

Non-Instructional Program Review

Information Technology Office

2023 – Full Review

Administrative Services

9/20/2023

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Non-Instructional Program Review Template

What is a Non-Instructional Program?

Non-instructional programs represent all Administrative and Business Services, Student Services, and non-instructional Academic Affairs areas at BCC.

Non-Instructional Program Name

Please indicate the program name: Information Technology Office

Academic Year: 2023-2024

Name(s) of Submitter(s): Scott DeWald, Felicia Martinez, Nathan Brown, Michael Mayoros, Carl Delzell, Glenn Barr, Tim West, Taylor Bauchman

I. Area Description

The purpose of this section is to provide the reader and/or reviewer with a brief snapshot of the area. This section should be kept short, a few paragraphs at the most, and address the following:

- A. What is the area mission and how does it support the institutional mission?

The Information Technology (I.T.) Department mission is to provide quality equipment, reliable Intranet and Internet connectivity, audio and visual collaboration and communication tools, training, data security and support for our students, faculty, and staff. Our mission fully supports the Institutional mission as we are the first line in providing the educational tools necessary in modern education to achieve student success.

- B. What is the area vision and how does it support the institutional vision?

The I.T. department's area vision is to provide quality product and service to all areas of the institution, and, to the best of our ability, stay informed about new and upcoming technologies that can further enhance the education experience of our students or streamline the workload of our staff and faculty. We strive to secure the privacy of our staff and students and the accumulated institutional data from an increasingly invasive cyber environment. It is our hope that all will continue to benefit from the efforts of the I.T. Department. We believe that by fulfilling our vision, we are fully supporting the institutional vision and all those who may use any of our wide variety of technology services.

- C. Please provide a short area description:

When all positions are filled, the I.T. Department is comprised of eight employee positions. At this time we have two Database Analyst/Programmer positions, three PC/Network Specialists positions, one Network Administrator, one Student worker. There is an executive director overseeing the operations. The Information Technology Department provides direct and indirect technology support and serves approximately 210 Administrators, Faculty, Staff, and over 3700 Students each semester. The I.T. Department also provides support to the Barstow Community College Board of Trustees, the Barstow College Foundation, and various external Community organizations and events. Services are provided by the Information Technology Department eleven (11) hours a day, five (5) days a week, with the exception of the summer months when the Information Technology Department goes on a modified schedule. The Information Technology Department does have the ability to be called to any of the college facilities in the event of an emergency.

Non-Instructional Program Review Template

D. How does your area align to and/or support one or more of the following BCC Strategic Priorities?

The I.T. Department supports the drive to innovate in order to “Achieve Equitable Student Success” by researching and proposing effective tools for the classroom as well as installing and maintaining the innovative tools being used or tried by students, faculty, and staff. We assist in ensuring that our students are learning by supporting our faculty with ground-breaking educational tools and encouraging the adoption of advanced ways to use instructional technology to enhance teaching in the classroom and online.

We assist in “Igniting the Culture of Learning and Innovation” by keeping ahead of new technology options and discoveries and bringing them to the attention of Administrators and Faculty.

We support the “Achieve Sustainable Excellence...” by being the technology backbone for all operations within the institution. We promote the safety and security of all I.T. infrastructure, and Campus and Student personal data by increasing college-wide awareness of cyber security policies, procedures, and best practices.

By ensuring that the College’s information systems produce accurate data and information and then providing that data to our institutional researchers, administrators, and others, the I.T. Department supports the institutional planning and decision-making processes of the college.

Furthermore, the I.T. Department provides state-of-the-art infrastructure within the college’s facilities, and reviews and updates a Technology Master Plan regularly.

- Innovate to Achievable Equitable Student Success
- Ignite a Culture of Learning and Innovation
- Build Community
- Achieve Sustainable Excellence in all Operations

II. Area Effectiveness

The purpose of this section is to evaluate the area holistically by reviewing and analyzing data within the context of serving the area’s internal and external customers, helping students reach their goals, and furthering the mission of BCC.

For each item below, review the data provided. As you examine the data, be on the lookout for trends and outliers.

Provide a short analysis (2-3 sentences) for each item. If data are not available (i.e., student satisfaction surveys), please indicate that on the form.

Non-Instructional Program Review Template

Customers

Demographics of internal and external customers – who do you serve?

Internally, either directly or indirectly, we serve all Students, Staff, Faculty, Administrators, and many outside persons or groups who use one or more of the campus facilities. Our customers are from many levels of experience and education; varied ages and varied heritage. We are proud to serve them all.

Policies and Process Response

What recent changes in policies, procedures and processes have impacted or will impact your Service Area or Administrative Unit (BCC BP/AP; Federal, State & local regulations; guidelines). Describe the effect the changes or updates in policies and processes have had on the unit.

With the speed and the ever evolving nature of technology, we are constantly updating, modifying or developing new processes and internal procedures to support numerous Chancellor's Office changes, Board Policies and Procedures changes, Updates to State and Federal Requirements, Admissions & Records/Financial Aid Regulations changes, and other presidential cabinet administrative modifications as they are discussed and reported on a weekly basis.

What in-house policies, procedures, and processes need to be updated, created, or deleted?

Due to changes in threat landscape and state-wide changes with regards to information security and recent technology mandates from the Chancellor's office most of our policies and procedures are undergoing major changes. There are several new Administrative Policies that are under current review by the DATA GOVERNANCE GROUP (DGG) which will address new requirements for user/password validation by using Two-Factor-Authentication, updated password hygiene guidelines, and implementation of campus-wide professional development opportunities to provide I.T. security Awareness Training. Recent changes to the workorder ticket platform will require additional training for all college staff to ensure their requests are routed and assigned correctly. The new campus-wide Events Calendar and Scheduling platform will be relocating several processes and responsibilities that were incorrectly assumed to be a part of the I.T. Department mission.

Collaboration with Other Areas Response

What areas and/or administrative units are integral to the work of your area and why? Please provide examples of collaborating with other areas on projects, process improvement, etc.

The Presidential-Cabinet Administrators who make policy and decide on the institutional needs on a global level are a fundamental requirement for our department. Without their decisions and visions, our department cannot plan or prepare or provide service to any of the other constituent groups.

Admissions and Records, Financial Aid, Institutional Researchers, Counselors, Student Support Organizations and Student Outreach services departments are just some of the many areas that rely upon us and with whom we must work and collaborate closely on a daily basis. We empower these areas by providing access to institutional data or data gathering platforms.

We also ensure that all college areas have the physical and virtual tools to support all levels of employee and student success, in the form of Computers, Phones, Printers, Network pathways, Multimedia equipment and up to date user-based software and services.

Non-Instructional Program Review Template

What other areas have you worked with? Please provide examples of collaborating with other areas on projects, process improvement, etc.

Faculty and I.T. Department collaboration is fundamental to the success of individual education goals for every student. Together we can present our students with well-prepared computer-based classrooms and a library of instructional support applications and resources to enhance their learning experiences. Recent changes and additions to traditional instructional delivery methods have added additional skills related to the college's new HyFlex classrooms, this requirement has added a new requirements and additional skill sets for both groups, which require very close collaboration to ensure the success of courses delivered in this manner.

What other areas do you want or need to work with more and why?

The Maintenance and Operation department plans and supports activities that frequently impact the college's technology hardware and network connectivity. Departmental collaboration in advance of any classroom, office, or building remodels and changes would enhance the efficiency and success of these campus changes. A closer relationship would also serve to avoid hurdles that one department might see and allow the opportunity to make the other team members aware of the oversight and correct the issue before it becomes a problem.

With the recent addition of the Campus Operations Department, new ties and partnerships should be established to ensure proper scheduling of events, multimedia equipment needs, and support staff requirements. This new team will be absorbing many of the undocumented duties and responsibilities that the I.T. Department has been supporting since the opening of Performing Arts Center. The new Campus Events/Scheduling software platform will require the entire campus to adjust and relearn the processes required for requesting events.

New Chancellor's Office requirements will have the I.T. department working closely with the Human Resources department for scheduling, facilitating and documenting I.T. security training programs for all employees.

Staffing

Area Organization – state any changes in past few years

Over the past few years our area has seen a higher than usual turnover of staff and supervisors. This has exacerbated an already tense staffing situation and has led to some unofficial/undocumented "out-of-class" situations where individuals needed to complete a campus support tasks irrespective to their actual assigned position. While this was unavoidable, it has led to some situations where completed job duties have blurred the assigned position boundaries. Also, staff members have been required to take on new assignments and are completing ill-defined tasks throughout the campus for which no official position has yet been created. At this time, the majority of our individuals are indirectly responsible and are completing at least one task that does not appear anywhere in their original job description. The management structure of this department is currently being redefined and a physical relocation of our office space to a new building has been completed.

Please list any professional development that staff has participated in (Standard 3.2)

Ethos Integration Fundamentals for Administrators – DBA-I
Ethos Integration Fundamentals for Developers – DBA-I

There have been other smaller training sessions attended by all of our staff by these have mostly consisted of hour long seminars and lunch-time-learning opportunities.

Non-Instructional Program Review Template

Please list any professional development staff would benefit from (Standard 3.2)

This is being investigated by the new Director and will be determined soon; however, it is too early at this time to identify what professional development options would be most helpful. A potential new Ellucian training request has been submitted to increase program knowledge to/and from the upcoming Banner-based upgrades. We will need to focus on the upcoming Chancellor's Office mandates related to campus technology and data security projects which will impact all levels of the college and the access and authentication to resources. These new requirements will create many professional development opportunities for all department employees.

Do staff receive an annual employee evaluation on a regular basis (Standard 3.3)? If no, please explain.

Due to the managerial flux that impacted this department, Employee Evaluations appear to have fallen into a lapsed state. At the time of this writing no annual evaluations have been completed for 2023. The newly assigned Director needed to get a minimum of six months of working experience with the departmental staff to gather enough information to properly assess and review the staff skills and capabilities. The annual evaluations are expected to be completed and submitted to Human Resources by the end of September 2023..

Is the staffing within the department sufficient to meet all responsibilities in a timely manner and support internal and external customers adequately (Standard 2.7)?

The short answer is "No". There has been a steady, campus-wide movement to add even more technology and software applications to every supported department's list of required resources. All these new resources need to be supported and as these new technologies are being adopted campus-wide, it will require the I.T. Department to not only constantly improve the skill level of our present staff but will certainly require the addition of more personnel to develop and maintain these exciting new innovations. In addition, there are new requirements coming for these new programs and services because of updated laws, regulations, and policies from Federal, State, and Chancellor. These will also put additional pressure on our department and put each I.T. staff member into a position of needing to update and redefine our individual skill sets.

Non-Instructional Program Review Template

Area Effectiveness Data and Analysis

Satisfaction Surveys

While the HappyFox Helpdesk product does have the ability to provide integrated Satisfaction Surveys. This option was not activated in time to produce any customer response data to help with this Program Review. This feature will be activated within our departmental workflows.

Audits, project tracking, etc.

No audits or other tracking tools have been deployed to gather meaningful data to assist with visualizing or showing the effectiveness of our department goals or mission.

Student Equity Data

Specifically discuss any equity gaps that have surfaced in the data. What innovative plans or projects will help to close these gaps?

This area has no direct impact of student equity

Institution-set Standards

If applicable, reflect on how the department/unit assists the college in reaching the institution-set standards and stretch goals. What innovative plans or projects will help to address any deficiencies.

Our department, by its very nature, is an unseen customer supporting component of the college environment, we unobtrusively provide all of the underlying tools and techniques used by those front-line support teams, who provide the actual “face-to-face” customer services to students, faculty and staff. Fundamentally, the less you hear of our direct involvement in the day-to-day conversations or the operations of each college department, the more successful we have been at providing the support services which in turn strengthen all departmental customer support abilities.

While we cannot claim any part of those areas’ successes, we do provide all of the tools, access to their processes, and ensure that each of these college areas are able to attain all of their departmental standards and to achieve mission objectives.

Other Supporting Data (Qualitative or Quantitative)

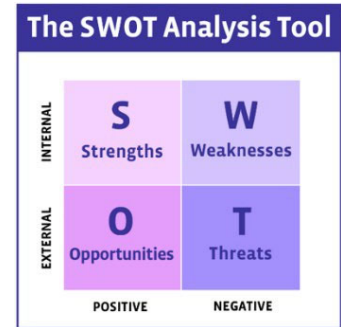
Currently, all of the supporting data to our claims are anecdotal and, as such, cannot be proven in any current or meaningful way. We look forward to actually developing metrics and processes to justify our department’s purpose and its supporting mission. It is hoped that this new “Re-Definition” of the Information Technology Department will provide us with the opportunity to actually show we are a contributing subset of the college community, supporting its mission, goals, and student successes.

Non-Instructional Program Review Template

SWOT Analysis

Conducting a SWOT Analysis (Strengths, Weaknesses, Opportunities, Threats) is another tool that can help areas evaluate themselves. The SWOT Analysis not only looks internally, but externally as well.

The SWOT Analysis provides a way for areas to highlight their accomplishments and also identify possible gaps or issues that need to be addressed.



	Positive/ Helpful	Negative/ Harmful
Internal	STRENGTHS <ol style="list-style-type: none"> 1. We have several quality, dedicated team members. 2. Current on our desktop equipment replacement cycle. 3. 	WEAKNESSES <ol style="list-style-type: none"> 1. High turn-over of employees and management leading to a lack of technical support skills in some of our current team members. 2. Five year cycle major purchase schedule has all the high ticket items requiring replacement in the same year creating distress on our budget.
External	OPPORTUNITIES <ol style="list-style-type: none"> 1. Chancellor’s Office funding of cyber security implementations. 2. Support from supervisory staff and administration 	THREATS <ol style="list-style-type: none"> 1. Ill defined job descriptions do not accurately reflect the current requirements and skill sets for which are needed to support current and future projects and initiatives. 2. On-going identity theft attempts and other attacks from both internal and external sources.

