiree Group.

**TECHNOLOGY PLAN INITIATIVE UPDATES**

The Tech Plan proposed a number of technology initiatives used as a benchmark for progress. The IT department has been working on these initiatives and will continue to do so. However, the operational environment dictates that some items be dropped or delayed. It is believed that a sound technology design and implementation must account for the inter-correlations among these initiatives and evaluate them as a whole rather than discretely. With that perspective, some of our operational tasks are designed to fulfill the intent of these initiatives and deliver comparable, if not better services. Below is a succinct summary of the initiatives’ updates. The details are presented in the appendix section.

**Administrative Computing and Communications (II.A)**

Many of the initiatives in this section are related to the Ellucian Banner modules. DegreeWorks has been in production for couple years and the Student Self-Service module implementation is in progress. Major items such as Banner Enterprise Data Warehouse (II.A.3) and Banner Document Management system (II.A.4) were dropped for their adoption would have overburdened the organization. We will start the web (II.A.7) and portal (II.A.9) updates later in 2015.

**Instructional Technology (II.B)**

The IT department and the Modernization Department have been upgrading classroom with projection equipment and new computers (II.B.4 & 8). In the Labs, older computers are getting replaced. Work is underway to centralize the management of these hardware devices across our data network (II.B.2, 6, & 9).
Desktop virtualization technology (II.B.3, & 10) is postponed for the institution is yet to be ready.

User Systems, Support, and Training (II.C)

The College has purchased/leased a sufficient amount of PCs for replacing and decommissioning older computers. Using the BMC Track-It system’s assets management module, the IT department has begun a hardware tracking operation. Action items II.C.1a & b were completed successfully. However, their implementations were funded in part by the Bond. The challenge for the upcoming budget cycles will be to allocate yearly about $135K for the PC lease cost, $40K for the upkeep, and most importantly $290K for Ellucian Banner ERP. Currently, virtual desktop deployment (VID) is not needed and would also present additional cost challenges. The IT department will monitor the market trends and wait for the opportune moment to begin work on the Virtual Desktop Infrastructure (II.C.2).

A number of online training tool were offered to the College Community and especially to the IT technicians (II.C.5). The IT department has also worked with SAS (formerly DSPS) to partially deploy the Kurzweil adaptive application. Little progress was made on the II.C.6.

Technology Infrastructure (II.D)

The deployment of a new datacenter has renovated the institution’s server platform and has increased our computing power. A major investment was made in purchasing a SAN environment (HP 3 Par), which can host hundreds of servers. The server infrastructure project was successfully completed (II.D.1). A new wireless network (II.D.2) was also purchased and deployed. We are continuously working to expand its coverage but we are still lacking proper authentication. We are planning to link the Wi-fi authentication to the student’s Active Directory database as soon as it is operational.

Further infrastructure projects involved rebuilding the fiber backbone at the Kentfield campus (II.D.3). A new 9-micron single-mode fiber optic star topology network is linked to the new datacenter in the SMN building in replacement of the legacy 62.5-micron wiring. The move will get the institution ready for triple-play services (data-voice-video). The new Academic Center (NAC) wiring will be completed in 2015 (II.D.3.c). Also, the IT department has been rewiring labs (LRC120) and expanding the data network as necessary. Additional resources were allocated to deploying CAT6 wiring for the automated door system.

The voicemail system replacement is underway (II.D.4). We expect to have it completed by summer 2015. The Tech Plan also called for the replacement of the teleconferencing units (II.D.5). That project was abandoned for cheaper IP-based alternative (Lync & Skype), which will be acquired with the O365 cloud implementation. At that point we will reassess the remaining needs, if any.
OPERATIONAL PERSPECTIVES

Starting from March 2014, the new IT Director began a review of the Department’s operational processes and collaboratively suggested improvements. The strategy used to develop an approach for the College of Marin is based on the following concepts:

- As a Community College, this institution is comparable to many others and best practices are readily available. Following the path of the most successful Colleges in technology management is a key element of our approach.
- Using the trade industry as a partner; increasing our understanding of the other Colleges shortfalls in various deployments and avoiding these mistakes.
- Using theoretical knowledge of well-known models such as ITIL (Information Technology Infrastructure Library), TAM (Technology Acceptance Model), and the TOE (Technology-Organization-Environment) framework.
- Using lesson-learned from past practices and experiences.
- Engaging and empowering the various technicians’ groups to own technical problems and to find satisfactory solutions.
- Understanding and respecting the extant organizational culture.

