Riverside City College
Technology Plan
2010-2014
INTRODUCTION:

Established in 1916, Riverside City College grew to establish two satellite colleges in Norco and Moreno Valley. Up to January 2010, the college was an integral part of supporting those campuses as they became separate colleges. The full separation of the Riverside campus from the District and Norco and Moreno Valley colleges continues to date. At this time it is not clear how specific network, hardware, technology, and Information Technology personnel be allocated. Nor is it clear what previously shared resources will remain District versus college domain.

The Technology Resources sub-council submits this draft technology planning framework with the understanding that technology is inherent in all aspects of college operations and teaching and learning and therefore requires a high degree of investment and reinvestment. The college has defined its vision to “attain national recognition as an educational leader through the power of the arts and innovation”. The primary purposes of this document are to establish goals and objectives related to technology acquisitions, use, and replacement for the college strategic planning, and to support the college vision and mission. It is our intention that the vision statement of this Technology Plan will remain constant and guide technology implementation college wide.
**Vision Statement**

*Technology effectively supports all students, faculty, administration, and staff to*

- Provide global access to information
- Meet the curricular needs of all learners
- Enhance critical thinking skills to foster innovation, expression, and communication
- Provide skills and proficiencies necessary for the workforce
- Provide needed technology to improve the effectiveness of administrative tasks

**Goals and Objectives**

**A. College Awareness and Access**
Increase awareness of college as a viable option and enhance access to higher education for growing populations.

1. Establish a comprehensive state-of-the-art college website to function as a major information portal and marketing presence.
2. Maintain active college sites on all popular social networking and content sharing sites

**B. Student Success and Readiness**
Promote college readiness and provide the programs and services to enable all students to achieve their educational and career goals.

1. Provide remote access to all RCC systems and services
   - Virtual student services center, academic advising and counseling, library resources and support, instructional computer applications
   - Support the use of on-line meetings and video conferencing
2. Provide single sign-on to college systems and services
3. Provide consolidated, live and virtual technology support
4. Ensure all faculty, administration and staff have access to, and use of, an online course management system
5. Support faculty, administration, and staff development and training in the effective use of information technology, multimedia, and web content

**C. Partnerships for Economic and Workforce Development**
Strengthen the Colleges’ capacity to respond to current and emerging labor market needs and to prepare students to compete in a global economy. Become recognized leader in higher education by providing cutting edge technology
1. Collaborate with CTE, Workforce units, and advisory groups regarding current and emerging needs, skills, and applications used in transfer institutions and the workplace

2. Provide remote capability for all College employees including access to appropriate College resources including college software applications, secure web storage, document imaging, video conferencing, and online collaboration tools

D. System Effectiveness
   Improve system effectiveness through communication and coordination, and performance measurement.
   1. Establish technology replacement, upgrade and maintenance cycle guidelines within District, College, and IT security standards.
      ❖ Current replacement schedule /life-cycle and end of life-cycle replacement policy as follows:
        ▪ Desktop hardware: 3-4 years
        ▪ Network hardware and desktop peripherals: 5-7 years
        ▪ Wiring and physical infrastructure: 10-15 years
      ❖ Review wireless coverage standards provided to all college facilities

   2. Establish equipment and software standards for all classrooms and offices

   3. Establish procedures for:
      ❖ Document management system/program
      ❖ Provide data warehouse functionality
      ❖ Overall storage efficiency

   4. Recommend guidelines for online and in-person training programs
      ❖ Administrative software
      ❖ Course management software
      ❖ IT staff proficient in college system utilities and all related applications.

