2022-2023 ADMINISTRATIVE UNIT PROGRAM REVIEW
UNIT: LPC Technology Department

Unit Mission

To provide the highest quality support services, equipment and technical leadership to the college community: faculty, students, staff and administrators; with current, proven technology solutions that are sustainable.

The mission of Las Positas College

Las Positas College provides an inclusive, learning-centered, equity-focused environment that offers educational opportunities and support for completion of students' transfer, degree, and career-technical goals while promoting lifelong learning.

Technology Department support for the college mission

The LPC Technology Department supports the college mission by providing support and access for faculty, staff and students to hardware and software resources that enhance and encourage teaching and learning; as well as communication as it provides knowledge and skills to be used throughout one's life.

Major functions/duties of the LPC Technology Department

1. Help desk support services for the LPC campus

2. Classroom Support Services – Including all computer labs and instructional spaces

3. Network Support Services – Network and server resources

4. Audio / Visual Support Services – Learning environments and campus events

5.   Desktop Support Services - including hardware and software for all instructional and staff systems

6. Server support / Maintenance and Administration

7. Telecommunications Support

8. Printing and Copy Services – Students and Staff

9. Measure A Coordination as it applies to Technology – Construction

10. Software Licensing and Vendor Maintenance

11. Instructional Systems Standardization and Design

12. Facilities, planning, programming, design, Implementation

Manager, College Technology Services

Manages all LPC Technology Department Staff: Computer Network Support, Instructional System Support, and Telecommunication Support.

Collaborates with Architects, Consultants and Contractors on all new facilities as it relates to the planning, designing and implementation of the campus technology infrastructure.

Serves on the executive facility committee for planning and implementation.

Software Licensing and vendor management.

Learning environment design, budget and implementation.

Manages technology projects, scope, budget, plans, and deliverables.

Provides standardization and evaluation for technology purchases and requests.

Research available technologies and makes recommendations on planning, implementation and maintaining these systems.

Manage, plan and direct the deployment / installation of all Life-Cycle related equipment.

Research products, obtain and negotiate quote pricing and prepare requisitions.

Determine long-term strategies, plans and designs to meet those requirements

Forecast and manage the department annual operational budget, to include supply, maintenance, and upgrade of equipment. This includes all Hardware and software as it relates to Campus-Wide Technology.

Collaborates college and district staff to establish long-range technology goals, strategies, and plans.

Management of all Measure-A Technology projects for instructional systems on the LPC Campus.

II.   GOALS AND OBJECTIVES

UPDATE - Major Goals, Objectives, and Completion's for 2020 - 2021

Not Started	In Progress	Ongoing	Completed

Major Goals and/or Objectives	Start Date	Status: Ongoing, date completion anticipated	STATUS	EMP Goals or Planning Priorities linked to this Goal/Objective
NEW 2100 Building. IT involved meeting and input. In DSA for review and comment – In Construction	Summer and Fall 2019	2023	COMPLETED current design phase reviews and markups. – into DSA for review and comment In Construction and Due in 2023	**C4. Meet current and future technology needs. Add code for Facilities**
New AMT Building. IT involved meeting and input. In DSA for review and comment In Construction	Summer and Fall 2019	2023	COMPLETED current design phase reviews and markups. – into DSA for review and comment In Construction and Due in 2023	**C4. Meet current and future technology needs. Add code for Facilities**