Non-Instructional Program Review Template

III. Goals and Service Area Outcomes (SAOs)/Administrative Unit Outcomes (AUOs)

The purpose of this section is to use data to develop goals, expected SAOs/AUOs for the next three years, and to reflect upon goals and outcomes from the previous cycle

You should reflect on and incorporate the responses from all the previous questions and the SWOT analysis into this section.

As you develop goals and outcomes:

- a. formulate **two to three goals with an expected outcome for each** that will help maintain or enhance program strengths or will act as an intervention to an identified weakness (cite evidence from assessment data and/or other area effectiveness data).
- b. indicate the **status** of the SAO/AUO (ex: is the goal or outcome new, a carry-over from the previous program review cycle, etc.)
- c. indicate how each goal and outcome are **aligned** with the College's [Strategic Priorities](#).
- d. indicate how each goal and outcome are **aligned** with the [Pillars of Guided Pathways](#).
- e. List at least one **action/strategy** for each goal/outcome.
- f. Explain how you will **measure** the goal/outcome.
- g. List any **resources** that will be needed to achieve the goal/outcome

GOAL #1

Departmental Reorganization of personnel, skill sets, and responsibilities to better reflect the current needs of the institution.

Expected Service Area Outcome/Administrative Unit Outcome

Improve the efficiency of the IT Department and ensure that all personnel are working within their skill sets and update job descriptions to meet the current and future needs of the department and college. Clearly define areas of responsibility to relieve stress in the work place and improve efficiency.

A. This Goal/Outcome is

- New
- Continued
- Modified

If modified please list how and why.

Click or tap here to enter text.

B. Alignment to BCC Strategic Priority (Select at least one but choose all that apply)

Strategic Priority 3: Build Community

Choose an item.

Choose an item.

Choose an item.

Non-Instructional Program Review Template

C. Relationship to Guided Pathways

- Clarify the Path
- Entering the Path
- Staying on the Path
- Support Learning

D. Please list actions/strategies for achieving this goal/outcome.

- Establish processes and practices to on-board new staff and faculty providing support and learning opportunities and professional development.
- Provide an organizational structure that supports and rewards hard work, dedication and discipline, and creates upward mobility.
- Invest in Continuous Professional Development for faculty and staff
 - Reorganize the current Information Technology Office organizational structure
 - Add an Applications/Database Manager to the department
 - Modify the current Database Analyst I & II job descriptions to reflect current needs, requirements, and duties
 - Create a new EPR Application Helpdesk Entry level position to recruit staff from the local community to start as a baseline Applications Office staff member entering into the training/promotion ladder system to encourage upward mobility within the Applications Team responsibility area. (this is intended to help train and retain skilled individuals, like student workers, if they wish to remain in the service district)
 - Create a new Information Technology Security Administrator position for the department per CCCCCO guidance.
 - Modify the current PC/Network Specialist job description to reflect current needs, requirements, and duties

E. Briefly explain how you will measure the goal/outcome.

Through customer satisfaction surveys, employee and staff feed-back.

F. Please list resources (if any) that will be needed to achieve the goal/outcome.

Creation of Applications/Database Manager position.

Revision of Database Analyst – I and II job description.

Creation of I.T. Security Administrator position.

Revision of PC/Network Specialist job description.

Reorganization of departmental organizational chart to reflect new hierarchy.

Non-Instructional Program Review Template

GOAL #2

Creation of a campus-wide capital outlay budget item to support major infrastructure replacement cycle.

Expected Service Area Outcome/Administrative Unit Outcome

Improved access and efficiency in making upgrades to Information Technology infrastructure that is used campus wide. ie: phones, network, servers, firewall, etc. Provide the CFO with a consistent annual budget figure rather than individual allotments. This should aid in long term planning, and budget projections for the department and for the CFO.

G. This Goal/Outcome is

- New
- Continued
- Modified

If modified please list how and why.

Click or tap here to enter text.

H. Alignment to BCC Strategic Priority (*Select at least one but choose all that apply*)

Strategic Priority 4: Achieve Sustainable Excellence in all Operations

Choose an item.

Choose an item.

Choose an item.

I. Relationship to Guided Pathways

- Clarify the Path
- Entering the Path
- Staying on the Path
- Support Learning

J. Please list actions/strategies for achieving this goal/outcome.

Develop a new budget code and 5-year planning/rotation cycle to review and purchase the campus-wide technology infrastructure that is intended to be of benefit to the entire campus population. These expensive investments are usually too large to be funded within a single year's departmental budgetary allotment. Projects of this scope should be considered a part of the campus' priority infrastructure, for example if the college's water delivery or HVAC systems were in need of major repair or replacement a sizable capital outlay would need to be approved. The same criteria should be considered for these major information technology systems that provide services to the entire college population.

An initial allotment of \$200,000.00 is to be requested from the Budget and Finance committee to support this on-going funding practice. These funds will be assigned at the beginning of each campus fiscal year. A structured schedule will be applied to ensure project completion within the fiscal year.

Non-Instructional Program Review Template

- First Quarter: One of these larger projects will be scheduled, researched and a vendor will be selected to implement the project. This should be completed by the last week of September. It is recommended that during the first phase, the Technology Committee representatives should be included during initial discussion to collaborate within the vendor selection process to ensure that all participatory governance bodies are informed of the proposal, implementation timelines, potential impacts to the college environment and to ensure this investment is truly understood to be in the benefit of the entire college population
- Second Quarter: The proposal process and required contracts must be submitted, signed, and completed by the end of December.
- Third Quarter: All work must be finished, tested, and any new equipment must be installed by the end of May.
- Fourth Quarter: Final review and budgetary assessment will occur in June prior to the end of the fiscal year.

Upon completion of the project, this particular item would be moved to the end of the replacement cycle queue. The next item coming which will be coming to the end of its lifecycle would be assigned to be the next year's project and the cycle begins again. Five years later that first item would be up for replacement again.

Projects that can and should be within the scope of this proposal include: the campus VoIP phone system, Campus Core network and edge switches, Internet security Firewall, Virtual machine support equipment, Network attached storage and backup utilities.

K. Briefly explain how you will measure the goal/outcome.

Click or tap here to enter text.

L. Please list resources (if any) that will be needed to achieve the goal/outcome.

2023-ITO_5-YearAllocation-BAPFormREV07.2023

GOAL #3

Click or tap here to enter text.

Expected Service Area Outcome/Administrative Unit Outcome

Click or tap here to enter text.

M. This Goal/Outcome is

- New
- Continued
- Modified

If modified please list how and why.

Click or tap here to enter text.

Non-Instructional Program Review Template

N. Alignment to BCC Strategic Priority (*Select at least one but choose all that apply*)

Choose an item.

Choose an item.

Choose an item.

Choose an item.

O. Relationship to Guided Pathways

- Clarify the Path
- Entering the Path
- Staying on the Path
- Support Learning

P. Please list actions/strategies for achieving this goal/outcome.

Click or tap here to enter text.

Q. Briefly explain how you will measure the goal/outcome.

Click or tap here to enter text.

R. Please list resources (if any) that will be needed to achieve the goal/outcome.

Click or tap here to enter text.

Previous Goals/Outcomes

Were any outcomes discontinued or completed? Please speak to outcomes you are not carrying forward from the previous program review cycle and discuss why.

Not applicable – last NIPR conducted 2016

Non-Instructional Program Review Template

IV. Resource Requests

What does the area need to meet its goals and outcomes? Resource requests should be evidence-based and tied to goals and objectives stated above.

Resources may be requested from the following categories:

- a. Personnel/Staffing*
- b. Technology Resource*
- c. Facilities Resource*
- d. Professional Development*
- e. Other*

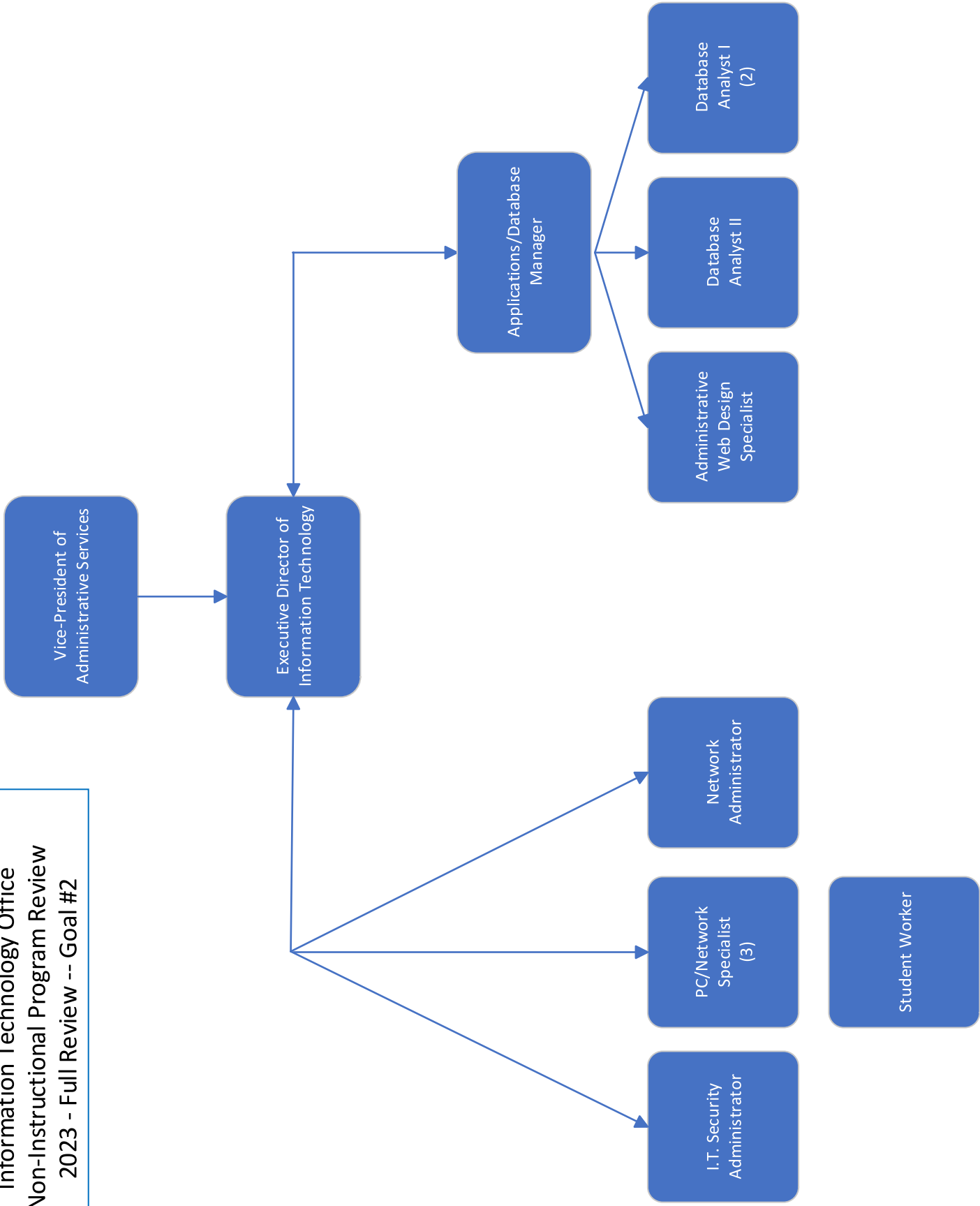
For all resource requests departments/areas should utilize the Budget Allocation Proposal form and submit with their program review. If needed, the Out-of-Cycle BAP form may be submitted for resource requests when completing an Annual Update in Years 2 and 3.

Goal/ Outcome #	Resource Required	Estimated Cost	BAP Required? Yes or No	If no, indicate funding source
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Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
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Supporting Documents – Evidence

Goal 1 – Restructure Information Technology Department

Proposed Departmental Organization Chart
Information Technology Office
Non-Instructional Program Review
2023 - Full Review -- Goal #2



BUDGET ALLOCATION PROPOSAL

Date: <u>09/11/2023</u>	Originator: <u>Scott DeWald</u>		
Program or Department Name:	<u>Information Technology Office</u>		
Dean/Vice President/Supervisor:	<u>VPAS – Deedee Garcia</u>		
What are you requesting? (<i>Brief</i>)	<u>Creation of new Applications/Database Manager</u>		
Amount Requested: _____	<input type="checkbox"/> One-time Funding	<input checked="" type="checkbox"/> Ongoing Funding	
Funding Source (if known): _____	_____		
REQUEST TYPE:			
<input checked="" type="checkbox"/> Personnel/Staffing <small>Complete Personnel/Staffing section below</small> <input type="checkbox"/> OTHER	<input type="checkbox"/> Technology Resource <small>Complete Technology section below</small>	<input type="checkbox"/> Facilities Resource <small>Complete Facilities section below</small>	<input type="checkbox"/> Professional Development <small>Complete Professional Development section below</small>

PERSONNEL/STAFFING REQUEST	
Is the position request for:	<input type="checkbox"/> Faculty <input type="checkbox"/> Classified <input checked="" type="checkbox"/> Management/Confidential
Is the position requested:	<input checked="" type="checkbox"/> A new classification (Attach <i>proposed</i> job description, or <i>detailed</i> list of proposed duties) <input type="checkbox"/> An existing classification <i>Official Job Title:</i> _____
Is the position requested:	<input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time: <u>12</u> Months/Year <u>40</u> Hours/Week

TECHNOLOGY RESOURCE REQUEST	
Indicate the category of the request:	
<input type="checkbox"/> Hardware <input type="checkbox"/> Software <input type="checkbox"/> Printer/Copier <input type="checkbox"/> Network <input type="checkbox"/> Audio-Visual <input type="checkbox"/> License/Maintenance	
Indicate the intended users:	<input type="checkbox"/> Students <input type="checkbox"/> Faculty <input type="checkbox"/> Staff <input type="checkbox"/> Other
Is training required?	<input type="checkbox"/> No <input type="checkbox"/> Yes Explain: _____
How will it be secured?	<input type="checkbox"/> Alarm <input type="checkbox"/> Secure Room <input type="checkbox"/> Secure Cabinet <input type="checkbox"/> Cable/Lock <input type="checkbox"/> Password
Have you completed and attached the Technology Assessment Form ?	