E. Resource Development
   Provide enhanced resources and allocation methods to ensure high quality education for all.

   1. Establish and maintain online inventory tracking for unit plan review, resource request and allocation.
2. Establish the guidelines for replacement and maintenance reserve funds.
   - Suggested replacement: Evaluate and replace yearly, up to 1/3 of the oldest computer equipment utilized by students.
     Rationale: Warranties expire in three years time. Equipment older than three years requires expensive repairs and needs updating.
     Replacement must be inclusive and equitable for all departments. Information Services shall use its discretion in relocating used computer equipment to the end of life cycle using the following recommendation.
     - Allocate equipment and technology with the goal of maximizing useful life from performance users to standard users
       - Proposed performance user definition: Number crunching, high excel spreadsheet, database, power user with multiple window user, graphic intense, high end propitiatory software
       - Proposed standard user definition: A standard user is someone who uses word processing, kiosk machine, basic internet usage
     - Suggested reserves: Establish a computer replacement and repair fund for needs beyond the 1/3 replacement fund.
       Rationale: When maintenance contracts are allowed to expire, but equipment is not replaced, a contingency fund for repairs, maintenance/replacement is needed. Capital requests are considered once a year. This additional fund addresses needs that arise throughout the year, outside unit plan update, using established Technology Plan guidelines.
       - Reserve 2-3% of the annual college budget for replacement/upgrade equipment including but not limited to computer, media equipment and software.

F. Safety, Emergency Preparedness, Disaster Recovery
   Sustain a secure and reliable network through commitment of funds and a sound technological infrastructure.

1. Ensure faculty, staff, and students sign-up for AlertU
2. Ensure emergency notification reaches all networked computers, college phones, and networked flat panels
3. Review the Datatel backup methodology
4. Develop a Datatel hot-site for business continuity in the event of a disaster
5. Recommend quarterly or semi-annual meetings with key Information Technology, Administration, and Academic contacts to review Safety/Disaster plans.
<table>
<thead>
<tr>
<th>Goal</th>
<th>Objectives</th>
<th>Strategy</th>
<th>Assessment/Outcome</th>
</tr>
</thead>
</table>
| 1. **College Awareness and Access:** Increase awareness of college as a viable option to enhance access to higher education for growing populations. | A. College Web site functions as a major information portal and marketing presence.  
B. College maintains active sites on all popular social networking and content sharing sites. | 1A: Research, purchase, and implement College portal.  
1B: Identify college personnel to coordinate site and content development with District Public Affairs and Marketing. | A. Baseline: Pending IT Audit May 2010. Outcome: Review status Spring 2011  
B. Baseline: College sites exist but not maintained by college personnel. Outcome: By January of 2011 personnel identified |
| 2. **Student Success and Readiness:** Promote college readiness and provide the programs and services to enable all students to achieve their educational and career goals. | A. Remote access to all RCC systems and Services is provided.  
B. College has single sign-on to systems and services  
C. Consolidated, live and virtual technology support is provided.  
D. All faculty, administration, and staff have access to and use of to online course management system.  
E. Technology supports faculty, administration, staff development and training in the effective use of information technology, multimedia, and Web content. | 2A: Identify and establish remote access guidelines (wireless, wifi, web access)  
2B: Evaluate single sign on methods  
2C: Establish a “one-stop” technical support location (everyone knows where and how to find help)  
2D: Provide faculty and staff development workshops in on-line course management software.  
2E1: Every fall and spring semester (and as needed for new technology), IT holds training sessions and workshops on hardware/software for faculty, staff and students.  
2E2: 100% of new users attend annual Datatel, Web Advisor, and Census training.  
2E3: Maintain a technology training classroom. | A. Baseline: Identify the major venues for obtaining remote access.  
Outcome: Pending IT Audit May 2010  
B. Baseline: None established to date.  
Outcome: Pending IT Audit May 2010  
C. Baseline: Examine help desks needs and existing protocols  
Outcome: Pending IT Audit May 2010  
D. Baseline: Currently all faculty teaching web enhanced, hybrid, and on-line classes have access to on-line course management software. Staff access unknown. Outcome: 2012-2013 all faculty and staff will have access as measured by course management system reporting.  
E1-3: Baseline: unknown. Assessment will involve survey of faculty, staff and students post training to establish baselines, determine effectiveness, and identify missing elements. |
### 3. Partnerships for Economic and Workforce Development:
*Strengthen the Colleges’ capacity to respond to current and emerging labor market needs and to prepare students to compete in a global economy.*