New Horticulture Building. IT involved meeting and input. DSA Approved – going to BID in January In Construction	Summer and Fall 2019	2023	COMPLETED design phase – DSA Approved In Construction and Due in Spring 2022	**C4. Meet current and future technology needs. Add code for Facilities**
New viticulture Building. IT involved meeting and input. Currently in DSA	Summer and Fall 2019	2023	Currently in DSA	**C4. Meet current and future technology needs. Add code for Facilities**
New system installs for 803		December 2021	In Progress and Due December 2021	**C4. Meet current and future technology needs.**
Faculty Village – Design Phase	2019	2021	Completed	**C4. Meet current and future technology needs. Add code for Facilities**
1690 VP Renovation Project	2020	Spring 2021	Completed	**C4. Meet current and future technology needs. Add code for Facilities**
Security Master Plan – Design phase and review	2017	Fall 2021	COMPLETED-first review waiting on second – Second Review Completed. Moving to installs	**C4. Meet current and future technology needs. Add code for Facilities**
Campus Upgrade for Virus Protection. Moving from Symantec to SOPHOS	2020	Spring 2021	Completed	**C4. Meet current and future technology needs.**
Audio Visual - Upgrade of Conference Room 1687	2021	Fall 2021	Completed	**C4. Meet current and future technology**

				needs. Add code for Facilities
Phase 2 2400 Audio Visual Upgrades		December 2021	In Progress Completion December 2021	**C4. Meet current and future technology needs. Add code for Facilities**
Start on new computer life-cycle replacement	2021	Through 2022	On Progress – All instructor computers being replaced. Due January 2022	**C4. Meet current and future technology needs. Add code for Facilities**
Remove all computers and Technology from Library Research area and offices for construction in spring 2022	2021	2021	Completed	**C4. Meet current and future technology needs. Add code for Facilities**
Technology removal and installs for Remodels for Financial Aid – Counseling – Admissions & Records and Front Desk	2021	2021	Completed	**C4. Meet current and future technology needs. Add code for Facilities**
Remove all surplus Items form 2400 / Storage Container / and 1900	2021	2021	Completed	
Remodel of 1700 for the Black Cultural Center	2021	Summer 2021	Completed	**C4. Meet current and future technology needs. Add code for Facilities**
Move EMT/EMS from 2200 over to building 100			Completed	**C4. Meet current and future technology needs. Add code for Facilities**
Move 2206 (all middle college technology) over to building 100			Completed	**C4. Meet current and future technology needs. Add code for Facilities**

Order and image laptops for student laptop program fall 2021	2021	2021	Completed	**C4. Meet current and future technology needs.**
AZURE _ Backup / Restore / ITS	2020	New AZURE Cut-Over needs restore procedures	On hold because of other projects	**C4. Meet current and future technology needs.**
Approve final plans for the Verizon Cellular Project – In Progress	Spring 2016	Contract is completed. Moving towards design review.	This project is ongoing and is currently in DSA	**C4. Meet current and future technology needs.**

NEW Major Goals, Objectives, and Completion's for 2022 - 2023

Not Started	In Progress	Ongoing	Completed

Major Goals and/or Objectives	Start Date	Status: Ongoing, date completion anticipated	STATUS	EMP Goals or Planning Priorities linked to this Goal/Objective
Audio Visual Refresh for Building 1800 – 1850 Science Building	Summer 2022	Fall 2022		**C4. Meet current and future technology needs. Add code for Facilities**
Replace all MAC Computers in 4226 Piano Lab	2022	2022		**C4. Meet current and future technology needs.**
Replace all MAC Computers in 2400 Express classroom	2022	2022		**C4. Meet current and future technology needs.**

Create NEW Hi-Flex Learning Standard for LPC classrooms	2021	2022		**C4. Meet current and future technology needs.**
Replace computers for photo program	2022	2022		**C4. Meet current and future technology needs.**
Get all Identified Hi-Flex classrooms installed with new standard	2022	2022		**C4. Meet current and future technology needs.**
Upgrade Server VMware Environment for future growth	2022	2022		**C4. Meet current and future technology needs.**
E911 software upgrade for campus system	2022	2022		**C4. Meet current and future technology needs.**
CMS Upgrade for Telecomm	2021	2022		**C4. Meet current and future technology needs.**
Install all technology items for new LRC remodel	2021	2022		**C4. Meet current and future technology needs.**
Horticulture Building coming on line in March	2020	2022		**C4. Meet current and future technology needs.**
GoPrint is the student printing solution that the college has had since the early 2000s. It has been very successful in recouping costs for consumable supplies, supporting annual maintenance costs of the GoPrint equipment and reducing print waste. We have changed our approach with GoPrint and will be looking at wireless technology.	2020	Ongoing through 2020 – Other vendors may have similar solutions	All systems have been updated to the latest version of GoPrint. Testing for Wireless printing has been put on hold due to Covid	**C4. Meet current and future technology needs.**