FACILITIES RESOURCE REQUEST	
Indicate the intended users:	<input type="checkbox"/> Students <input type="checkbox"/> Faculty <input type="checkbox"/> Staff <input type="checkbox"/> Other
Is maintenance required?	<input type="checkbox"/> No <input type="checkbox"/> Yes Explain: _____

BUDGET ALLOCATION PROPOSAL

PROFESSIONAL DEVELOPMENT REQUEST				
Indicate the intended users:	<input type="checkbox"/> Students	<input type="checkbox"/> Faculty	<input type="checkbox"/> Staff	<input type="checkbox"/> Other
Do other internal areas/departments need to be involved?				
<input type="checkbox"/> No	<input type="checkbox"/> Yes	Explain: _____		
Is technology needed?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	Explain: _____	

1. Why is the request being made?

Under the guidance of the Vice-President of Administration Services, the Information Technology Office (ITO) will need to restructure and adapt to support the future needs of the college students, staff, faculty and management.

With the current growth of data driven decisions and planning, access to data and the tools to visualize information has exponentially grown. The ITO is currently swamped with data extract requests, requests to update/upgrade the college's RDBMS/ERP, new requirements and mandates from Federal/State/Chancellor's Office which must be implemented to ensure proper collegial funding and at this time, there is no designated person responsible for being the final gatekeeper who reviews, prioritizes, and assigns these requests. A dedicated manager/lead position should be created to fill this need. The person in this role will help streamline and prioritize data requests, reduce errors, eliminate redundant service workorders, schedule new and upgrade implementations and will ensure a more holistic data-driven landscape within our environment.

2. a) Where in the Program Review/Annual Update is the request supported? Include the text from the Program Review AND cite the applicable section number(s).

Goal 1 - Departmental Reorganization of personnel, skill sets, and responsibilities to better reflect the current needs of the institution.

Filling this position will improve the efficiency of the Applications Team within the IT Department and ensure that personnel are working within the scope of their job duties and skill sets. In addition to the other benefits, having a supervisor over the Application Team will assist all personnel in clearly defining areas of responsibility, relieve stress in the work place and improve efficiency for the department and the institution.

b) Explain how the request is supported with information gathered from the assessment of outcomes (Student Learning Outcomes, Program Level Outcomes, Service Area Outcomes, or Administrative Unit Outcomes).

We have not had sufficient time to gather multi-year data supporting this requirement; however, experience indicates that these funds and this position are needed and represent the logical next step in our departmental re-alignment.

c) How was this included in the Area Goals section of your Program Review? Please cite section/item number and include the text.

The Program Review will be submitted with this Allocation Proposal. Please see Goal -1 within that Program Review.

3. If this item is approved, what departments or resources are needed, or would be affected, when implementing or developing it, on both a short-term and a long-term basis? Have they been notified?

BUDGET ALLOCATION PROPOSAL

Example: [Technology Assessment Form](#)

(This question is not required for Personnel/Staffing requests.)

Funding and benefits will need to be researched and assigned to hire this new position within the college organization.

4. a) How will this resource improve student success or institutional services?

In the long term by providing the institution with high quality candidates who are trained and experienced in the latest technology used to enhance education today. More immediately, it will provide the institution with a clear understanding of employee(s) responsibilities and duties.

This new manager position will be the frontline for all institutional requests for data and programing of application services. This unified point of contact will be the final gatekeeper, who in turn, will review, prioritize, and assign these requests for departmental staff.

b) What data will you gather and analyze to demonstrate that your proposal is meeting this goal(s)?

Helpdesk and Customer satisfaction surveys

5) Describe how your request is aligned with as many of the college's strategic planning documents as applicable. (If the request does not align with a document, indicate N/A.)

Please be specific and provide detail, ensuring a clear correlation between content of referenced document and the request. Cite the section and page numbers where the correlation can be found.

(Follow the links to access each document)

1. [Mission Statement](#)

2017 - Leadership Development

This management position will focus the department's mission by guiding the team with a common goal and purpose. This individual will be supervising, managing and motivating team members on a daily basis, by providing in-depth knowledge of tasks entrusted to the department through overseeing the progress of work and evaluating the staff's performance

2. [Strategic Priorities / Strategic Goals](#)

SP3/1/2 - Establish processes and practices to on-board new staff and faculty providing support and learning opportunities and professional development.

This position establishes training and developmental goals for all subordinate staff

SP3/1/3 - Provide an organizational structure that supports and rewards hard work, dedication and discipline, and creates upward mobility.

This supervisory position is the pinnacle position within the Applications Team promotion/improvement ladder structure.

SP3/3 - Invest in Continuous Professional Development for faculty and staff

By establishing this position, we are indeed investing in our staff by providing growth opportunities within the department.

3. [Educational Master Plan](#)

BUDGET ALLOCATION PROPOSAL

Throughout the educational Master Plan are mentions of continued data collection and data gathering. The technology department does not interpret the data collected, but they do gather and collate that data and provide reports on a wide variety of topics to better aid in the fulfillment of our Educational Master Plan. The money from this Budget Proposal will help ensure our ability to hire and retain the best personnel for this important work.

4. Others: Such as [Technology Plan](#) , [Facilities Master Plan](#), [HR Staffing Plan](#), [Professional Development Plan](#)

The current Technology Plan is outdated by several years and is currently undergoing revision.	
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BUDGET ALLOCATION PROPOSAL

ADMINISTRATIVE USE

Administrator: _____ Title: _____

Comments/Recommendations:

Signature: _____ Date: _____

Administrator: _____ Title: _____

Comments/Recommendations:

Unit Priority Ranking: _____ of _____

BUDGET INFORMATION

*(This section **MUST** be completed)*

Budget Program Number: _____ Restricted Unrestricted

Comments regarding Budget Information: _____

Signature: _____ Date: _____

BARSTOW COMMUNITY COLLEGE

JOB DESCRIPTION

Campus Application and Database Manager

BASIC FUNCTION:

Under the direction of the Executive Director of Information Technology, the Campus Application and Database Manager will be responsible for providing application and database leadership and management of MIS projects. Responsible for working to align projects and operations with the institutional mission, vision and values. This requires the understanding of customers, their needs and overall operational goal of higher education management to resolve institutional technology issues.

REPRESENTATIVE DUTIES:

- Manages the day-to-day operations of MIS; Database Analysts and Programmers
- Serves as a leader for projects by coordinating and otherwise involving staff members from multiple organizational units.
- Follows systems development life-cycle techniques and utilizes joint application development processes and project management techniques and specialized software packages/applications.
- Assess and anticipates technology projects and recommends appropriate action and resources.
- Identifies user needs, resolves problems, and directs building of teams to work across all levels of the organization.
- Establishes and directs the strategic and tactical goals, policies, and procedures for Application Development and Database Administration.
- Identifies and documents business processes and workflow that contribute to enhanced information flow by interviewing users, generating process documentation, and proposing process solutions. Identifies information and software to support processes.
- Defines the scope and objectives for applications, along with constraints and system requirements. Analyzes and defines current organizational functions, processes, sources and uses of information, and other data to determine application needs and requirements.
- Maintains responsibility for managing related vendor contracts, external agencies, independent contractors, and organizations on technology services, applications, and/or data requirements.
- Translates and articulates administrative and educational goals of the institution into technical initiatives.
- Responsible for managing area personnel, staff training and development.
- Manages complex technical projects and technical operating units.
- Makes recommendations and oversees implementation of all key Database and Application integrations.
- Communicates IT-related information on projects, service levels, tasks and issues to the appropriate audience using the appropriate mediums.
- Leads and directs efforts using appropriate management skills including project management, budget administration, decision making, communication, and time management skills
- Provides support to operating system applications encompassing data integration. Creates utilities and tools, and troubleshoots database problems to enhance applications.
- Provides advanced technical support, problem resolution, and data research for assigned end users.

- Troubleshoots application errors. In conjunction with users, isolates problems from symptoms, determines alternatives and develops and implements solutions. If problem is user error, works with staff to improve user instructions or train for better understanding.
- Maintains up-to-date knowledge of evolving computer technologies, including hardware, software, languages, problem solving techniques, and development tools. Prepares periodic briefings on technologies that would have relevance to the College.
- Serve on pertinent College committees.
- Perform other work duties as may be assigned.

KNOWLEDGE AND ABILITIES:

Knowledge of:

Federal, state, and local laws, education codes, and regulations as well as Chancellor's Office mandates as they pertain to data governance, information security, _____ .

Operations, services, and activities of college information technology resources.

Financial reporting and record keeping.

Marketing and Advertising strategies.

Basic principles and practices of budget preparation and administration.

Preparation of vendor/software/service/licensing contracts and contract terminology.

Computer software applications and the ability to apply administrative technologies.

Principles and practices of administration, supervision and training.

Report and handbook development procedures.

District policies and procedures.

California Community College mission.

Ability to:

Plan, organize, and coordinate events with outside agencies, community and college.

Articulate clearly.

Network and negotiate.

Select, train and supervise assigned personnel.

Analyze situations accurately and adopt an effective course of action.

Operate a variety of office equipment including a computer.

Prepare contracts and agreements.

Prepare reports.

Maintain records, files, and databases.

Handle sensitive and complex issues.

Facilitate group processes with consistency and tact.

Provide advice to administrators/faculty.

Exercise independent judgment and initiative.

EDUCATION AND EXPERIENCE:

Position requires a combination of education and experience equivalent to an Associate degree in a computer science discipline plus six years of experience in applications, development, database analysis, and operating systems programming. Alternatively, requires a Bachelor's degree plus two years of experience

Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, ethnic, and disability backgrounds of community college.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license

WORKING CONDITIONS:

Environment: Office

Physical Demands: Incorporated within one (1) or more of the previously mentioned essential functions of this job description are essential physical requirements. The ratings in the chart below indicate the percentage of time spent on each of the essential physical requirements.

Seldom—Less than 25 percent = 1

Often—51-75 percent = 3

Occasional—25-50 percent = 2

Very Frequent—76 percent and above = 4

Ratings	Essential Physical Requirements
4	Ability to work at a desk, conference table or in meetings of various configurations
2	Ability to stand for extended periods of time.
3	Ability to sit for extended periods of time.
3	Ability to see for purposes of reading printed matter.
4	Ability to hear and understand speech at normal levels.
4	Ability to communicate so others will be able to clearly understand a normal conversation.
1	Ability to lift 10 pounds.
1	Ability to carry 10 pounds.
3	Ability to operate office equipment.

CONDITIONS OF EMPLOYMENT:

A full-time, 12-month, classified management position (Range __).

This position is subject to evenings hours and weekends.

Board Approved: _____

BUDGET ALLOCATION PROPOSAL

Date: <u>09/11/2023</u>	Originator: <u>Scott DeWald</u>
Program or Department Name:	<u>Information Technology Office</u>
Dean/Vice President/Supervisor:	<u>VPAS – Deedee Garcia</u>
What are you requesting? (<i>Brief</i>)	<u>Restructuring of Database Analyst – II position to reflect current duties and responsibilities</u>
Amount Requested: _____	<input type="checkbox"/> One-time Funding <input checked="" type="checkbox"/> Ongoing Funding
Funding Source (if known): _____	_____
REQUEST TYPE:	
<input checked="" type="checkbox"/> Personnel/Staffing <small>Complete <i>Personnel/Staffing</i> section below</small> <input type="checkbox"/> OTHER	<input type="checkbox"/> Technology Resource <small>Complete <i>Technology</i> section below</small>
<input type="checkbox"/> Facilities Resource <small>Complete <i>Facilities</i> section below</small>	<input type="checkbox"/> Professional Development <small>Complete <i>Professional Development</i> section below</small>

PERSONNEL/STAFFING REQUEST	
Is the position request for:	<input type="checkbox"/> Faculty <input checked="" type="checkbox"/> Classified <input type="checkbox"/> Management/Confidential
Is the position requested:	<input type="checkbox"/> A new classification (Attach <i>proposed</i> job description, or <i>detailed</i> list of proposed duties) <input checked="" type="checkbox"/> An existing classification
	Official Job Title: <u>Database Analyst - II</u>
Is the position requested:	<input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time: <u>12</u> Months/Year <u>40</u> Hours/Week

TECHNOLOGY RESOURCE REQUEST	
Indicate the category of the request:	
<input type="checkbox"/> Hardware <input type="checkbox"/> Software <input type="checkbox"/> Printer/Copier <input type="checkbox"/> Network <input type="checkbox"/> Audio-Visual <input type="checkbox"/> License/Maintenance	
Indicate the intended users:	
<input type="checkbox"/> Students <input type="checkbox"/> Faculty <input type="checkbox"/> Staff <input type="checkbox"/> Other	
Is training required?	<input type="checkbox"/> No <input type="checkbox"/> Yes Explain: _____
How will it be secured?	<input type="checkbox"/> Alarm <input type="checkbox"/> Secure Room <input type="checkbox"/> Secure Cabinet <input type="checkbox"/> Cable/Lock <input type="checkbox"/> Password
Have you completed and attached the Technology Assessment Form ?	

FACILITIES RESOURCE REQUEST	
Indicate the intended users:	<input type="checkbox"/> Students <input type="checkbox"/> Faculty <input type="checkbox"/> Staff <input type="checkbox"/> Other
Is maintenance required?	<input type="checkbox"/> No <input type="checkbox"/> Yes Explain: _____

BUDGET ALLOCATION PROPOSAL

PROFESSIONAL DEVELOPMENT REQUEST				
Indicate the intended users:	<input type="checkbox"/> Students	<input type="checkbox"/> Faculty	<input type="checkbox"/> Staff	<input type="checkbox"/> Other
Do other internal areas/departments need to be involved?				
<input type="checkbox"/> No	<input type="checkbox"/> Yes	Explain: _____		
Is technology needed?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	Explain: _____	

1. Why is the request being made?

Under the guidance of the Vice-President of Administration Services, the Information Technology Office (ITO) will need to restructure and adapt to support the future needs of the college students, staff, faculty and management.