<table>
<thead>
<tr>
<th>Goal</th>
<th>Objectives</th>
<th>Strategy</th>
<th>Assessment/Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A.</strong> CTE, Workforce unit, and advisory groups collaborate regarding current and emerging needs, skills, and applications used in transfer institutions and the workplace. <strong>B.</strong> Remote capability for all College employees including access to College resources, software applications, secure web storage, document imaging, video conferencing, and online collaboration tools provided.</td>
<td><strong>3A:</strong> CTE department chairs meet with designated Technology sub-council of the Resource Development and Administrative Services Leadership Council once every primary semester. <strong>3B:</strong> Establish a system that can be accessed with current technology to support collaboration with outside partnerships.</td>
<td><strong>A.</strong> Baseline: A Technology sub-council currently exists. CTE technology trends have not been reported from the perspective of local advisory committees. Outcome: This topic will become a regular agenda item of sub-council. <strong>B.</strong> Baseline: Evaluate existing partnerships to determine needs (i.e. Extranet, video conferencing) Outcome: Pending IT Audit May 2010</td>
<td></td>
</tr>
</tbody>
</table>

### 4. System Effectiveness:
*Improve system effectiveness through communication, coordination, and performance measurement.*

<table>
<thead>
<tr>
<th>Goal</th>
<th>Objectives</th>
<th>Strategy</th>
<th>Assessment/Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A.</strong> Technology replacement, upgrade, maintenance cycle guidelines established within District, College, and Security standards. <strong>B.</strong> Equipment and software standards established for all classrooms and offices. <strong>C.</strong> Procedures for document management, data warehouse, and storage efficiency established. <strong>D.</strong> Guidelines for online and in-person training programs related to administrative software, course management software, and IT system utilities are defined/recommended.</td>
<td><strong>4A:</strong> Maintain technology in the classrooms and labs. One third of the computer classrooms are upgraded/replaced annually. <strong>4B:</strong> Identify the campus technical needs regarding existing hardware can support and what new software will be required. <strong>4C:</strong> Identify needs, storage requirements and options. <strong>4D:</strong> Provide Faculty and Staff development training and workshops.</td>
<td><strong>A.</strong> Baseline inventory and aging to be established summer 2010. Annual review to compare and verify replacement follows schedule. <strong>B.</strong> Baseline: Some standards exist. However, campus needs vary from year to year. Outcome: Input received from faculty, staff and administration. Pending IT Audit recommendations May 2010. <strong>C.</strong> Baseline: None exists. Outcome: Pending IT Audit recommendation May 2010. <strong>D.</strong> Baseline: Programs do exist. However, training needs have yet to be identified or consolidated. Outcome: College survey. Pending IT Audit recommendations May 2010.</td>
<td></td>
</tr>
<tr>
<td>Goal</td>
<td>Objectives</td>
<td>Strategy</td>
<td>Assessment/Outcome</td>
</tr>
<tr>
<td>------</td>
<td>------------</td>
<td>----------</td>
<td>--------------------</td>
</tr>
</tbody>
</table>
| 5. **Resource Development**  
Provide enhanced resources and allocation methods to ensure high quality education for all. | A: Online inventory tracking for unit plan review, resource requests and allocations is established and maintained.  
B: Replacement and maintenance reserve guidelines established and reviewed. | 5A: Database or spreadsheet devised and made available from on and off-campus for Unit Plan Update process and resource requests and allocations.  
5B: Technology sub-council group recommends guidelines for replacement and maintenance reserves via Strategic Planning Process. | A: Current baseline zero, on line tracking system does not exist. The 2010-11 Unit Plan Update process will make use of an online tracking tool.  
Sustain secure and reliable network through commitment of funds and sound technological infrastructure. | A: Faculty, staff, and students are signed up for Alert U.  
B: Emergency notifications reach all networked computers, college phones, and networked flat panels.  
C: Datatel backup methodology is reviewed.  
D: Datatel hot-site is developed.  
E. Information Technology, Administration, and Academic contacts review Safety and Disaster plans on a quarterly or semi-annual basis. | 6A: E-mail, WebAdvisor, and listserv notifications. Awareness campaign via Marketing/Public relations?  
6B, C, D: Information Technology departments collaborate with Administration, Faculty, Staff to develop comprehensive disaster recovery plan to include: Inventory technology, ensure technology resources are available in a reasonable time following disaster.  
6B, C, D: Baseline: Documentation of a complete IT department collaboration regarding IT disaster planning and recovery unknown. By the end of 2010-11 academic year the IT department will meet and develop IT disaster and recovery plan.  
6E: Baseline: Zero. A disaster recovery plan does not exist. By the end of the 2010-11 academic year a plan review schedule will be put in place. |
TECHNOLOGY STANDARDS/RECOMMENDATIONS