Upgrade Audio Visual for all library areas	2022	2022		**C4. Meet current and future technology needs.**
Servers and Desktops Security Master Plan	2021	2022		**C4. Meet current and future technology needs.**
NEW 2100 Building. IT involved meeting and input. In DSA for review and comment – In Construction	Summer and Fall 2019	2023	In Construction and Due in 2023	**C4. Meet current and future technology needs.**
New AMT Building. IT involved meeting and input. In DSA for review and comment In Construction	Summer and Fall 2019	2023	In Construction and Due in 2023	**C4. Meet current and future technology needs.**
New Horticulture Building. IT involved meeting and input. DSA Approved – going to BID in January In Construction	Summer and Fall 2019	2023	COMPLETED design phase – DSA Approved In Construction and Due in Spring 2022	**C4. Meet current and future technology needs. Add code for Facilities**
New viticulture Building. IT involved meeting and input. Currently in DSA	Summer and Fall 2019	2023	Currently in DSA	**C4. Meet current and future technology needs. Add code for Facilities**
Audio Visual Refresh for Building 4000 instructional classrooms	Spring 2022	Summer 2022	Going to board	**C4. Meet current and future technology needs. Add code for Facilities**
Verizon Cell Tower Project	Spring 2022	Fall 2022	On Progress	**C4. Meet current and future technology needs. Add code for Facilities**

III. STAFFING

A. Staffing Profile

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2016	2017	2018	2019	2020	2021-2022	2022-2023
Administration	0	0	1	1	1	1	1
Supervisory	1	1	0	0	0	1	1
Classified Staff FT	6	8	7	8	7	9	10
Classified Staff PT	1	0	0	0	0	0	0
Confidential Staff FT	0	0	0	0	0	0	0
Total Full Time Equivalent Staff	8	9	8	9	8	11	12

B. Staffing Needs

History over the past 10 years

The staffing needs for the LPC Technology Department have reached a point where systems and services are being compromised. Due to Measure B, the college has been fortunate to build some beautiful facilities equipped with a great deal of technology. This has continued on through our new Measure A BOND. However, with each new facility there has been significant increases in computer counts, server counts, and learning environments. These technologies have exceeded the staff that are available to support them.

The issue of staffing was discussed in 2008 in the mid-term report for accreditation. However, it was noted that because of the current economic climate at the time, the LPC Technology Department did not describe what the number of increased staff should be. At the time staff members were being laid off because of budget deficits, it was clear at that time that all staff were going to have to continue to do a lot more with less resources. That same conservative approach continued for many years.

The 2012 accreditation mid-term report went on to include the following:
"It is imperative that as our campus environment continues to grow, we do not lose sight of identifying the need for permanent support staff. A solid infrastructure plan must include permanent, qualified support staff on a full-time basis. In addition, the department needs the ability to fund and train our existing staff as technology advances.

2021 Current State of staffing, risk, and increase in hardware support

Since the 2012 mid-term report systems and services have continued to grow in all areas of technology. However, there has not been substantial staffing adjustments to meet the needs of the college. The following table demonstrates how supported resources have increased while staffing has not kept up with the growth.