With the current growth of data driven decisions and planning, access to data and the tools to visualize information has exponentially grown. The ITO is currently swamped with data extract requests, requests to update/upgrade the college's RDBMS/ERP, new requirements and mandates from Federal/State/Chancellor's Office which must be implemented to ensure proper collegial funding. Last reviewed and approved in December 2012, the current job description does not accurately reflect the changes within the department and the college over the last decade. Many additional skills and abilities are now needed to support these new requirements. We will need to update this position to be competitive and attract a proper pool of candidates to fill this important position.

2. a) Where in the Program Review/Annual Update is the request supported? Include the text from the Program Review AND cite the applicable section number(s).

Goal 1 - Departmental Reorganization of personnel, skill sets, and responsibilities to better reflect the current needs of the institution.

Filling this position will improve the efficiency of the Applications Team by identifying the current and future skill sets that need to be updated to reflect internal/external changes and duties within the I.T. Department and ensure that personnel are working within the scope of their job duties and skill sets.

b) Explain how the request is supported with information gathered from the assessment of outcomes (Student Learning Outcomes, Program Level Outcomes, Service Area Outcomes, or Administrative Unit Outcomes).

We have not had sufficient time to gather multi-year data supporting this requirement; however, experience indicates that these funds and this position are needed and represent the logical next step in our departmental re-alignment.

c) How was this included in the Area Goals section of your Program Review? Please cite section/item number and include the text.

The Program Review will be submitted with this Allocation Proposal. Please see Goal -1 within that Program Review.

BUDGET ALLOCATION PROPOSAL

3. If this item is approved, what departments or resources are needed, or would be affected, when implementing or developing it, on both a short-term and a long-term basis? Have they been notified?

Example: [Technology Assessment Form](#)

(This question is not required for Personnel/Staffing requests.)

Funding and benefits will need to be researched and assigned to hire this new position within the college organization.

4. a) How will this resource improve student success or institutional services?

In the long term, by providing the institution with high quality candidates who are trained and experienced in the latest programming, scripting, application development technology that can be used to generate data and reports for our end-users, enhancing their ability to make educational decisions. More immediately, it will provide the institution with a clear understanding of employee(s) responsibilities and duties.

- b) What data will you gather and analyze to demonstrate that your proposal is meeting this goal(s)?

Helpdesk and Customer satisfaction surveys

- 5) Describe how your request is aligned with as many of the college's strategic planning documents as applicable. (If the request does not align with a document, indicate N/A.)

Please be specific and provide detail, ensuring a clear correlation between content of referenced document and the request. Cite the section and page numbers where the correlation can be found.

(Follow the links to access each document)

1. [Mission Statement](#)

2017 - Leadership Development

This position will focus the college's and departmental mission by guiding end-user requests and projects through a developmental cycle ensuring accurate data extracts have a met user expectations while ensuring a common goal and purpose. This individual will require in-depth knowledge of college data and its sources. Up-to-date knowledge of local, state, federal, chancellor's requirements. This will require a "Self-Starter" attitude and driven goal orientated individual.

2. [Strategic Priorities](#) / [Strategic Goals](#)

SP3/1/2 - Establish processes and practices to on-board new staff and faculty providing support and learning opportunities and professional development.

This position establishes minimum training and developmental goals for this position bringing it into line with current mission critical requirements.

SP3/1/3 - Provide an organizational structure that supports and rewards hard work, dedication and discipline, and creates upward mobility.

This is a position within the middle tier of Applications Team promotion/improvement ladder structure.

BUDGET ALLOCATION PROPOSAL

SP3/3 - Invest in Continuous Professional Development for faculty and staff

By establishing this position, we are indeed investing in our staff by providing growth opportunities within the department.

3. [Educational Master Plan](#)

Throughout the educational Master Plan are mentions of continued data collection and data gathering. The technology department does not interpret the data collected, but they do gather and collate that data and provide reports on a wide variety of topics to better aid in the fulfillment of our Educational Master Plan. The money from this Budget Proposal will help ensure our ability to hire and retain the best personnel for this important work.

4. Others: Such as [Technology Plan](#) , [Facilities Master Plan](#), [HR Staffing Plan](#), [Professional Development Plan](#)

The current Technology Plan is outdated by several years and is currently undergoing revision.

BUDGET ALLOCATION PROPOSAL

ADMINISTRATIVE USE

Administrator: _____ Title: _____

Comments/Recommendations:

Signature: _____ Date: _____

Administrator: _____ Title: _____

Comments/Recommendations:

Unit Priority Ranking: _____ of _____

BUDGET INFORMATION

*(This section **MUST** be completed)*

Budget Program Number: _____ Restricted Unrestricted

Comments regarding Budget Information: _____

Signature: _____ Date: _____

Position: Database Analyst II	Salary Grade: 28
Department: Information Technology	FLSA: Non-exempt

Summary

Perform advanced analysis, development, maintaining, testing, and documentation of business intelligence solutions for the college concentrating on administrative and institutional information systems built around ERP relational databases. Isolates and corrects application errors in a timely manner. Ensures integrity of the database structures. Develops interfaces to external systems.

Essential Duties and Responsibilities

- Serves as Database Analyst II, organizing, leading, and participating applications development projects for administrative and academic, business, and federal/state requirements. Personally develops and ensures the proper functioning of the most complex applications pertaining to database design and development.
- Interviews users to determine requirements understanding, re-engineering and streamlining of complex processes and procedures to obtain optimum reliable performance of RDBMS and associated systems.
- Analyze, communicate and translate business and federal/state requirements into software requirements.
- Creates new relational database programs and processes or modifies existing business practices by coordinating with division/department managers.
- Corrects problems with administrative and institutional applications. Troubleshoots to determine problem, corrects problems and trains users as needed on procedural changes or proper use. Makes sure that any changes to critical areas are accurate and functioning properly.
- Conceptualizes, analyzes, designs, and programs highly diverse and complex programs for administrative and academic users. An example of the programs includes integrating unrelated database fields and sources of data to common access on a desktop computer. Delegates, reviews, and writes the code and completes the documentation to include specifications and miscellaneous notes for all programs.
- Installs new relational database applications releases. Performs initial testing, utilizing testing environments, before releasing version to users. Corrects any discovered defects. Implements new releases to the production environment when user testing is completed. Assists the Manager in determining local changes.
- Designs, develops and tests computer applications, systems and files to meet user’s needs. Works directly with users to determine current and future program needs and design/develop programs to meet those needs. Tests programs, fine tunes based on test results and implements. Develops user documentation.
- Troubleshoots application errors or applications not operating. In conjunction with users, isolates problems from symptoms, determines alternatives and develops and implements resolution. If problem is user error, works with operator to improve user instructions or train for better understanding.
- Act as liaison between system stakeholders, such as managers, faculty and staff, and the technical support teams including Information Technology and vendors.
- Manages files, databases, tables, space, and related allocations. Tracks the rate of table growth and tablespace sizes. Determines optimum sizes based on growth speed. Compresses tables on a periodic basis.
- Ensures integrity of the database structures. Creates database elements for project development and performance enhancements. Assures data integrity when developing, maintaining or enhancing applications.

- Creates database utilities for technology staff use to enhance department and staff production and processes.
- Participates with others to troubleshoot the College's system. Diagnoses problems and makes necessary repairs or changes.
- Maintains current technical skills and systems knowledge while learning to use new technologies in a self-directed environment.
- Support the development, implementation, training, and maintenance of RDBMS/ERP systems. Develops and maintains up-to-date documentation RDBMS/ERP supporting assigned and related areas of responsibility.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

Requires thorough knowledge of complex principles and procedures of computer systems, including relational database, application system design, analysis, testing, and implementation. Requires progressive knowledge in systems design and development in order to respond to language change and new requirements. Requires specialized knowledge of and skill at applying the principles of program design, coding, testing and implementation. Knowledge of Oracle-based Relational Database Management System (RDBMS) such as Banner. Requires in-depth knowledge of specific programming languages and database tools and forms such as Oracle PL/SQL for data extraction, manipulation and reporting. Experience with data analytics and visualization tools such as Microsoft Power BI, Envisions Argos, Crystal Reports, etc. (including experience with statistical programming languages such as Python, PowerShell, and/or R). Requires specialized knowledge of custom programming languages used with the District's relational databases. Requires specialized knowledge of multiple finance, payroll, academic support, and student data applications. Requires advanced problem solving and analytical skills to design and troubleshoot programs. Requires sufficient communication skills to conduct individual instruction, technical assistance, and apply understandable lines of questioning when trying to understand department needs or problems.

▪ Abilities

Must be able to perform all of the relevant duties of the position with only general supervision. Must be able to operate a variety of computer terminals, printers, and peripheral equipment. Requires the ability to analyze highly technical problems and to develop and apply appropriate solutions. Requires the ability to conduct information interviews through individual conferences and group processes, and then translate user requirements into computer programs and systems. Must be able to coordinate systems development functions and steps and follow logical progressions for programming systems. Requires the ability to perform a full range of systems analysis and complex applications programming duties. Must be able to analyze, design, program, install and maintain highly technical and complex systems operations and applications programs, including databases. Requires the ability to analyze data and develop logical solutions. Requires the ability to design host computer logical and physical database structure and relationships, including those for microcomputer and network systems. Requires the ability to discuss technical information with users, discern their needs and develop programs, systems, dashboards, etc., which meet those needs. Requires the ability to write basic to complex programs using RDBMS/ERP tools or other languages. Requires the ability to analyze data and develop logical solutions. Must be able to communicate technical and complex information to 'non-technical' users. Requires the ability to provide training to on-line users in use of computer equipment and operating procedures. Must be able to read, understand and apply information from technical manuals. Must be able to prioritize work in order to meet deadlines and maintain schedules. Requires the ability to flow chart, organize, and lead development projects. May require the ability to perform work assignments at all College locations.

▪ **Physical Abilities**

Position involves light to medium walking, standing, stooping carrying and lifting of lightweight materials (under 25 pounds). Requires visual acuity to read numbers, letters, and images; depth perception; hand and finger dexterity to use a keyboard, and hand-eye coordination. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

▪ **Education and Experience**

Position requires a combination of education and experience equivalent to an Associate degree in a Data Science, Data Analytics, or another computer science discipline plus six years of experience in applications, development, database analysis, and operating systems programming. Alternatively, requires a Bachelor's degree plus two years of experience

▪ **Licenses and Certificates**

May require a valid driver's license.

▪ **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

DRAFT

Position: Database Analyst II	Salary Grade: 28
Department: IT	FLSA: Non-exempt

Summary

Perform advanced analysis, development, testing, and documentation of computer systems concentrating on administrative and institutional information systems built around relational databases. Isolates and corrects application errors in a timely manner. Ensures integrity of the database structures. Develops interfaces to external systems. Provides technical guidance, organization and/or leadership of projects related to college's Banner System.

Essential Duties and Responsibilities

- Serves as Database Analyst II, organizing, leading and participating in applications development projects for administrative and academic needs. Personally develops and ensures the proper functioning of the most complex applications pertaining to database design and development. Interviews users to determine requirements.
- Creates new relational database programs and processes or modifies existing business practices by coordinating with division/department managers.
- Corrects problems with administrative and institutional applications. Troubleshoots to determine problem, corrects problems and trains users as needed on procedural changes or proper use. Makes sure that any changes to critical areas are accurate and functioning properly.
- Installs new relational database applications releases. Performs initial testing, utilizing testing environments, before releasing version to users. Corrects any discovered defects. Implements new releases to the production environment when user testing is completed. Assists the Manager in determining local changes.
- Designs, develops and tests computer applications, systems and files to meet user's needs. Works directly with users to determine current and future program needs and design/develop programs to meet those needs. Tests programs, fine tunes based on test results and implements. Develops user documentation.
- Troubleshoots application errors or applications not operating. In conjunction with users, isolates problems from symptoms, determines alternatives and develops and implements resolution. If problem is user error, works with operator to improve user instructions or train for better understanding.
- Manages files, databases, tables, space, and related allocations. Tracks the rate of table growth and table space sizes. Determines optimum sizes based on growth speed. Compresses tables on a periodic basis.
- Ensures integrity of the database structures. Creates database elements for project development and performance enhancements. Assures data integrity when developing,

maintaining or enhancing applications.

- Creates database utilities for technology staff use to enhance department and staff production and processes.
- Participates with others to troubleshoot the College's system. Diagnoses problems and makes necessary repairs or changes.
- Maintains current technical skills and systems knowledge while learning to use new technologies in a self-directed environment.
- Develops and maintains up-to-date documentation supporting assigned and related areas of responsibility.
- Provides technical guidance to and oversees activities of Database Analyst in support of I.T. projects
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

Requires thorough knowledge of complex principles and procedures of computer systems, including relational database, application system design, analysis, testing, and implementation. Requires progressive knowledge in systems design and development in order to respond to language change and new requirements. Requires specialized knowledge of and skill at applying the principles of program design, coding, testing and implementation. Requires in-depth knowledge of specific programming languages that can be used in a UNIX environment, including but not limited to, C, C++, and COBOL languages, and data base tools and forms such as Oracle PL/SQL. Requires specialized knowledge of custom programming languages used with the District's relational databases. Requires specialized knowledge of multiple finance, payroll, academic support, and student data applications. Requires advanced problem solving and analytical skills to design and troubleshoot programs. Requires sufficient communication skills to conduct individual instruction, technical assistance, and apply understandable lines of questioning when trying to understand department needs or problems.

▪ Abilities

Must be able to perform all of the relevant duties of the position with only general supervision. Must be able to operate a variety of computer terminals, printers, and peripheral equipment. Requires the ability to analyze precedented, yet highly technical problems and to develop and apply appropriate solutions. Requires the ability to perform a full range of systems analysis and complex applications programming duties. Must be able to analyze, design, program, install and maintain highly technical and complex systems operations and applications programs. Requires the ability to analyze data and develop logical solutions. Must be able to design and implement computer systems. Requires the ability to discuss technical information with users, discern their needs and develop programs, systems, screens, etc., which meet those needs. Must be able to communicate technical and complex information to 'non-technical' users. Requires the ability to provide training to on-line users in use of computer equipment and operating procedures. Must be able to read, understand and apply information from technical

manuals. Must be able to prioritize work in order to meet deadlines and maintain schedules. Requires the ability to flow chart, organize, and lead development projects. May require the ability to perform work assignments at all College locations.