INSTRUCTIONAL MEDIA EQUIPMENT STANDARDS-
INSTRUCTIONAL MEDIA SERVICES DEPARTMENT

TRADITIONAL CLASSROOM:

Each classroom in the District will have the following “traditional a/v (media) equipment”

1 – 6’ Matte White Dalite Screen mounted with “T” Bar clips or brackets (min. size 6’)
1 – Ceiling mounted LCD projector with XGA resolution or higher and min. 3500 lumens with Sonic Alarm; ceiling mount brand will be Peerless
1 – Anchor AN-130 powered speaker with SB360 bracket mounted front center of classroom
1- Faculty Workstation (Spectrum Media Director Cabinet) with the following:
   1- VGA desk top plate
   1- Extron Interface boxes for source components, and control as needed
   1- Extron Scaler
   1- Extron Network connection box
   1- Extron Projector controller
   1- Extron Speaker Volume Control
   1 - VGA 50’ VGA Extension cable (length as needed)
1- Buhl 9014 overhead projector (optional to be phased out)
   1- Bretford cart A2642E (optional to be phased out)
   1- Assistive Listening Devices
   1- Wireless Microphone

Optional

1 – Vaddio Ceiling Mounted Document Camera w/desktop control

POWER AND NETWORK REQUIREMENTS:

1- Switched AC power for powered speaker (location near faculty workstation)
1- Single outlet at the LCD projector ceiling location…outlet box must be 14’ away from front center of room with 12’ radius of flex conduit slack for future relocation of power outlet. J box must be mounted to flex conduit so outlet can be moved around at the discretion of the IMC installers.
1- Ethernet network line with RJ45 connector at projector location (12’ of slack at the projector location.
1- Ethernet connection at front of classroom for internet access. (To be mounted at the faculty workstation location)

NOTE:

This identifies basic media standards for “traditional classrooms”, any changes to this standard must be approved by the IMC in writing.
SMART CLASSROOM:

A smart classroom is a classroom that has a seating capacity above 50 and/or a ceiling height higher than 10’. A smart classroom will be designed to meet the high demand of the latest instructional media technologies as needed for classroom presentations. A/V design will be based on courses to be taught in the Smart Rooms. The room will include traditional media equipment plus advance technology need to support class lectures. Each smart room will be designed on a case-by-case basis.

A Smart Classroom will have the minimum of:

1) Complete room control touch panel
2) Up to three LCD Projectors with the highest resolution and optimum lumens
3) Up to three Electronic Projection Screens
4) Ceiling mount document camera
5) Video Conferencing Technology
6) Media Site for live streaming
7) Custom Sound System to accommodate regular lectures, Video Conferencing and Live Video Streaming
8) Hitachi Smart Board either desktop or wall mounted version with Ultra Short Throw projector.
9) The room will be designed with optional full instructor work station room control and/or full lectern room control.
10) Optional consideration: High Lux HD robotic cameras with remote access control via network to the MDC (Riverside location) for video production quality recordings.
11) All Smart Classrooms lighting fixtures should have 5600 degree Kelvin daylight elements (fluorescent with full dimmer control down to 20%)
12) Room shade control option
13) Assistive Listening Devices
14) Polycom Interpreters Video Conferencing Station for the hearing and visually impaired student (see IMC for latest specifications)
TECHNOLOGY STANDARDS/RECOMMENDATIONS

MICROCOMPUTER HARDWARE SUPPORT GUIDELINES

PURPOSE:

To establish uniform guidelines and standards for the procurement, installation, maintenance, and disposal of district-owned computer equipment (including peripherals such as printers, scanners, speakers, keyboards, mouse, monitors, external mass storage devices, external optical devices that are locally attached to the desktop) and client-side software.

