<div align="center">

Agenda
RCC Technology Resource Committee (TRC)
March 11th, 2021
12:50pm-1:50pm
Zoom Meeting ID: **94688351412** Password: **TRC2020**
In attendance: Patrick Scullin, Gabriel Rivera, Terry Welker, Skip Berry, Bill Manges,
Jill Smithen, Jodi Mowrey, James Mitchell, Stephen Ashby, Yash Tyagi, Cheyenne
Martin-Corbett

</div>

Start time: 12:52 PM
End time: 1:59 PM

I. **Approve agenda/minutes from November 12, 2020 Meeting**
   a. Agenda
      i. Addition from Gabriel – MediaSite
      ii. Gabriel approved, Terry seconded
      iii. Areceli abstained as she was not present for last meeting
      iv. Approved
   b. Minutes
      i. Bill approved, Jodi seconded
      ii. Approved
   c. Committee also approved moving to Microsoft Teams
      i. This will be further addressed in next meeting

I. **Faculty Chair report of activity (Patrick Scullin)**
   a. RDAS Report
      i. No report

II. **Co-Chair report of activity (Gabriel Rivera)**
   a. No report

III. **Committee Member Reports**
   a. RDAS, ITSC, DAST, TSS (Bill Manges), etc.
      i. ITSC
         1. Halted due to COVID, not much progress currently
      ii. TSS
         1. Providing service for over 1000 college-provided end point devices, including for students and both campus district employees
         2. Continuing to support on-site computers as classes have continued on-campus and more have started to be on-campus again

<ol start="3">
Adhering to strict sanitation and social distancing procedures for those employees working on-campus and for incoming equipment
Working to increase number of techs as workload has significantly increased
Patrick - List of changes to department should be included in the tech plan
Terry – Is the service desk only for staff, or is it available to students?
<ol type="a">
This is for any district-provided device, regardless of user

IV. **Old Business**

    a. **Website update – Bill Manges**

<ol type="i">
Lots of positive feedback on redesign, including accolades from Chancellor/BOT for centering redesign around Guided Pathways
Modifications are being made based on suggestions from those who still find the redesign difficult to navigate
DO is moving all campus and district websites to same system we're using (ModernCampus)
Released interactive campus map, well-received
Working to do the same with course catalog, but this is a massive job

Interactive course catalog has so much content it has its own CMS and possibly its own website
Over 300 pages so far and each page must be approved
This is not the same as the class schedule; that is a separate issue

Because so much of the information is in different forms (PDF, JPG, and more), it's a long process to convert everything
MVC and NRC will be following in our steps
Also in the planning stages of interactive calendar with its own CMS and content owners
Starting training for omniupdate soon, giving people access to the content for which they're responsible; there will be guidelines to avoid previous pitfalls

    b. **WIFI upgrades – Bill Manges**

<ol type="i">
DOIT team leading these
Parking structure/lot enhancements completed end of 2020
Projects are already underway to improve existing WiFi
Also working with DOIT to improve WiFi network SSIDs

1. Trying to simplify and give colleges the ability to make WiFi guest accounts
    v. Security on district WiFI networks is also being increased

c. Devices on loan – Bill Manges
    i. Distributed over 500 laptops from student-facing carts at start of lockdown; college has since purchased 1500 more
        1. 700 currently checked out to students; 100 in process to be checked out
        2. 200 checked out to employees
        3. 500 laptops returning to student-facing carts
            a. Very big projects, as laptops will require over 20 configurations to be applied to each to return them to student-usable status (deep-freeze, etc.)
        4. Over 100 overdue; students have not returned them
        5. 60 laptops have been returned and are being disinfected for redistribution
        6. 20 laptops returned broken
            a. Student are not being charged
    ii. Distributed 150 wifi hotspots to students; 150 more on the way
    iii. Library has been an immense help in this process
    iv. Patrick asked about deep freeze
        1. Students (and staff) are encouraged to save all files to OneDrive, as it is a security issue to thaw the laptops
        2. Deep freeze also decreases IT maintenance necessary
        3. We are looking for alternatives to deep freeze
        4. Perhaps training could be provided to students on OneDrive and other ways to save their work when working on a deep freeze laptop
        5. Maybe an external drive could be provided to students for the semester

V. New Business
a. Mobile Computing Initiative – Bill Manges
    i. Meant to replace primary-use on-site PCs for staff with laptops and docking stations
    ii. Having employees remote into on-site PCs from loaner laptops is neither manageable nor efficient and presents certain security risks
    iii. Approved to fund through CARES; estimates and quotes provided ahead of funding due to time constraints
    iv. This move is not mandatory; only for those who opted in
        1. Skip: What is the reasoning for not making this mandatory?

a. It's not mandatory now because not everyone can do it due to the nature of their position
        v. The docking stations being provided support 2 monitors, as well as USBs ports
            1. Adaptors are available for different monitors
            2. Also Mac compatible
                a. TSS has always provided Mac support; however, iPad support is a new addition
    b. **CI Track Attendance replacement – Bill Manges**
        i. CI Tack has not been supported in over 5 years
        ii. Recently found A Plus Attendance
        iii. Hasn't been demoed by TSS
            1. Handled at DO level with Deans
        iv. Vetting is still in progress

    c. **Service Catalog – Gabriel Rivera/Bill Manges**
        i. Service catalog was created by a team of It, AV, and Media Tech members, with assistance from Christopher Blackmore and Susanne Ma
        ii. Our goal is for this catalog to inform our user group what services we provide (such as loaner equipment), how will help, and how long to expect a response
        iii. See Service Catalog PP (emailed to TRC members by Gabriel Rivera)
        iv. Service Catalog is broken up into Category Names, Service, Overview, Benefits, Available To, Cost, and Policies
        v. Categories were created from a mix of previous requests, scenarios and repairs experienced by task force members and TSS team members
        vi. Specific scenarios were broken down into Services provided
        vii. Overview gives more detail about Services
        viii. Not yet determined where this will be put, but it will be made available to the public
        ix. Looking to include it or reference to it in the RCC Technology Plan
        x. SLA
            1. Incident Priority and Targeted Response Matrix
                a. Incident impacting (organization, department/building, group, user)
                b. Urgency (work blocked, degraded, or not affected)
                c. Response (not repair) (1-3 business days)

        d. Skip - Will your Urgency take into account a single user but impacting student live student learning?
             i. Yes
        e. Should this be added to the RCC Technology Plan?
             i. Patrick suggests appendix
             ii. Skip suggests as a reference so it's not as hard to change
                  1. Gabriel seconds this, as the intention is for this to be an evolving document
                  2. Changes will only need to go through TRC for approval

d. Smart Classroom – Gabriel Rivera/Stephen Ashby
    i. Not discussed due to time

e. MediaSite – Gabriel Rivera/Stephen Ashby
    i. Not discussed due to time

VI. 2020/2021 TRC Projects
a. Annual Technology Plan Review
    i. Not discussed due to time

b. ERP – Project Nexus
    i. Still moving forward; currently working to migrate Colleague ERP data into campus Nexus
    ii. TSS and DOIT have been meeting with student service groups
    iii. DOIT expects data extract complete by end of April
    iv. First steps/testing by end of April/beginning of May

VII. Assignments:
a. District ITSC Meeting on 3/19/2021
b. Admin Support - Cheyenne Martin-Corbett

VIII. Next meeting: Thursday, April 8, 2021
IX. Action items
a. Araceli would like a Mac
    i. She will need to contact her department chair
b. Gabriel Rivera and Stephen Ashby will send info to and ask for feedback from the committee through email