The above guidelines led to the following operational tasks/projects:

1. **Personnel Program**

   The IT department is working to improve its organizational chart. From the previous silo approach, we are working with all our constituencies to adopt the industry standard multi-tier levels operation. In addition, we are putting emphasis on building a culture of collaboration, teamwork, and job ownership; furthered by skill enhancement and training. The goal is to build an IT organization that is customer-centric and adapted to novel service delivery methods instead of an IT organization that is structured around skillsets.

2. **Infrastructure Updates**

   The IT department, with the support of the President’s cabinet has been steadily investing in our infrastructure. A virtualized data center was deployed at Kentfield with a secondary SAN at IVC. Network firewall
and switches are updated and wireless ubiquity is pursued. The district has also heavily invested in the end-user hardware procurement and acquisition efforts. Below is the list of pending projects:

a. Network security improvement
   i. Firewall configuration – in-progress
   ii. Remote connection implementation (VPN & Citrix) – in progress
   iii. Security tests – not started

b. Network wiring – in progress

c. New computer deployment – ongoing

d. Cleanup of the Email system – completed

e. Setup of an Identity Management system – in progress
   i. AD Identity and Banner Identity synchronization
   ii. Email/username change
   iii. Automating user account provisioning/deprovisioning, from onboarding to exiting.
   iv. Single-Sign-On (SSO) for wireless, portals, VPN, AD, Banner, email, etc.

f. Email migration to the O365 Microsoft cloud (Staff & Students)
   i. Improvement of organizational collaboration (document sharing, chat, video conferencing, etc.)
   ii. Control of e-discovery liabilities

g. Phone system revamp
   i. Voicemail system upgrade – in progress
   ii. Conversion of handsets to IP-based phones – ongoing
   iii. Rebuilding the dialing plan – no started

h. Application systems customization, maintenance, and upgrade in direct support for Student Success – ongoing
   i. Creating a budget tool
   ii. MIS reporting
iii. Banner module upgrade
iv. SARS upgrade
v. DegreeWorks upgrade
vi. Installing new Evision modules

Patrick Ekoue-totou,
CIO/IT Director
Information Technology Department
### Appendix

**Technology Plan Priorities November-2014**

Note: Staff potential and careful resource management have, to some extent, been factored in project scheduling. While some of the items specified earlier in the Tech Plan have been abandoned or delayed, these decisions were adjustments to the shifting technological-organizational-environmental context.

<table>
<thead>
<tr>
<th>ID</th>
<th>PROJECT DESCRIPTION (Updates)</th>
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</table>
|    | **Student Success:** (Not in the tech plan). For about a year, most of our programmers have been working on various components of this program. Some of the projects are: Degreeworks, LaserFiche, Moodle, CCCApply, BOG Waiver, petition software upgrade, Athletics Interest Survey, SARS upgrade, Comevo online registration, priority registration dashboard, Wait list automation, Symplicity Advocate, **CCCApply**, etc.... Please note that more of these projects are expected.  
**-------------------11/13/14-------------------**  
LaserFiche: has been upgraded and work is underway to use it as the district’s archiving tools. First project: Financial Aid archives.  
SARS-Grid: setting up new activity codes for the counselors – direct implication for Student Success.  
Staff turnover has slowed down progress on other areas.  
    | **II.B.2 Complete student domain for computer classrooms and labs**  
The Student AD has been installed and workstations linked to the domain; Some labs are still not connected to the domain. The current TrackIT inventory module will help with the need of inventory but we are unsure how it will perform. We still have to configure it and collect the data. Fix Assets Management:II.B.2. Will be working with the available software (TrackIT) to define a process. We are still unsure what resources will be needed.  
**-------------------11/13/14-------------------**  
Assets management has been setup to (1) do a physical count of the hardware and (2) a dynamic list of online/offline devices  
Status: in-progress  
Fix Assets Management: Limited progress because of lack of staffing resources. Hourly could not be used for the extended project.  

### MIS (Management Information System) Reporting
(Not in the tech plan).
Although these activities appear as ongoing operational processes, changes in the reporting became projects that consume extensive resources.

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**Ongoing work**

**11/13/14**

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**II.A.9**

**Update the MyCOM portal**
We are in the planning phase of the project. However, other priorities have taken precedence. We hope to begin implementation by Fall 2014. May need professional services. The project has serious implications for the district Identity Management will give us the opportunity to review our options in regard to various login accounts and emails. Students request integration with mobile devices. May need considerable resources.

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We are nowhere closer to the start because of lack of resources and prioritization.