BACKGROUND:

As the number of personal computers used at Riverside Community College District grows, it is extremely important that all users of this equipment understand the type and level of support that is available through Information Services. These guidelines will allow the user to plan for future additions to the district systems.

Hardware support will be provided only for district-owned systems that have been properly identified and tagged with an RCCD asset tag number provided by Inventory Control.

Procedures For Equipment Service Support.

1. User shall contact the Information Services Help Desk to generate a work order.

2. District Personnel can create work orders and transfer issues to the Microcomputer Support Manager at a priority 3 level:

   A) All micro work orders will be assigned by the Microcomputer Support Manager to the appropriate campus and specialist.

   B) Work orders that need to be transferred to the appropriate internal Information Services groups (Network Support, Phones, Helpdesk, and Operations) or the hardware repair contractor.

   C) A Microcomputer Support Specialist (MSS) / Technician (MST) will be assigned to determine the severity of the issue. The specialist will perform resolutions of problems that can be resolved by:
a. Reconfiguration/re-installation of hardware (or hardware software/drivers)
b. Minor Reconnection/replacement of parts performed in a quick manner (no more than 20 min.)
c. Temporary setup of district owned equipment/devices that meets current district standards provided by the user’s department should the user’s equipment be out-of-service for more than 48 hours. Microcomputer Support does not provide loaner equipment.

D) Problems resulting in repair or major part replacement will be transferred to the hardware repair contractor for warranty/out-of-warranty resolution.

E) Microcomputer Support will be responsible for coordinating timely replacement between end user, hardware repair contractor and/or manufacturer.

**Acquisition Of Equipment.**

User will contact the Information Services Help Desk (x8388) to generate a work order:

A) The Microcomputer Support Specialist assigned to the work order will contact the user to evaluate the user’s needs and makes recommendations for the configuration. The configuration will take into account software, hardware, and any other requirements based on the user’s needs and district’s minimum recommendations at the time the request is made. See Hardware Supported Table.

B) The Microcomputer Support Specialist will inform the user regarding the location and equipment required to support the new system(s). Checklist:

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>REFER TO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power requirements</td>
<td>Facilities *</td>
</tr>
<tr>
<td>Relocation of Equipment</td>
<td>Facilities *</td>
</tr>
<tr>
<td>Special cabling (Ethernet /fax modem)</td>
<td>I.S./Phones Dept. *</td>
</tr>
<tr>
<td>Network services:</td>
<td></td>
</tr>
<tr>
<td>Novell / Domain Accounts</td>
<td>I.S./Network Support *</td>
</tr>
<tr>
<td>Required access to network program(s)</td>
<td></td>
</tr>
<tr>
<td>/network share(s) (i.e. SARS),</td>
<td></td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>Access to network printer(s),</td>
<td></td>
</tr>
<tr>
<td>Email account, intranet list-serve listings</td>
<td></td>
</tr>
<tr>
<td>Datatel, Web Advisor, Resource 25, CI Track user logins</td>
<td>I.S. Operations *</td>
</tr>
<tr>
<td>Security devices (i.e. lock/cables)</td>
<td>Warehouse/IDS</td>
</tr>
<tr>
<td>* can be placed via helpdesk request</td>
<td>Helpdesk</td>
</tr>
</tbody>
</table>

C) The Microcomputer Support Specialist will provide a quote(s) from an approved vendor(s) for purchase of computer related equipment and attached to the work order request.

**New System Install Procedure.**

When a work order for new equipment installation(s) is received by the Microcomputer Support Specialist:

*Side Note! – When work orders for new equipment installations are created the work order needs to be sent to inventory control. Inventory control then places the asset tag number in the work order and then sends the work order back to micro.*

1. The assigned Microcomputer Support Specialist / Technician will confirm that the equipment has been tagged by inventory control. If the equipment does not have an RCC asset tag, then the Microcomputer Support Specialist will transfer the work order to “Inventory Control” to have the equipment tagged.
2. The assigned Microcomputer Support Specialist / Technician will contact the user to schedule the installation.
3. The installing Microcomputer Support Specialist / Technician makes a separate journal entry in the work order and documents the following information: P.O. #, Make, Model, asset tag and serial number of computer and peripherals, location and user unit is assigned. Copy of journal to be sent to inventory control personnel.
4. Refer to section IIID2 for software support guidelines and also refer to appropriate detailed work procedures.