▪ **Physical Abilities**

Position involves light to medium walking, standing, stooping carrying and lifting of lightweight materials (under 25 pounds). Requires visual acuity to read numbers, letters, and images; depth perception; hand and finger dexterity to use a keyboard, and hand-eye coordination. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

▪ **Education and Experience**

Position requires a combination of education and experience equivalent to an Associate degree in a computer science discipline plus six years of experience in applications, database analysis, and operating systems programming. Alternatively, requires a Bachelor's degree plus two years of experience.

▪ **Licenses and Certificates**

May require a valid driver's license.

▪ **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.

Board approved: 12/19/2012

Position: Database Analyst	Salary Grade: 26
Department: IT	FLSA: Non-exempt

Summary

Perform advanced analysis, development, testing, and documentation of computer systems concentrating on administrative and institutional information systems built around relational databases. Isolates and corrects application errors in a timely manner. Ensures integrity of the database structures. Develops interfaces to external systems.

Essential Duties and Responsibilities

- Organizes, leads, and participates in applications development projects for administrative and academic needs. Personally develops and ensures the proper functioning of the most complex applications pertaining to database design and development. Interviews users to determine requirements.
- Creates new relational database programs and processes or modifies existing business practices by coordinating with division/department managers.
- Corrects problems with administrative and institutional applications. Troubleshoots to determine problem, corrects problems and trains users as needed on procedural changes or proper use. Makes sure that any changes to critical areas are accurate and functioning properly.
- Installs new relational database applications releases. Performs initial testing, utilizing testing environments, before releasing version to users. Corrects any discovered defects. Implements new releases to the production environment when user testing is completed. Assists the Manager in determining local changes.
- Designs, develops and tests computer applications, systems and files to meet users needs. Works directly with users to determine current and future program needs and design/develop programs to meet those needs. Tests programs, fine tunes based on test results and implements. Develops user documentation.
- Troubleshoots application errors or applications not operating. In conjunction with users, isolates problems from symptoms, determines alternatives and develops and implements resolution. If problem is user error, works with operator to improve user instructions or train for better understanding.
- Manages files, databases, tables, space, and related allocations. Tracks the rate of table growth and tablespace sizes. Determines optimum sizes based on growth speed. Compresses tables on a periodic basis.
- Ensures integrity of the database structures. Creates database elements for project development and performance enhancements. Assures data integrity when developing, maintaining or enhancing applications.

- Creates database utilities for technology staff use to enhance department and staff production and processes.
- Participates with others to troubleshoot the College's system. Diagnoses problems and makes necessary repairs or changes.
- Maintains current technical skills and systems knowledge while learning to use new technologies in a self-directed environment.
- Develops and maintains up-to-date documentation supporting assigned and related areas of responsibility.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

Requires thorough knowledge of complex principles and procedures of computer systems, including relational database, application system design, analysis, testing, and implementation. Requires progressive knowledge in systems design and development in order to respond to language change and new requirements. Requires specialized knowledge of and skill at applying the principles of program design, coding, testing and implementation. Requires in-depth knowledge of specific programming languages that can be used in a UNIX environment, including but not limited to, C, C++, and COBOL languages, and data base tools and forms such as Oracle PL/SQL. Requires specialized knowledge of custom programming languages used with the District's relational databases. Requires specialized knowledge of multiple finance, payroll, academic support, and student data applications. Requires advanced problem solving and analytical skills to design and troubleshoot programs. Requires sufficient communication skills to conduct individual instruction, technical assistance, and apply understandable lines of questioning when trying to understand department needs or problems.

▪ Abilities

Must be able to perform all of the relevant duties of the position with only general supervision. Must be able to operate a variety of computer terminals, printers, and peripheral equipment. Requires the ability to analyze precedented, yet highly technical problems and to develop and apply appropriate solutions. Requires the ability to perform a full range of systems analysis and complex applications programming duties. Must be able to analyze, design, program, install and maintain highly technical and complex systems operations and applications programs. Requires the ability to analyze data and develop logical solutions. Must be able to design and implement computer systems. Requires the ability to discuss technical information with users, discern their needs and develop programs, systems, screens, etc., which meet those needs. Must be able to communicate technical and complex information to 'non-technical' users. Requires the ability to provide training to on-line users in use of computer equipment and operating procedures. Must be able to read, understand and apply information from technical manuals. Must be able to prioritize work in order to meet deadlines and maintain schedules. Requires the ability to flow chart, organize, and lead development projects. May require the ability to perform work assignments at all College locations.

- **Physical Abilities**

Position involves light to medium walking, standing, stooping carrying and lifting of light weight materials (under 25 pounds). Requires visual acuity to read numbers, letters, and images; depth perception; hand and finger dexterity to use a keyboard, and hand-eye coordination. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

- **Education and Experience**

Position requires a combination of education and experience equivalent to an Associate degree in a computer science discipline plus six years of experience in applications, database analysis, and operating systems programming. Alternatively, requires a Bachelor's degree plus two years of experience.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.

Board approved: 07/10/2003

BUDGET ALLOCATION PROPOSAL

Date: <u>09/11/2023</u>	Originator: <u>Scott DeWald</u>		
Program or Department Name:	<u>Information Technology Office</u>		
Dean/Vice President/Supervisor:	<u>VPAS – Deedee Garcia</u>		
What are you requesting? (<i>Brief</i>)	<u>Creation of new I.T. Security Administrator position</u>		
Amount Requested: _____	<input type="checkbox"/> One-time Funding	<input checked="" type="checkbox"/> Ongoing Funding	
Funding Source (if known): _____	_____		
REQUEST TYPE:			
<input checked="" type="checkbox"/> Personnel/Staffing <small>Complete Personnel/Staffing section below</small> <input type="checkbox"/> OTHER	<input type="checkbox"/> Technology Resource <small>Complete Technology section below</small>	<input type="checkbox"/> Facilities Resource <small>Complete Facilities section below</small>	<input type="checkbox"/> Professional Development <small>Complete Professional Development section below</small>

PERSONNEL/STAFFING REQUEST	
Is the position request for:	<input type="checkbox"/> Faculty <input checked="" type="checkbox"/> Classified <input type="checkbox"/> Management/Confidential
Is the position requested:	<input checked="" type="checkbox"/> A new classification (Attach <i>proposed</i> job description, or <i>detailed</i> list of proposed duties) <input type="checkbox"/> An existing classification Official Job Title: <u>I.T. Security Administrator</u>
Is the position requested:	<input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time: <u>12</u> Months/Year <u>40</u> Hours/Week

TECHNOLOGY RESOURCE REQUEST	
Indicate the category of the request:	
<input type="checkbox"/> Hardware <input type="checkbox"/> Software <input type="checkbox"/> Printer/Copier <input type="checkbox"/> Network <input type="checkbox"/> Audio-Visual <input type="checkbox"/> License/Maintenance	
Indicate the intended users:	
<input type="checkbox"/> Students <input type="checkbox"/> Faculty <input type="checkbox"/> Staff <input type="checkbox"/> Other	
Is training required? <input type="checkbox"/> No <input type="checkbox"/> Yes Explain: _____	
How will it be secured? <input type="checkbox"/> Alarm <input type="checkbox"/> Secure Room <input type="checkbox"/> Secure Cabinet <input type="checkbox"/> Cable/Lock <input type="checkbox"/> Password	
Have you completed and attached the Technology Assessment Form ?	

FACILITIES RESOURCE REQUEST	
Indicate the intended users:	
<input type="checkbox"/> Students <input type="checkbox"/> Faculty <input type="checkbox"/> Staff <input type="checkbox"/> Other	
Is maintenance required? <input type="checkbox"/> No <input type="checkbox"/> Yes Explain: _____	

BUDGET ALLOCATION PROPOSAL

PROFESSIONAL DEVELOPMENT REQUEST				
Indicate the intended users:	<input type="checkbox"/> Students	<input type="checkbox"/> Faculty	<input type="checkbox"/> Staff	<input type="checkbox"/> Other
Do other internal areas/departments need to be involved?				
<input type="checkbox"/> No	<input type="checkbox"/> Yes	Explain: _____		
Is technology needed?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	Explain: _____	

1. Why is the request being made?

With the advent and increase in Network, Internet, and adjacent technologies, there have been a growing number of data breaches and cyber-attacks that have disabled other institutions throughout the state. Identity theft, and the loss of personal information for students, staff and faculty is a constant danger as well as a corruption of important statistical data. Additionally, some institutions have experienced attacks that led to ransom demands and the complete shutdown of their operations. As a result, and under the guidance of the Chancellor's Office, all California Community colleges are being provided additional funding to establish a permanent Security employee to oversee the safety of the institutions data and information resources.

2. a) Where in the Program Review/Annual Update is the request supported? Include the text from the Program Review AND cite the applicable section number(s).

Goal 1 - Departmental Reorganization of personnel, skill sets, and responsibilities to better reflect the current needs of the institution.

b) Explain how the request is supported with information gathered from the assessment of outcomes (Student Learning Outcomes, Program Level Outcomes, Service Area Outcomes, or Administrative Unit Outcomes).

We have not sufficient time to gather multi-year data supporting this requirement; however, experience indicates that these funds and this position are needed...furthermore, the Chancellor's Office has provided significant funding and the parameters required to keep that funding on an ongoing basis to create and fill this position.

Refer to Extract August-2023-24-Compendium-of-Allocations-Resources

c) How was this included in the Area Goals section of your Program Review? Please cite section/item number and include the text.

The Program Review will be submitted with this Allocation Proposal. Please see Goal -1 within that Program Review.

3. If this item is approved, what departments or resources are needed, or would be affected, when implementing or developing it, on both a short-term and a long-term basis? Have they been notified?

Example: [Technology Assessment Form](#)

(This question is not required for Personnel/Staffing requests.)

Funding and benefits will need to be researched and assigned to hire this new position within the college organization.

BUDGET ALLOCATION PROPOSAL

4. a) How will this resource improve student success or institutional services?

In the long term, by providing the institution with high quality candidates who are trained and experienced in the latest and ever evolving technology used to protect the institutional systems and to prevent a data breach from occurring.

This new position will ensure the secure operation of the in-house computer systems, servers, and network connections. The I.T. Security Administrator will assist in detecting, investigating, and defending against information security incidents targeting the College's IT systems and data. This includes checking server and firewall logs, scrutinizing network traffic, establishing and updating virus scans, and troubleshooting. The incumbent will also analyze and resolve security breaches and vulnerability issues in a timely and accurate fashion, and conduct user activity audits where required.

b) What data will you gather and analyze to demonstrate that your proposal is meeting this goal(s)?

Reduction in cyber-security events. Attendance rosters in security training seminars and exit surveys.

5) Describe how your request is aligned with as many of the college's strategic planning documents as applicable. (If the request does not align with a document, indicate N/A.)

Please be specific and provide detail, ensuring a clear correlation between content of referenced document and the request. Cite the section and page numbers where the correlation can be found.

(Follow the links to access each document)

1. [Mission Statement](#)

2017 - Leadership Development

This new I.T. security position will focus the department's mission by guiding all college employees with a common goal to protect all campus data. This individual will be overseeing and protecting all conduits to collegial data. Ensuring that only those with authorized permissions have access to that data. This individual will define and enforce our institutional security policy.

2. [Strategic Priorities / Strategic Goals](#)

SP4/2/2 - Promote safety and security of all facets of the College community.

This position will increase college-wide awareness of cyber policies, procedures, and best practices. They will also establish security training and developmental goals for all college staff.

SP4/2/2 - Ensure a sustainable and state-of-the-art facilities and technology infrastructure.

The sole mission of this position is to ensure "accurate" protected access to college data accomplished by monitoring access to network ingress points, performing reviews of security permissions, and by limiting permission to only those who need access to resources. Because this person will be authoring the policies and procedures pertaining to campus data security, will be the person enforcing those policies, and is funded by the Chancellor's office, the sustainability is clearly a strategic priority.

3. [Educational Master Plan](#)

Throughout the educational Master Plan are mentions of continued data collection and review. This position will be responsible for ensuring the safety and security of that data so that we can continue to gather the information needed to improve our service to our students while still

BUDGET ALLOCATION PROPOSAL

protecting them and ourselves from harm. The money from this Budget Proposal will help ensure our ability to hire and retain the best personnel for this important work.
--

4. Others: Such as [Technology Plan](#) , [Facilities Master Plan](#), [HR Staffing Plan](#), [Professional Development Plan](#)

The current Technology Plan is outdated by several years and is currently undergoing revision.	
--	--

BUDGET ALLOCATION PROPOSAL

ADMINISTRATIVE USE

Administrator: _____ Title: _____

Comments/Recommendations:

Signature: _____ Date: _____

Administrator: _____ Title: _____

Comments/Recommendations:

Unit Priority Ranking: _____ of _____

BUDGET INFORMATION
*(This section **MUST** be completed)*

Budget Program Number: _____ Restricted Unrestricted

Comments regarding Budget Information: _____

Signature: _____ Date: _____

Position: I.T. Security Administrator	Salary Grade:
Department: Information Technology	FLSA: Non-exempt

Summary

Under the direction of a designated supervisor, manager or Director, incumbents assigned to this classification ensure the secure operation of the in-house computer systems, servers, and network connections. I.T. Security Administrator will assist in detecting, investigating, and defending against information security incidents targeting the College's IT systems and data. This includes checking server and firewall logs, scrutinizing network traffic, establishing and updating virus scans, and troubleshooting. The incumbent will also analyze and resolve security breaches and vulnerability issues in a timely and accurate fashion, and conduct user activity audits where required.