Status: pending

**11/13/14**

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Has decided on the LookingGlass portal; The application’s grant was awarded on October 17th, 2014; still have to work through the implementation challenges. ETA summer 2015

### II.D.4

**Replace aging voice mail system**
Voicemail is purchased and waiting for implementation. We are still not sure if there will be any unforeseen technical difficulties. Implementation meeting starting. Meeting with consultant. Completion during Fall 2014 semester.

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Make less progress than anticipated. Remodeling priorities affected timeline.

Have installed the new software.

Status: in progress

**11/13/14**

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Conversion to the new system starts on 12/22/14.
| II.D.3 | **Upgrade cable and network infrastructure**  
We are considering using a contractor to help in equipping existing (non-modernization) buildings, as well new construction.  
II.D.3.a Performing Arts: 90%  
II.D.3.b Science-Math-Nursing (SMN): 100%  
II.D.3.c New Academic Center (NAC): 0% Building in progress  
| | Upgrade SMN with HDMI and CAT6 data drops.  
| | -----------------  
| | 11/13/14------------  
| | Bid was awarded for KTD; new 50 micron fiber will be pulled in conjunction with the new NAC project. Will be starting on a design for IVC.  
| | LRC120 is wired following troubles with wireless.  
| II.D.2 | **Implement new Wi-Fi Network**  
We are considering using a contractor to help with the wiring. At Kentfield: Nine buildings completed, 4 partially and 3 with no coverage yet. At IVC: 15 completed, 8 with no coverage.  
In progress: 20%  
| | Additional Wi-fi at the Performing Art  
| | -----------------  
| | 11/13/14------------  
| | No significant expansion  
| II.C.1 | **Implement structured replacement process for faculty and staff computers**  
565 computers were leased from HP on a 4-year contract. Once these devices are fully deployed, the college will have a better idea of what remains to be addressed. Status: 40% completed.  
| | Lease HP PC deployment completed. More than 290 desktop and 70 laptops are in standby to be distributed for labs and mobile users.  
| | Status: planning and testing  
| | 11/13/14------------  
| | Begin replacing labs: Austin 120; LRC 120; Austin ESL; IVC Library (in progress); IVC Community Ed. lab; IVC testing lab (in progress).
| II.B.7 A & B | Implement a campus wide, web based print management system for students  
A GoPrint system was installed in the student areas of the campus. LC: library, DSPS, English Writing Lab, English Skills Lab and EOPS. From the staff/faculty side, the Business office is currently contemplating MFP (multi-function printer) lease option. This will respond well to the need to consolidate printing across the organization, enable further digitization, and meeting one of the Green Initiatives goals. Furthermore, it will enable the conversion to electronic fax system. Status: Phase 1 70% completed; Phase 2: Not started.  
-----------------------------------------------------------------  
Phase1 100%  
Phase2: the implementation is ongoing for student and staff machines. We are exploring the web-based printing.  
----------------11/13/14-----------------------  
Further adoption of GoPrint and multifunction printers (MFPs); no progress on the web-based printing: the lead technician was out for 8 weeks. |
| II.B.4 | Define standards and implement replacement plan for student lab computers  
Status report: 0% Need accurate inventory of Lab computers.  
-----------------------------------------------------------------  
While we are working on inventory, we notice that putting scarce resources toward the replacement is more efficient. Currently working to replace lab machines (LRC 120 & ESL lab Austin; IVC Bldg14 - R144, IVC Bldg 7- R192)  
Next: IVC library, IVC Bldg. 17 old library  
Status report: 20%  
-----------------------11/13/14-----------------------  
Work in progress |
| II.B.5 | Maintain student computer lab software inventory  
We do have some inventory of the software and hardware in the labs. It may not be currently centralized. We have to work with the software committee and populate the inventory tool.  
-----------------------------------------------------------------  
Centralize the process using TrackIT  
Status: on-going  
--------11/13/14--------  
Status: on-going |
| II.A.6 | **Join MARINet**, a consortium of eighteen member libraries in Marin County  
Will have to work through multiple technical challenges that relate to  
will have further information.  
----------------------------------------------------------------------------------  
Status: completed  
----------11/13/14----------------------  
An additional request for the EZProxy re-configuration; project is on BUG priority list. |
| II.B.8 | **Equip additional smart classrooms with technology.**  
The Technical Planning Committee recommends that a district-wide global  
minimum standard for smart classrooms be created. Additional resources may  
be required.  
Work-in-progress: 50% completed  
----------------------------------------------------------------------------------  
Additional classrooms were fitted: LRC110; IVC Bldg. 14-R144; IVC Bldg. 12 –  
R100; new VS1, etc…  
Status: on-going  
----------11/13/14----------------------  
Status: on-going; Exploring the WiDi (wireless display) technology. |
| II.A.7 | **Implement web content management system**  
Based on research and discussion of various solutions and vendors, TPC  
recommends purchase and implementation of a web content management system  
which would offer a responsive design framework, a dynamic content and web  
system, upgraded programing capability, and improved web accessibility. IT can  
support this process but has no internal resources to initiate it.  
----------------------------------------------------------------------------------  
Will be proposing a plan for a trial-run in Spring: Drupal for a COM museum site.  
Hoping to learn from the process.  
----------11/13/14----------------------  
No available resources; has been moved to lower priority. |
| II.B.6 | **Implement student computer lab management software**  
This software allows the Computer Lab Technicians remote access to lab  
computers for purposes of installing updates, new software and providing remote  
help to instructors and other staff. Development in progress.  
----------------------------------------------------------------------------------  
System Center Configuration Manager Console has been installed. Waiting for  
configuration.  
----------11/13/14----------------------  
Servers are ready but need further coordination; currently on hold because of  
competing priorities |
| II.A.4 | **Implement Banner Document Management system**  
Serious discussion about the adoption/no adoption of this service is in the book for late April 2014. Financial Aids and A&R want the system up and running. Looking at alternatives and performing a cost analysis.  
-----------------------------------------------------------------------------  
This project should be reviewed at the College level. We already have one system (LaserFiche). Adopting another one may be a wasteful expansion. Unless there are specific needs that the existing LaserFiche could not meet.  
-------------------11/13/14-----------------------------  
A decision was made to try out the LaserFiche document management system for the Financial Aid. Currently, hourlies are sorting through the archives before the scanning and indexing. |
| TBD | **Migrate to single campus identification Card**  
Major project. IT is yet to be involved. Banks have been contacted.  
-----------------------------------------------------------------------------  
USBANK One Card was launched. Project may be expanded to serve other purposes.  
-------------------11/13/14-----------------------------  
No status change. |
| II.B.3 | **Implement virtual desktop technology for student access**  
A piece of the server component was purchased. However, the organization is not mature enough for this type of deployment at the moment. We need more resources, both financial and expertise. Need to purchase Apple Remote Desktop for Mac labs.  
-----------------------------------------------------------------------------  
Still waiting for other priorities. Currently have an Apple Remote Desktop for Mac.  
-------------------11/13/14-----------------------------  
No status change. This project should be delayed considerably because it is not currently needed. The student’s labs are getting newer computers. The organization should take about 1 year to clean up its infrastructure before embarking into this transition. The virtual environment also requires a strategic commitment that the organization lacks at this time. |
| II.B.10 | **Create virtual desktops for classroom instruction.**  
Same as II.B.3 (above). Revisit next year (2014-15).  
-----------------------------------------------------------------------------  
See above  
-------------------11/13/14-----------------------------  
No status change |
| II.C.2 | **Implement virtual desktop technology for staff and faculty**  
Same as II.B.3 (above). Revisit next year (2014-15).  
See above |
|-------|-------------------------------------------------------------------|
| II.B.11 | **Establish process for replacement of non-computer instructional technology**  
Develop a rubric. There may be cost associated with this.  
See above |
| II.D.5 | **Replace aging teleconferencing equipment**  
Have maintained the current device. Need funding for replacement.  
The organization will adopt the Microsoft desktop video conferencing solution (Lync & Skype) first. Then will reevaluate if the old model of teleconferencing is still necessary.  
See above |
| II.B.1 | **Increase integration of Moodle learning management system**  
Priority is driven by BUG (Banner User Group). Students want integration with mobile devices. A search is in progress for a portal upgrade solution  
The search has identified MyCampus as a valid alternative.  
http://www.campuseai.org/  
Status: not started  
See above |
| II.B.9 | **Implement quick response processes for classroom technology problems.**  
IT need to hire and train dedicated help desk staff. We have made some effort to set up remote desktop applications for troubleshooting clients’ machines.  
See above |