**Turn Over Of New Equipment.**
Upon completion of the installation and testing of the new computer system, the user will be notified that the system is ready for use. All enclosed documentation and software will be turned over to the user. The Microcomputer Support Specialist may then provide a brief basic overview on the operation of the new equipment.

**Reassignment of Equipment.**

1. The user will call the Information Services Help Desk to request a work order to initiate the reassignment of computer equipment to a new user. The Microcomputer Support Specialist will evaluate and determine if the computer equipment meets district minimum requirements.

2. Once the computer is released by the user, it will be **re-formatted / re-imaged**, this applies to Staff/Faculty computers only. Please complete a “Reassignment of Computer Equipment” form if applicable. This form is required except when equipment is reassigned within the department.

3. The computer will be setup according to the new user’s requirements, i.e. computer name, network settings, printer drivers, e-mail, etc.

4. The installing Microcomputer Support Specialist makes a separate journal entry in the work order and documents the following information: Make, Model, asset tag and serial number of computer and peripherals, location and user unit is assigned. Copy of journal to be sent to inventory control personnel.

**Disposal of Obsolete Equipment.**

1. A work order will be generated to document the disposal of obsolete equipment.

2. A Microcomputer Support Specialist will be dispatched to complete the “Reassignment of Computer Equipment” form (see attached sample on IIID4.2). The MSS will re-format the hard drive, remove the processor, memory, and then remove the hard drive.

3. The assigned MSS will transfer the work order to Inventory Control to arrange disposal of obsolete equipment.
**Hardware Supported Table:**

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>OS</th>
<th>MEM</th>
<th>HD (GB)</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intel Pentium III Win /2k/XP</td>
<td>256+</td>
<td>40+</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Intel Pentium 4+</td>
<td>512+</td>
<td>80+</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intel Pentium 4 Duo/Quad Core</td>
<td>Win /XP/Vista</td>
<td>2GB+</td>
<td>80+</td>
<td></td>
</tr>
<tr>
<td>PowerMac\PowerBook G4 1GHz+</td>
<td>OS 10.3/10.4</td>
<td>256+</td>
<td>40+</td>
<td>2</td>
</tr>
<tr>
<td>MacPro\MacBook\iBook Intel-Based 2.2GHz+</td>
<td>OS 10.4/10.5</td>
<td>1GB+</td>
<td>160+</td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**

2. No future upgrade path supported. PowerPC Based.

**Procurement.**

This is the entire process of purchasing software, from selection through delivery and installation. The MSS will evaluate the current hardware to find out if it will support the manufacturer’s recommended requirements.

User will contact the Information Services Help Desk (x8388) to generate a work order:

1. The Microcomputer Support Specialist will provide a quote(s) from approved vendor(s) for purchase of computer related client software and attached to the work order request.
2. User will then be advised to contact the Microcomputer Support Help Desk to generate a work order for installation of the new software once it has arrived.

**Installation.**

When a work order for new client software installation(s) is received by the Microcomputer Support Specialist:

1. The assigned Microcomputer Support Specialist will contact the user to schedule the installation.
2. The technician assigned will verify that the installation request is compliant with the manufacturer’s license agreement.
   a. Faculty/Staff licenses usually come with installation of new client software. Verify department has licenses.
b. Lab/Computer Classroom licenses are controlled and maintained by the Instructional Support Specialist (ISS). ISS’s are responsible for software license compliance.

3. The MSS\technician will follow the manufacturer’s installation procedure.
4. Whenever possible, the installing MSS\technician will use the default installation paths and perform a typical install, unless the user requests otherwise, or superseded by an existing Microcomputer Support installation procedure.

Upon completion of the installation, all documentation and software will remain with the user, and it will be the user’s responsibility to complete the registration of software.

**Support.**

User shall contact the Information Services Help Desk at 222-8388 to generate a work order.