Essential Duties and Responsibilities

- Acts as Project Manager on information security projects.
- Evaluates new systems and products for security monitoring and response.
- Assesses the need for security reconfigurations (minor or significant) and executes them as required.
- Monitors and maintains current knowledge of emerging security alerts, issues, threats and trends.
- Conducts research on emerging products, services, protocols, and standards in support of security enhancement and development efforts.
- Builds and maintains tolls, flags and triggers in order to proactively monitor and respond to emerging threats.
- Assist in the creation of security policies and procedures.
- Assist with ensuring security policies are applied correctly and meet current requirements.
- Assist in the creation of security training.
- Manage and maintain the District’s network authentication systems for wired and wireless network access.
- Manage security policies on firewalls
- Conducts technical assessments of information security incidents, including malware analysis, packet level analysis, and system level forensic analysis.
- Coordinate and provide technical updates to management throughout incident management cycles.
- Develops and conduct Security Awareness training for staff and faculty.
- Deploys and maintains security systems and corresponding or associated software, including firewalls, intrusion detection systems, cryptography systems and antivirus software.
- Recommend, schedule and apply fixes, security patches, disaster recovery procedures, and any other measures required in order to address security breaches.
- Develops and implements enforcement policies, procedures and associated plans for system security administration and user system access based on industry-standard best practices.
- Designs, implements, and reports on IT Security performance results, audits, and recommendations and end user activity audits.
- Manage and maintain the District’s security event and information system (SEIM).
- Manage and maintain the District’s data loss prevention software.

- Manage security policies in Microsoft 365 environment.
- Manage e-mail security system and policies.
- Manage security policies for servers and ensure those policies are applied appropriately and meet current requirements.
- Work with all areas of the IT department to ensure appropriate security policies are implemented.
- Respond to any cyber incidents or events that occur in accordance with the District's incident response plan.
- Design, plan, test, implement, and document complex security enhancements and additions to the network infrastructure.
- Contribute to the design and implementation of the District user directory services.
- Provide high level support of the District's technology infrastructure including but not limited to firewalls, backup, and disaster recovery systems.
- Perform security upgrades on the District's critical IT infrastructure.
- Recommend and implement security policies, protocols, and practices and provide training and guidance to staff.
- Provide guidance, leadership and mentoring to other Information Technology Office staff.
- Support and develop the technical expertise needed to meet long-term business needs.
- Coordinate projects and work activities between operations, applications and systems staff.
- Implement system software/hardware standards, upgrade procedures, and maintenance activities to meet reliability, security, and accessibility standards and expectations for network systems and servers.
- Develop system, hardware, and cost requirements and proposed timeframes.
- Troubleshoot network hardware and operating problems, including but not limited to connectivity, internet access, e-mail and servers.
- Develop and maintain complete and accurate records pertaining to hardware, software, system, and network configurations, changes, outages, and improvement plans.
- Compile data and perform analysis as directed.
- Maintain currency with advances in security standards and best practices and recommend new technologies and/or upgrades to current technologies to improve security.
- Work collaboratively and cooperatively with all levels of faculty, staff, and student workers.
- Monitor the work outcomes of other technical support staff and provide performance feedback to supervisors.
- Provide assistance and counsel to faculty and staff pertaining to their computing needs.
- Maintain inventory and related records of network and server hardware, software and licensing.
- Maintain logs and records of work performed.
- Participate in establishing and updating network computing standards, policies, procedures, and use guidelines.
- Perform other related duties similar to the above in scope and function as required

Qualifications

▪ Knowledge and Skills

Design, development, and implementation of software systems, applications, and related products. Systems planning, security principles, functional shell code fundamentals, and general software management best practices. Current NIST and CISO standards. Current software protocols, and Internet standards, including TCP/IP, HTML, AJAX, JavaScript, and XML, Regular Expressions, Wiki Markup, SQL, Linux, IOS, Perl, Python, Bash, and PHP programming languages. Software troubleshooting experience. Testing, flowcharting, and data mapping tools and procedures. Microsoft Active Directory and Azure Active Directory. Advanced level knowledge of desktop and server operating systems including Windows and Linux.

Demonstrated knowledge of applicable practices and laws relating to data privacy and protections. Well versed in multiple security technologies such as SIEM; Intrusion Detection Systems; End-point security; Web Proxy/Content Filtering; Active Directory, PKI, Radius, Log Analysis, etc. Broad knowledge of business-impacting security scenarios and viable methods to detect these scenarios. Project management methods and techniques. Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college staff and students. Requires sufficient communication skills to conduct individual instruction and technical assistance on the use and application of PC-based business and education, internet, utility, and connectivity software. Requires sufficient writing skill to document technical procedures.

▪ Abilities

Conduct research into security issues and products as required. Analyze, conceptualize, and problem solve. Apply current NIST and CISO standards to current operations. Participate in ongoing training and certification to maintain and develop technical skills. Understand the District's goals and objectives. Communicate effectively, both orally and in writing. Apply strong interpersonal and consultative skills. Prioritize and execute tasks in a high-pressure environment. Work in a team-oriented, collaborative environment. Respond to common inquiries or complaints from District staff, regulatory agencies, or members of the business community. Present information to senior and executive management, public groups, and or board of trustees.

▪ Physical Abilities

Position involves light to medium walking, standing, stooping carrying and lifting of lightweight materials (under 25 pounds). Requires visual acuity to read numbers, letters, and images; depth perception; hand and finger dexterity to use a keyboard, and hand-eye coordination. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

▪ Education and Experience

Bachelor's degree in Cybersecurity, Computer Science, Computer Engineering, or other related field and 3 years of IT security related work experience or additional work experience equivalency as noted below.

Additional related work experience in lieu of education requirement:

Three (3) years related work experience **PLUS** an additional two (2) years for every one year of related college education requirement noted above.

Example: No related college degree = 3 yrs. related work experience **PLUS** another 8 years in lieu of 4-year degree requirement.

▪ Licenses and Certificates

May require a valid driver's license.

▪ Working Conditions

Work is performed indoors where minimal safety considerations exist.



2023-24 EDITION

California Community Colleges Compendium of Allocations and Resources

California Community Colleges Chancellor's Office | Sonya Christian, Chancellor

LOCAL AND SYSTEMWIDE TECHNOLOGY DATA SECURITY FUNDING

2023-24 Total District Allocation

\$12,600,000 - Ongoing

Revenue Recognition

Restricted, 8620

Funding Allocation

The 2023 Budget Act authorizes \$25 million ongoing funds for local and systemwide technology funding. Of this amount, \$12,600,000 will be provided to districts in the amount of \$175,000 per district annually to hire local cybersecurity staff.

The remaining \$12,400,000 will fund annual ongoing support of key information security initiatives, including, but not limited to subscriptions/licenses, regional team support, development of a systemwide Security Operations Center (SOC), and other relevant oversight.

The 2022 Budget Act also provided \$75 million in one-time funds which have been used to support district cybersecurity self-assessments in 2022 and to implement other measures that support improved oversight of fraud mitigation and cybersecurity efforts. Future investments of one-time funds will include, but are not limited to, purchase of a multi-year Microsoft A5 license, regional implementation teams, ID proofing in CCCApply, and development of regional support teams.

Purpose of Funds

The 2023 Budget Act provides these funds for districts to implement local and systemwide technology and data security measures and hire local cybersecurity staff to support improved oversight of fraud mitigation, online learning quality, and cybersecurity efforts. Funds are also provided for statewide measure that benefit all community colleges including, but not limited to, security upgrades for CCCApply and education technology platforms and the establishment of systemwide cybersecurity teams.

Spending Guidelines

Ongoing Technology and Data Security funds are intended to support districts' efforts to mature and maintain an information security program in alignment with the system's information technology priorities, as well as to support any applicable information security compliance requirements.

Requirements to Receive Funds

As a condition of receiving ongoing technology and data security funds, districts must:

- Complete an annual cybersecurity self-assessment of their information technology infrastructure.

Participate in the following regularly scheduled cybersecurity reporting:

- Submit remediation updates twice per year, for the fall and spring semester terms, on vulnerability and other issues identified in the previous self-assessment or triennial assessment.
- Submit detailed after-action reports of all cybersecurity incidents that either lead to a breach of personally identifiable information or lead to the disruption of services, including, but not limited to, a breach of student identification numbers, distributed denial-of-service attacks, and ransomware.
- The total number of admission applications received from CCCApply that are determined to be fraudulent, including applications marked as “likely fraud” within CCCApply, on an annual basis.
- Information requested on suspected fraudulent enrollments, and fraudulent receipt of financial aid, on an annual basis.

Contact

For questions, please contact Valerie Lundy-Wagner, Vice Chancellor of Digital Innovation and Infrastructure, at VLundyWagner@CCCCO.edu, or 916-322-1928.

Additional guidance

- [DII 23-400-01 Microsoft A5 Security Suite Implementation Update](#)
- [DII 22-300-01 Preparation for Allocation of FY 22-23 Information Technology and Security Funding \(UPDATE\)](#)
- [DII 22-200-01 FY 22-23 Cybersecurity Self-Assessments](#)
- [DII 22-300-03 September 2022 Cybersecurity Strategy Updates](#)
- [DII 22-300-06 FY 22-23 January IT Infrastructure and Cybersecurity Funding Updates](#)

BUDGET ALLOCATION PROPOSAL

Date: <u>09/11/2023</u>	Originator: <u>Scott DeWald</u>		
Program or Department Name:	<u>Information Technology Office</u>		
Dean/Vice President/Supervisor:	<u>VPAS – Deedee Garcia</u>		
What are you requesting? (<i>Brief</i>)	<u>Restructuring of PC/Network Specialist position to reflect current duties and responsibilities</u>		
Amount Requested: _____	<input type="checkbox"/> One-time Funding	<input checked="" type="checkbox"/> Ongoing Funding	
Funding Source (if known): _____	_____		
REQUEST TYPE:			
<input checked="" type="checkbox"/> Personnel/Staffing <small>Complete <i>Personnel/Staffing</i> section below</small> <input type="checkbox"/> OTHER	<input type="checkbox"/> Technology Resource <small>Complete <i>Technology</i> section below</small>	<input type="checkbox"/> Facilities Resource <small>Complete <i>Facilities</i> section below</small>	<input type="checkbox"/> Professional Development <small>Complete <i>Professional Development</i> section below</small>

PERSONNEL/STAFFING REQUEST			
Is the position request for:	<input type="checkbox"/> Faculty	<input checked="" type="checkbox"/> Classified	<input type="checkbox"/> Management/Confidential
Is the position requested:	<input type="checkbox"/> A new classification (Attach <i>proposed</i> job description, or <i>detailed</i> list of proposed duties)		
	<input checked="" type="checkbox"/> An existing classification	Official Job Title:	<u>PC/Network Specialist</u>
Is the position requested:	<input checked="" type="checkbox"/> Full Time	<input type="checkbox"/> Part Time:	<u>12</u> Months/Year <u>40</u> Hours/Week

TECHNOLOGY RESOURCE REQUEST			
Indicate the category of the request:			
<input type="checkbox"/> Hardware	<input type="checkbox"/> Software	<input type="checkbox"/> Printer/Copier	<input type="checkbox"/> Network
<input type="checkbox"/> Audio-Visual	<input type="checkbox"/> License/Maintenance		
Indicate the intended users:			
<input type="checkbox"/> Students	<input type="checkbox"/> Faculty	<input type="checkbox"/> Staff	<input type="checkbox"/> Other
Is training required?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	Explain: _____
How will it be secured?	<input type="checkbox"/> Alarm	<input type="checkbox"/> Secure Room	<input type="checkbox"/> Secure Cabinet
	<input type="checkbox"/> Cable/Lock	<input type="checkbox"/> Password	
Have you completed and attached the Technology Assessment Form ?			

FACILITIES RESOURCE REQUEST			
Indicate the intended users:			
<input type="checkbox"/> Students	<input type="checkbox"/> Faculty	<input type="checkbox"/> Staff	<input type="checkbox"/> Other
Is maintenance required?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	Explain: _____

BUDGET ALLOCATION PROPOSAL

PROFESSIONAL DEVELOPMENT REQUEST				
Indicate the intended users:	<input type="checkbox"/> Students	<input type="checkbox"/> Faculty	<input type="checkbox"/> Staff	<input type="checkbox"/> Other
Do other internal areas/departments need to be involved?				
<input type="checkbox"/> No	<input type="checkbox"/> Yes	Explain: _____		
Is technology needed?				
<input type="checkbox"/> No	<input type="checkbox"/> Yes	Explain: _____		

1. Why is the request being made?

This job description has not been reviewed or adapted in over twenty (20) years. Several major changes to the academic computing environment have changed in the subsequent years. Many technologies that did not exist two decades ago are now a part of the day-to-day operations of the college and are not reflected in the current listed duties within this or any other department job description. In addition, many facets of this position description are no longer relevant, are obsolete, and to be viewed as quaint or “backward” by today’s collegial standards. This description revision reflects needed changes.

The corrected/amended position description is reflects the current position activities and functions and will provide a competitive and logical list of duties for hiring the position in the future. It should be noted that the employees currently holding this position want to have this position reviewed as well.

2. a) Where in the Program Review/Annual Update is the request supported? Include the text from the Program Review AND cite the applicable section number(s).

Goal 1 - Departmental Reorganization of personnel, skill sets, and responsibilities to better reflect the current needs of the institution.

b) Explain how the request is supported with information gathered from the assessment of outcomes (Student Learning Outcomes, Program Level Outcomes, Service Area Outcomes, or Administrative Unit Outcomes).

Most of the Outcomes pertaining to this department are outdated. The other Outcomes data do not appear to correlate to the day-to-day activities of the Technology Department at this time.

The employees currently holding these positions spend a significant portion of each day doing tasks that are not in their job descriptions...many are not in any job description within the institution and the only way to justify their activities to use the phrase, “Other duties as assigned.” An example are the numerous multi-media request that are funneled to these employees because there is no position for a multi-media specialist that can cover the many and varied campus and community events that an active campus requires. Many items written in their job descriptions at present are things that are no longer done and are no longer necessary. An updated description is the only solution at this time.

c) How was this included in the Area Goals section of your Program Review? Please cite section/item number and include the text.

The Program Review will be submitted with this Allocation Proposal. Please see Goal -1 within that Program Review.