<p>| Ongoing | <strong>Ongoing – More training for the techs.</strong> |</p>
<table>
<thead>
<tr>
<th>II.B.12</th>
<th>Research and pilot new classroom technologies</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>IT can help implement the clicker student response system; capturing video requires infrastructure that we do not have. Kurzweil assistive software will be installed on all new student machines. Eventually Kurzweil will be installed on all district student computers.</td>
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<tr>
<td></td>
<td>No change</td>
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<td></td>
<td>-------------------------------11/13/14--------------</td>
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<td></td>
<td>No change</td>
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<thead>
<tr>
<th>II.C.4</th>
<th>Introduce faculty and staff to technology resources</th>
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<tr>
<td></td>
<td>Requires direction from Professional Staff Development Services. IT can work with Human Resources and Beth Patel on the orientation process.</td>
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<td></td>
<td>IT will distribute access code for Microsoft online learning tools. <a href="https://onlinelearning.microsoft.com/administration?whr=default">https://onlinelearning.microsoft.com/administration?whr=default</a></td>
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<td></td>
<td>-------------------------------11/13/14--------------</td>
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<tr>
<td></td>
<td>Staff has begun using the Microsoft portal for e-learning.</td>
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<tr>
<th>II.C.5</th>
<th>Other Training Workshops</th>
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<tr>
<td></td>
<td>Requires direction from Professional Staff Development Services. IT may support this process if needed.</td>
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<tr>
<td></td>
<td>Working with HR to purchase the SkillSoft training tools for the IT staff <a href="https://community.Skillsoft.com/producttraining/Skillportadmin.asp">https://community.Skillsoft.com/producttraining/Skillportadmin.asp</a></td>
</tr>
<tr>
<td></td>
<td>-------------------------------11/13/14--------------</td>
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<tr>
<td></td>
<td>Technicians have begun using the SkillSoft portal for e-learning</td>
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<table>
<thead>
<tr>
<th>II.C.6</th>
<th>Research and pilot appropriate assistive technology</th>
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<tr>
<td></td>
<td>The district has a campus-wide license for Kurzweil assistive software which will be installed on all new computers and eventually will be installed on all district computers capable of running the software. Instructional workshops on the use of the Kurzweil software are planned. IT can support this process.</td>
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<td></td>
<td>No change in status</td>
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<td>-------------------------------11/13/14--------------</td>
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<td></td>
<td>No change in status</td>
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| II.A.5 | **Implement Banner Faculty Load and Automated Compensation (FLAC)**  
Big project that is delayed by other pressing priorities. Still waiting for quick off meeting. Status: Postponed until a later date. Requires undetermined additional technological resources.  
---------------------------------------------------------------  
No change in status  
--------------------11/13/14------------------  
No change in status  
| | Total Cost |