1. The MSS\Technician will support client based software that meets district minimum requirements (including licensing). See Appendix ___.
2. A Microcomputer Support Specialist will be assigned to determine the severity of the issue. The specialist will perform resolutions of problems that can be resolved by but not limited to following solutions:
   a. reconfiguration/re-installation of software  
   b. resolving software conflicts  
   c. disabling or removing offending software
3. upgrading software, recommending new/replacement software  
   Problems requiring network based solutions, vendor related solutions, or user training will be escalated to the appropriate source (network, operations, outside vendors/contractors)

**DISTRICT OWNED** software currently supported. Current and two prior versions only.

1. Microsoft Operating Systems and Applications covered under FCCC licensing.
2. Software purchased for installation in academic lab/classroom environments.
3. Software purchased for installation in administrative environments.
4. Other software requires approval from Information Services Management.
**MICROCOMPUTER - COMPUTER LAB/CLASSROOM SUPPORT GUIDELINES**

**Hardware Procurement.**
See Acquisition of Equipment

**Software Procurement.**
See Procurement

**Hardware Installation.**
See New System Install Procedures

**Software Installation.**
See Installation.

Information Services only provides district software. Each discipline provides proprietary and/or specialized software.

**Hardware Support.**

Computer lab/classroom hardware related issues are called in by the ISS or assigned lab personnel to the helpdesk at x8388.

Maintain and update all hardware specs.

Outside hardware vendor will maintain all hardware related issues.

All lab installations require campus nomenclature (campus, location, room, pc number, ie. NST101x055) Note: there are additional computers and peripherals that have different naming conventions. (Referral documents to be determined at a later date)

**Software Support.**

Computer lab/classroom software related issues are called in by the ISS or assigned lab personnel to the helpdesk at x8388.

Acquire specialized/proprietary software from each discipline to be utilized in the appropriate location.

Deployment of software is performed by the MSS.

MSS will maintain all software related issues excluding licensing and specialized/proprietary software.

MSS will maintain CURRENT DOCUMENTATION related to any changes performed on all computers. (Referral documents to be determined at a later date)
Transfer/Relocation of Equipment.

See Reassignment of Equipment, Disposal of Obsolete Equipment

I. **Equipment Description**

- Computer _____________________ Description _____________________ Asset# _______________________
- Monitor _____________________ Description ____________________   Asset# _______________________
- Printer ______________________ Description ____________________   Asset# _______________________
- Scanner _____________________ Description ____________________   Asset# _______________________
- Keyboard
- Mouse
- Speakers

II. **Current Location**

- Riverside Campus
- Norco Campus
- Moreno Valley Campus
- Offsite Campus
- Surplus/Liquidation
- Other ________________________________ Department ________________________________ Room ________________________________

III. **Disposition** (This section to be completed by the Microcomputer Support Supervisor)

The computer equipment listed above will be reassigned to:

- Riverside Campus
- Norco Campus
- Moreno Valley Campus
- Offsite Campus
- Surplus/Liquidation
- Other ________________________________ Department ________________________________ Room ________________________________

**Certifications**

**Requestor** – I am requesting reassignment of the computer equipment, listed above, and I understand that my decision to reassign the equipment is irrevocable.

Requestor Name and Title

_______________________________  ________________________________
Requestor Signature     Date

**Information Services** – I have determined that disposition of the computer equipment listed above is in the best interests of RCCD.

Microcomputer Support Supervisor

_______________________________  ________________________________

Routing: Original – Inventory Control Clerk, Requestor – Copy, Microcomputer Support Supervisor - Copy
Technology Plan Sub-Committee Members:

Faculty Co-Chair: Janet Lehr, Associate Professor, Computer Applications & Office Technology
Administration Co-Chair: Lorraine Anderson, Dean, Admissions and Records
Staff Co-Chair: Dave Dant, Instructional Support Specialist

Ernie Arellanes, Microcomputer Support Technician
Skip Berry, Network Specialist (Data)
Henry Bravo, Instructional Media Center Manager
Rebecca Kessler, Instructor, Cosmetology
Shirley McGraw, Microcomputer Support Supervisor
Leo Pan, Network/Multimedia
Steven Schmidt, Assistant Professor, Music
Michelle Davila, Administrative Assistant IV, Recorder