BUDGET ALLOCATION PROPOSAL

3. If this item is approved, what departments or resources are needed, or would be affected, when implementing or developing it, on both a short-term and a long-term basis? Have they been notified? Example: [Technology Assessment Form](#)

(This question is not required for Personnel/Staffing requests.)

There will be a budgetary component that will need to be taken into consideration. Other positions may (should) be realigned or new ones created. This will also have budget implications for other departments such as the campus operations budget.

4. a) How will this resource improve student success or institutional services?

In the long term by providing the institution with high quality candidates who are trained and experienced in the latest technology used to enhance education today. More immediately, it will provide the institution with a clear understanding of employee(s) responsibilities and duties.

- b) What data will you gather and analyze to demonstrate that your proposal is meeting this goal(s)?

Helpdesk and Customer satisfaction surveys.

- 5) Describe how your request is aligned with as many of the college's strategic planning documents as applicable. (If the request does not align with a document, indicate N/A.)

Please be specific and provide detail, ensuring a clear correlation between content of referenced document and the request. Cite the section and page numbers where the correlation can be found.

(Follow the links to access each document)

1. [Mission Statement](#)

By **providing our students, community, and military population with the educational tools to achieve personal goals and professional growth.** In today's business and educational environments there is no tool used more frequently than those involving technology. By authorizing this budget we acknowledge that providing the best educational tools requires the personnel to install, maintain, and secure them.

2. [Strategic Priorities / Strategic Goals](#)

SP2/3/4 - Build relevant and respectful offerings and scheduling patterns for our military partners.

The PC/Network Specialists proactively review and extend all I.T. support services to the Ft. Irwin environment by providing weekly on-site visitations to work with base-assigned staff. Unique solutions have been identified to modify facilities and equipment resources so that they can be leverage more effectively for use by our enrolled military partners to expand credit, noncredit, contract education offerings and proctored testing opportunities.

SP3/2/5 - Create an environment that supports and celebrates diversity by developing a cohesive and caring community.

The PC/network Specialists are sometimes the first and only connection end-users have with the college learning experience. Their efforts to prepare for all potential academic needs, at all levels of college life, directly impact how successful we all are as holistic learning community. These interactions drive and set the tone for all student success, whether that is the student's own experience while learning, or how a faculty member is able to effectively provide instruction

BUDGET ALLOCATION PROPOSAL

SP3/3/2 - Invest in Continuous Professional Development for faculty and staff

The PC/Network Specialists provide direct technical support for all students, faculty and staff by offering support in developing digital fluency to effectively learn, interpret, analyze, construct, communicate information and teach in a digitally connected world.

3. [Educational Master Plan](#)

The educational Master Plan frequently touches on the need to keep our technology infrastructure current and use of the latest in technology teaching tools to enhance education and ensure successful outcomes for our student population. These positions not only support the day-to-day interactions of our students with faculty and staff, they also support our staff and administration with their day-to-day technology needs. The money from this Budget Proposal will help ensure our ability to hire and retain the best personnel for this important work.

4. Others: Such as [Technology Plan](#) , [Facilities Master Plan](#), [HR Staffing Plan](#), [Professional Development Plan](#)

The current Technology Plan is outdated by several years and is currently undergoing revision.

BUDGET ALLOCATION PROPOSAL

ADMINISTRATIVE USE

Administrator: _____ Title: _____

Comments/Recommendations:

Signature: _____ Date: _____

Administrator: _____ Title: _____

Comments/Recommendations:

Unit Priority Ranking: _____ of _____

BUDGET INFORMATION

*(This section **MUST** be completed)*

Budget Program Number: _____ Restricted Unrestricted

Comments regarding Budget Information: _____

Signature: _____ Date: _____

Position: PC/Network Specialist	Salary Grade: 25
Department: Information Technology	FLSA: Non-exempt

Summary

Under the direction of the assigned supervisor, the Computer and Information Systems Specialist provides technical support to staff, faculty, and students by diagnosing, troubleshooting, repairing, installing, and maintaining computers and related hardware, software, mobile devices, and peripherals in physical and virtual environments, including computer labs and HyFlex environments. Assists with hardware and software procurement, licensing compliance, and asset management. Performs network and operating systems maintenance functions following established procedures.

Essential Duties and Responsibilities

- Responds to help desk tickets, incoming calls, end-user walk-ins, and emails regarding computer-related hardware and software problems and provide follow-up support until issues are resolved. Assists end-users with login difficulties, operating system and software malfunctions, and hardware repairs on laptops, PCs, virtual machines, mobile devices, and peripheral equipment.
- Provides instruction to faculty, staff, and students on using computer and software programs including remote access, and on the proper use of peripheral equipment use to enhance presentations and viewing. Helps to ensure end-users are aware of available technologies and how to obtain support for all IT services.
- Troubleshoots and performs various technical computer and peripheral repair duties that include but are not limited to diagnosing system failures and isolating faulty parts, repairing or replacing parts, and verifying and testing for correct operations.
- Creates and deploys images for assigned computer labs, faculty, and staff offices; develops scripts to automate processes; plans, schedules and completes computer lab replacement projects. Tests and configures applications and new software functionalities to applicable servers and platforms. Builds custom images when necessary. Consults with Instructional Design Specialists on Canvas-related issues.
- Provides ongoing technical support for all computer labs on and off campus including Fort Irwin and San Bernardino County locations. Installs and maintains computers, peripherals, and software applications, including specialized systems to meet pre-defined departmental and Americans with Disabilities Act (ADA) requirements.
- Provides technical support to end-user’s desktop, remote, and network connectivity issues, including licensing updating functions. Performs hardware and software tests using diagnostic and testing equipment and communicates with vendors as needed to resolve technical issues.
- Provides print server maintenance and troubleshooting by creating printer queues, uploading printer drivers, and assigning users to printers.
- Assists in troubleshooting to resolve network hardware and operations problems, including but not limited to connectivity, internet access, electronic mail, and file servers. Works with fellow staff, equipment users, vendors, and independent contractors to identify and resolve problems.

- Delivers, inspects, installs, and configures desktop and laptop computers, VoIP devices, docking stations, printers, scanners, and other peripheral equipment running tests to ensure proper equipment functionality. Sets up video conferencing equipment, and configures and administers conferencing application software. Installs and connects cables, IP cameras, wireless access points, WiFi, network cards, and other networking components.
- Coordinates, installs and configures all network components including computers, printers, cabling, phones, servers and user accounts.
- Provides guidance to faculty regarding instructional strategies for integration of technology and instruction. Provides technical support to students for online courses including access and technology issues related to submitting assignments, tests or other related course materials in an online environment.
- Develops and maintains internal media servers for campus-wide informational monitors. Coordinates IT support for events/productions with the Civic Center and College Event Manager.
- Installs and configures workstations with various operating systems including Chrome OS, Apple IOS, Windows, and Android. Connects workstations to servers and participates with others to connect with college-wide networks. Sets up student accounts on local networks.
- Monitors Microsoft Azure security tools to reduce the risks of a security breach and improve the efficiency of the network security infrastructure. Troubleshoots malware, ransomware, phishing, and other viruses following established procedures. Conducts preventative training using messaging, email, and other visual methods.
- Installs, configures, patches, upgrades, and maintains computer operating systems and application software while ensuring compliance and compatibility with the network before being released to users. Modifies software to satisfy user requirements, and analyzes computer and software needs for modernizing processes and future expansions.
- Provides HyFlex support for classrooms, and audio-visual support for conference rooms and events including Zoom, Microsoft Teams, Live-streaming, and presentations. Installs, configures, and maintains portable units. Sets up microphones, sound mixers, loudspeaker stands, amplifiers, video recording equipment, and various electrical cords, power strips, and associated for campus events. Performs sound checks and video checks.
- Keeps and maintains records of average response time, mean time to repair, end-user satisfaction, and the number of problems resolved within a given period to assist in the development of best practices and improved end-user support services.
- Maintains detailed inventory records of hardware, software, and computer-related equipment using asset tracking and management systems to make informed decisions about technology purchases. Disposes of obsolete assets using established procedures.
- Maintains Cisco Call Manager databases including Unity and Call Center.
- Installs mounts, speakers, microphones, and other computer equipment in classrooms that require hand tools, ladders, and safety practices when working with electricity as well as ceiling work while installing a HyFlex classroom environment.

▪ **Knowledge and Skills**

Requires a working technical knowledge of personal computer operations, including the relationship and usage of various input and output components, business and education support software, and terminology. Requires a working knowledge of operating systems. Must understand the protocols and procedures for setting up new equipment, troubleshooting, and performing routine maintenance. Requires a working knowledge of personal computer-based local area networks, network operations, and connectivity between servers. Requires a basic knowledge of the following protocols such as TCP/IP, Ethernet, and Access Lists. Requires a basic understanding of the physical elements of the network including fiber optic, twisted pair, and CAT6 Ethernet cabling and connections, and routing, switching, and repeating equipment. Requires sufficient communication skills to conduct individual instruction and technical assistance on the use and application of PC-based business and education, internet, utility, and connectivity software. Requires sufficient writing skill to document technical procedures.

▪ **Abilities**

Requires the ability to install, configure, and troubleshoot all computer workstations whether networked or remote. Systems and programs used by the College in both instruction and administrative areas. Must be able to install and configure microcomputer components such as, but not limited to, memory sticks, cards and drivers. Must be able to fabricate and connect interface cables and connections between computers. Must be able to analyze data and evaluate the needs of users and develop alternative solutions to problems and needs. Must be able to prioritize and organize work to meet deadlines and timetables. Must be able to read, interpret and apply complex technical information including equipment blueprints and schematics. Must be able to give one-on-one and small group orientation in the use of microcomputers and business and instructional software. May require the ability to perform work assignments at all College locations..

▪ **Physical Abilities**

Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl and reach to install cables and equipment. Requires sufficient hand eye coordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift, push, and pull objects of medium weight (less than 75 lbs.) on an occasional basis. Requires the ability to work in confined areas with noise variations, dust, and limited ventilation. Must be able to complete District-sponsored training in occupational safety and health and hazardous materials awareness within a reasonable amount of time.

▪ **Education and Experience**

The position may require the equivalent to an Associate's degree in computer science or related technical field and 2 years' experience in network operations and personal computer technical support. Industry certifications may substitute for some experience.

▪ **Licenses and Certificates**

May require a valid driver's license.

▪ **Working Conditions**

Work is performed mainly indoors. Occasionally safety considerations may exist when working with ladders or electricity as well as ceiling work.

Position: PC/Network Specialist	Salary Grade: 21
Department: IT	FLSA: Non-Exempt

Summary

Installs, configures, troubleshoots, and services networked microcomputer workstations and related equipment and software used in administrative and instructional lab environments. Assists in installations, configures, operates, and maintains server hardware and software for local networks. Provides technical support and help functions that relate to computer hardware and software, data communications, and connectivity.

Essential Duties and Responsibilities

- Serves as a resource for computer purchase upgrades and emerging technologies. Recommends system and software upgrades for increased productivity and compatibility. Sets up new computers and peripheral equipment.
- Provides assistance to faculty, staff, and students on using computer and software programs including remote access and on the proper use of peripheral electronic equipment use to enhance presentations and viewing.
- Troubleshoots and performs various technical computer and peripheral repair duties that include but are not limited to diagnosing system failures and isolating faulty parts, repairing or replacing parts, and verifying and testing for correct operations.
- Installs and configures networked computers, printers, modems, cabling, and peripheral communications equipment. Installs software and configures systems to support electronic mail. Troubleshoots mail access problems.
- Participates in configuring, operating, and maintaining one or more local networks including those found in instructional laboratories. Tasks include, but are not limited to operations, moves, adds, changes, trouble detection/correction, path testing, and general maintenance.
- Assists in the design of computer networks. Assists with the design of specifications and functional requirements for small networks including those for administrative and instructional labs.
- Activates data communications ports using specialized network software. Implements protocols for electronic mail systems and accounts.
- Installs and configures upgrades to existing networked computers to enhance continuous operations, desired performance, and service. May participate in research and development of recommendations for selection of upgrades and enhancements.

- Assists in troubleshooting to resolve network hardware and operations problems, including but not limited to connectivity, internet access, electronic mail and file servers. Works with fellow staff, equipment users, vendors, and independent contractors to identify and resolve problems.
- Updates existing security software on networks and workstations. Tests existing operating systems and personal computers for potential viruses and security problems.
- Assists with implementation of protocols and procedural controls for operation of the network systems.
- Installs and configures workstations to laboratory networks. Configures, maintains, and participates in installing laboratory networks. Connects workstations to servers and participates with others to connect with College-wide networks. Sets up student accounts on local networks.
- Installs, configures, and maintains specialized software that supports a variety of technical courses offered by the College.
- Tests software to ensure compatibility with the current operating environment and to equipment capability. Configures software to communicate with peripherals such as printers, modems, scanners, and screens.
- Develops and maintains up-to-date documentation supporting assigned and related areas of responsibility. This includes procedures and steps for equipment setup, help desk questions and answers, and inventory recording.
- Provides training for computer users in one-on-one and small group settings.
- Initiates and prepares purchase orders for personal computer workstation and network equipment, parts, and software. Submits completed documents to Technical Support Services for review and approval.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

Requires a working technical knowledge of personal computer operations, including the relationship and usage of various input and output components, business and education support software, and terminology. Requires a working knowledge of operating systems. Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires a working knowledge of personal computer based local area networks, network operations, and connectivity between servers. Requires a basic knowledge of the following protocols such as TCP/IP, IGRP, Serial, Ethernet, and Access Lists. Requires a basic understanding of the physical elements of the network including: fiber optic, twisted pair, and coaxial Ethernet cabling and connections, and routing, switching, and repeating equipment. Requires sufficient communication skills to conduct individual instruction and technical assistance on the use and application of PC-based business and education, internet, utility, and connectivity software. Requires sufficient writing skill to document technical procedures.