NC = NO COST OTHER THAN STAFF TIME.
TBD = COST TO BE DETERMINED

| II.A.10 | **Research feasibility of an “opt out” emergency response system**  
No information at this time. The police department should be involved. Everyone has the option to opt in or not. Recommendation that this initiative be dropped.  
---------------------------------------------------------------  
Purchased a tool called Blackboard Connect. In the process of implementation.  
| | TBD |

| II.A.3 | **Implement Banner Enterprise Data Warehouse**  
This service does not offer much value to the college. Will probably not be deployed. Another related component that is already installed is of ODS (Operational Data Warehouse). Will be dropped.  
---------------------------------------------------------------  
Dropped: too ambitious and too expansive for COM  
--------------------11/13/14------------------  
No change in status  
<p>| | Drop |</p>
<table>
<thead>
<tr>
<th>Section</th>
<th>Task Description</th>
<th>Status</th>
</tr>
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<tbody>
<tr>
<td>II.C.3</td>
<td>Structure campus-wide migration to MS 2010</td>
<td>Drop</td>
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<tr>
<td></td>
<td>We are deploying the latest MS with our newer systems. More work will be needed to upgrade the older system. We have tools to publish/advertise these applications for the end-users to install at their convenience. High priority item. Our new computers are having the current MS 2013 installed. Since this project is guided by user preferences, we continuously upgrade to new software version as requested. I suggest we remove this goal from the plan because it is an operational process.</td>
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<td>Has developed an automated way of pushing applications.</td>
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<td>Status: 90%</td>
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<td>11/13/14</td>
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<td></td>
<td>Status: 95%</td>
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<thead>
<tr>
<th>II.A.2</th>
<th>Implement Employee Self-Service Portal</th>
<th>Completed</th>
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<tbody>
<tr>
<td>II.D.1</td>
<td>Upgrade server infrastructure</td>
<td>Almost Complete</td>
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<tr>
<td></td>
<td>Done: 99%</td>
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<tr>
<td></td>
<td>New projects of firewall configuration and others were added to the list.</td>
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<td></td>
<td>Status: ongoing.</td>
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<td></td>
<td>11/13/14</td>
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<tr>
<td></td>
<td>Firewall configuration is currently in progress.</td>
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<thead>
<tr>
<th>II.A.1</th>
<th>Implement DegreeWorks</th>
<th>Completed</th>
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