- **Abilities**

Requires the ability to install, configure, and troubleshoot networked computer workstations, systems, and programs used by the College in both instruction and administrative areas. Must be able to install and configure microcomputer components such as, but not limited to, cards and drivers. Must be able to fabricate and connect interface cables and connections between computers. Must be able to analyze data and evaluate the needs of users and develop the alternative solutions to problems and needs. Must be able to prioritize and organize work to meet deadlines and timetables. Must be able to read, interpret and apply complex technical information including equipment blueprints and schematics. Must be able to give one-on-one and small group orientation in the use of microcomputers and business and instructional software. May require the ability to perform work assignments at all College locations.

- **Physical Abilities**

Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl and reach to install cables and equipment. Requires sufficient hand eye coordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift, push, and pull objects of medium weight (less than 75 lbs.) on an occasional basis. Requires the ability to work in confined areas with noise variations, dust, and limited ventilation. Must be able to complete District-sponsored training in occupational safety and health and hazardous materials awareness within a reasonable amount of time.

- **Education and Experience**

The position may require the equivalent to an Associates degree in computer science or related technical field and 2 years experience in network operations and personal computer technical support. Industry certifications may substitute for some experience.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.

Board approved: 07/10/2003

Supporting Documents – Evidence

Goal 2 – 5-year I.T. Major Infrastructure Acquisition plan

BUDGET ALLOCATION PROPOSAL

Date: <u>09/01/2023</u>	Originator: <u>Scott DeWald</u>		
Program or Department Name:	<u>Information Technology Office</u>		
Dean/Vice President/Supervisor:	<u>VPAS – Deedee Garcia</u>		
What are you requesting? (<i>Brief</i>)	<u>Creation of new 5-year Capital Outlay budget item</u>		
Amount Requested: <u>\$200,000.00</u>	<input type="checkbox"/> One-time Funding	<input checked="" type="checkbox"/> Ongoing Funding	
Funding Source (if known):	_____		
REQUEST TYPE:			
<input type="checkbox"/> Personnel/Staffing <small>Complete Personnel/Staffing section below</small> <input type="checkbox"/> OTHER	<input checked="" type="checkbox"/> Technology Resource <small>Complete Technology section below</small>	<input type="checkbox"/> Facilities Resource <small>Complete Facilities section below</small>	<input type="checkbox"/> Professional Development <small>Complete Professional Development section below</small>

PERSONNEL/STAFFING REQUEST	
Is the position request for:	<input type="checkbox"/> Faculty <input type="checkbox"/> Classified <input type="checkbox"/> Management/Confidential
Is the position requested:	<input type="checkbox"/> A new classification (Attach <i>proposed</i> job description, or <i>detailed</i> list of proposed duties) <input type="checkbox"/> An existing classification <i>Official Job Title:</i> _____
Is the position requested:	<input type="checkbox"/> Full Time <input type="checkbox"/> Part Time: _____ Months/Year _____ Hours/Week

TECHNOLOGY RESOURCE REQUEST	
Indicate the category of the request:	
<input checked="" type="checkbox"/> Hardware <input checked="" type="checkbox"/> Software <input checked="" type="checkbox"/> Printer/Copier <input checked="" type="checkbox"/> Network <input checked="" type="checkbox"/> Audio-Visual <input checked="" type="checkbox"/> License/Maintenance	
Indicate the intended users:	
<input checked="" type="checkbox"/> Students <input checked="" type="checkbox"/> Faculty <input checked="" type="checkbox"/> Staff <input checked="" type="checkbox"/> Other	
Is training required?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Explain: <u>All new software/hardware deployments require staff training</u>
How will it be secured?	<input type="checkbox"/> Alarm <input checked="" type="checkbox"/> Secure Room <input type="checkbox"/> Secure Cabinet <input type="checkbox"/> Cable/Lock <input type="checkbox"/> Password
Have you completed and attached the Technology Assessment Form ?	

FACILITIES RESOURCE REQUEST	
Indicate the intended users:	
<input type="checkbox"/> Students <input type="checkbox"/> Faculty <input type="checkbox"/> Staff <input type="checkbox"/> Other	
Is maintenance required?	<input type="checkbox"/> No <input type="checkbox"/> Yes Explain: _____

BUDGET ALLOCATION PROPOSAL

PROFESSIONAL DEVELOPMENT REQUEST				
Indicate the intended users:	<input type="checkbox"/> Students	<input type="checkbox"/> Faculty	<input type="checkbox"/> Staff	<input type="checkbox"/> Other
Do other internal areas/departments need to be involved?				
<input type="checkbox"/> No	<input type="checkbox"/> Yes	Explain: _____		
Is technology needed?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	Explain: _____	

1. Why is the request being made?

Creation of a campus-wide capital outlay budget item to support a major Information Technology infrastructure items replacement cycle. This would plan would include campus-wide core hardware utilities like VMWare, NAS storage, Phone system, Internet Security Firewall and other platforms

2. a) Where in the Program Review/Annual Update is the request supported? Include the text from the Program Review AND cite the applicable section number(s).

Goal 2 - Creation of a campus-wide capital outlay budget item to support major infrastructure replacement cycle.

b) Explain how the request is supported with information gathered from the assessment of outcomes (Student Learning Outcomes, Program Level Outcomes, Service Area Outcomes, or Administrative Unit Outcomes).

We have not sufficient time to gather multi-year data supporting this requirement; however, experience indicates that these funds and the acquisition of this equipment is vital to overall health of the college's technology infrastructure.

c) How was this included in the Area Goals section of your Program Review? Please cite section/item number and include the text.

Improved access and efficiency in making upgrades to Information Technology infrastructure that is used campus wide. ie: phones, network, servers, firewall, etc. Provide the CFO with a consistent annual budget figure rather than individual allotments. This should aid in long term planning, and budget projections for the department and for the CFO.

3. If this item is approved, what departments or resources are needed, or would be affected, when implementing or developing it, on both a short-term and a long-term basis? Have they been notified?

Example: [Technology Assessment Form](#)

(This question is not required for Personnel/Staffing requests.)

Funding and assignment of a new Budget code will need approval from the Budget and Finance committee, the college Budget Analyst, the Vice-President of Administrative Services. The Technology Committee is also encouraged to collaborate to pick vendors and share researched information back to their constituent groups.

4. a) How will this resource improve student success or institutional services?

By approving this budgetary modification all college populations will benefit and as a result all student success is assured as well as improved institutional services at all levels. It is the intent of this request to ensure a consistent and repeatable cycle of hardware replacement. Once in place, it will provide the all institutional members with a clear understanding of the changes and implementation to keep the college information delivery platforms, "State-of-the-Art".

BUDGET ALLOCATION PROPOSAL

- b) What data will you gather and analyze to demonstrate that your proposal is meeting this goal(s)?

Most of these services are intangible to the everyday user, like the power coming out of a wall plug. In most cases, people only notice a service's existence when it is not available or missing. All these services run 24 hours a day, 7 day a week. The most common metric is Mean-time-between failures. We will also use Helpdesk and Customer satisfaction surveys.

- 5) Describe how your request is aligned with as many of the college's strategic planning documents as applicable. (If the request does not align with a document, indicate N/A.)

Please be specific and provide detail, ensuring a clear correlation between content of referenced document and the request. Cite the section and page numbers where the correlation can be found.

(Follow the links to access each document)

1. [Mission Statement](#)

“Committed to providing our students, community, and military population with the educational **tools** to achieve personal goals and professional growth” These infrastructure service items are the heart and arteries of our institution, they provide all of the other reliant systems access. These are the tools that link everything the college does everyday.

2. [Strategic Priorities / Strategic Goals](#)

SP4/1/1 - Sustain and cultivate an environment that strengthens the District's long-term fiscal health.

By creating a dedicated funding object these capital outlay requests can be planned and budgeted ahead of time. The “five-year” cycle will ensure that all primary systems update and can be counted upon.

SP4/2/2 - Ensure a sustainable and state-of-the-art facilities and technology infrastructure.

The sole purpose of this request is to ensure a consistent and up-to-date platform for all college pathways that provide communications, data storage and traversal, and all means to provide instructional delivery to our students. This is a proactive measure to ensure a repeatable cycle is created to prevent financial chaos when one of these high value purchases is required.

3. [Educational Master Plan](#)

The educational Master Plan frequently touches on the need to keep our technology infrastructure current and use of the latest in technology at all levels of the institution. This included our foundational systems and services. If any one of these platforms was to fail to operate effectively, the entire college population would be aware almost immediately. These systems and their downstream components are mission critical and the college could not afford to lose any one of them

4. Others: Such as [Technology Plan](#) , [Facilities Master Plan](#) , [HR Staffing Plan](#) , [Professional Development Plan](#)

The current Technology Plan is outdated by several years and is currently undergoing revision.

BUDGET ALLOCATION PROPOSAL

ADMINISTRATIVE USE

Administrator: _____ Title: _____

Comments/Recommendations:

Signature: _____ Date: _____

Administrator: _____ Title: _____

Comments/Recommendations:

Unit Priority Ranking: _____ of _____

BUDGET INFORMATION

*(This section **MUST** be completed)*

Budget Program Number: _____ Restricted Unrestricted

Comments regarding Budget Information: _____

Signature: _____ Date: _____

BARSTOW COMMUNITY COLLEGE DISTRICT
Technology Assessment Form for Software and Equipment

Directions:

The requestor will work with the Director of IT and the VP of Administrative Services to complete sections A-E and attach to their Administrative Unit or Program’s Budget Allocation Proposal during the Program Review process.

A. Purchase Information

1. Requestor Name	Scott DeWald
2. Department or Program Name	Information Technology Office
3. Equipment/Software Description	CheckPoint Internet Security Firewall (Year 1 of 5)

B. Operational Expenses and Detailed Description of Required Services Needed

1. Software (Description and cost)	
2. Hardware (Description and cost)	CheckPoint 6600 firewall platform (High Availability configuration): \$ 41,564.25
3. Implementation costs	Included within proposal
4. Maintenance a) Software b) Hardware c) Programming d) Employee Set-up e) Inventory Control	Support: \$ 74,256.00
5. Subscription or Perpetual License a) yearly cost b) site licensing, per computer or per user licensing.	Security subscriptions: \$ 66,916.80
6. Who will maintain this product/application? a) Department b) IT Department c) Vendor	Information Technology Office Network Administrator / IT Security Administrator
7. Is the quote attached for the new software/hardware?	Yes
8. Sustainability Requirement	

C. Describe the Total Cost of Ownership (V.P. of Administrative Services)

TCO: \$ 185,195.18 – This covers the new Firewall hardware to support CENIC 10GB and five years of support, maintenance, and security subscriptions.

D. Check all boxes to which this purchase applies

Mission Statement <i>(must apply)</i>	
Barstow Community College is an open-access learning environment that promotes critical thinking, communication, personal and professional responsibility, and global awareness by offering quality courses, programs, and support services.	<input checked="" type="checkbox"/>
Within accreditation standards?	<input checked="" type="checkbox"/>
Maintains fiscal integrity?	<input checked="" type="checkbox"/>
Promotes employee involvement in activities associated with professional responsibilities.	<input checked="" type="checkbox"/>
Increases student engagement, student success and student equity?	<input type="checkbox"/>
Promotes Workforce and Economic Development within the local community, the District and region?	<input type="checkbox"/>
Strategic Priorities <i>(must apply to at least 1)</i>	
Innovates to Achieve Equitable Student Success?	<input type="checkbox"/>
Ignites a Culture of Learning and Innovation?	<input type="checkbox"/>
Builds Community?	<input type="checkbox"/>
Achieves Sustainable Excellence in all Operations?	<input checked="" type="checkbox"/>

E. Acknowledgement of receipt and awareness of terms, conditions, and regulations

Title	Name	Signature	Date
Initiator Supervisor	Scott DeWald		
Director of IT	Scott DeWald		
Budget Analyst	Terri Walker		
VP Administrative Services	Deedee Garcia		

F. Approval of Purchase

Title	Name	Signature	Date
Cabinet Approval			
Superintendent/President	Eva Bagg		



MARK

Enterprises Technologies
IT Security Specialists

September 7, 2023

Quote For: Scott Dewald Barstow Community College 2700 Barstow Road Barstow, CA 92311 (760) 252-2411 sdewald@barstow.edu Quote # 090723-BARSTOW-CP-6600-5Y-v1	Remit to: MARK Enterprises 3435 Ocean Park Blvd., Suite 107 Santa Monica, CA 90405 (310) 322-2087 orders@mark-ent.com Fed EIN # 84-3840569
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ITEM	QTY	PRODUCT DESCRIPTION	UNIT PRICE	EXTENDED PRICE
1	2	Check Point 6600 Security Gateway Appliance with Plus Package Includes 4 Port 10GBase-F SFP+ interface card, 4x 10GbE SFP+ transceivers, 4x 10 GbE Fiber, 16GB Memory, Dual Power Supplies, 1x 480 GB SSD, and New Light-Out-Management (LOM) Includes 1st Year of SandBlast Security Subscription (IPS, Application Control, URL-Filtering, Anti-Virus, Anti-Bot, Threat Emulation, and Threat Extraction)	\$19,110.00	\$38,220.00
2	2	Check Point SandBlast Security Package Subscription for 4 Years	\$31,768.40	\$63,536.80
3	2	Check Point Premium Support per 6600-Plus Appliance for 5 Years Next Business Day Hardware Replacement, 24x7x365 Phone Support and Software Updates	\$32,487.00	\$64,974.00
4	1	Check Point Premium Support per 5-Gateway Management License for 5 Years 24x7x365 Phone Support and Software Updates	\$9,282.00	\$9,282.00
5	1	Check Point SmartEvent and SmartReporter Subscription for 5 Years	\$3,380.00	\$3,380.00
6	25	Check Point Check Point SandBlast Agent Basic Package for 5 Years	\$98.33	\$2,458.13
			SUBTOTAL	\$181,850.93
			TAX (8.75)	\$3,344.25
			GRAND TOTAL	\$185,195.18

Quote is valid until September 30, 2023

NOTES/COMMENTS:

PAYMENT TERMS - NET 30

MARK Enterprises is authorized to use this as a temporary purchase order for the listed items in the above proposal. A fax confirmation of the official purchase order will follow the next business day.

Purchase Order Number _____
Approval Signature _____
Print Name and Title _____

Date _____

Confidential Pricing. For Company Use Only.