Increases in Technology Resource Support over the past 19 years							
	2002	**2012**	**2016**	**2018**	**2020**	**Increase**	**Estimated increases in 2 years**
Computer Systems / Laptops	600	1450	1650	1900	2500	316.6 %	3600
Smart Classrooms, Conference, Theatre	47	95	112	116	136	189 %	150
Instructional, Security and AD Servers	3	20	20	30	32	966.6 %	40
Wireless Access Points	20	47	84	300	325	1525 %	400
Telecom Devices	267	524	524	623	TBD	133 %	TBD

Copiers / MDF	12	27	27	32	34	183%	44
Printers	50	75	100	125	150	200 %	160

In 2017 we increased our part-time Instructional Systems Technician to full time, and have added 1 Computer Network Support Specialist II to the team. This helped us to get back on track with accomplishing a number of projects as outlined in this document. However, Instructional Systems Technician moved to another area shortly after. The department did go out to fill this position and had a number of candidates. When Covid hit us in the spring of 2020 the district had the college put positions on hold. This set us back yet again. In addition, the department is still in need of a Server Systems Administrator and a supervisory or lead to help with projects. The current staffing levels are not adequate and will be detrimental to the services and support to our students and faculty at Las Positas College.

The following risk matrix identifies some of the most critical issues that have the highest risk.

Staffing Risk Matrix						
Red - High Risk			Green - Medium Risk		Yellow - Low Risk	
Risk #	**Risk Owner**	**Risk**	**Probability (L,M,H)**	**Severity (L,M,H)**	**Mitigation Approach**	**Category**
1	Technology	Maintenance on Servers are not being scheduled as often. Resource availability and data loss at risk.	H	H	Need to reassigned and balance work load with employees. Need to hire more technicians	Budget
2	Technology	Backups are not being restored to ensure proper data quality. Data loss at risk	H	H	Need to reassign and balance work load with employees. Need to hire more technicians	Budget

3	Technology	RANSOMEWARE: This is currently our largest threat to data integrity. The college must invest in offsite backup solutions to ensure we can recover from a ransomware attack.	H	H	The college must invest in offsite backup solutions to ensure we can recover from a ransomware attack.	Budget
4	Technology Staff	No Training has been provided for staff to support newer technologies. Could result in prolonged system outages and data loss.	H	H	Need to identify training deficiencies and bring staffing skills up to meet current systems	Budget
5	Technology / Computer labs.	Images are not being prepared with the same quality because of workload. This impacts all instructional programs across the campus.	H	M	Need to reassigned and balance work load with new employees. The desktop ratio is simply to large	Budget
6	Technology / Computer labs.	Cannot sustain imaging and updates each semester. Instructional programs will not have what they need available.	M	M	Need to reassigned and balance work load with new employees	Budget
7	Technology	Staffing is limited and customer service complaints are starting to come in after years of high ratings	H	M	Streamline trouble calls with new systems and staff the help desk	Budget

8	Technology /Business Office	As new buildings are developed new staffing will need to be identified to support these areas	H	H	Identify positions before buildings come on-line to ensure no disruption in service	Budget
9	Technology /Business Office	The local college still does not have a Network Support position, help desk position. or admin assistant.	H	H	Work with business office to monitor resources for when these positions may be funded.	Budget
10	Technology / ITS	Layered security specifically to defend against Ransom Ware	H	H	We currently have anti-virus, CISCO umbrella, and Firewall security. But this is an issue that needs a complete strategy developed	Budget and planning with District as a whole. Network Administrator

Critical staffing positions and the impact to the college

The LPC Technology Department has a history of providing excellent service and support. When looking at the analysis of key performance indicators from the 2010 – 2011 program review, the Technology Department scored well above the college average.

ANALYSIS OF UNIVERSAL KEY PERFORMANCE INDICATORS from 2010 - 2011:

Overall: Unit Score 4.54	**College Average 4.03**
Evaluation: Exceptional	
The overall response to the survey and the calculation of the mean score for the Technology Department shows that the quality of work that has been provided to the college is of a very high level. The Technology Department staff works very hard and is committed to the support of our students, faculty and staff. The department's goal for this KPI is to maintain the overall quality that has contributed to receiving this rating.	
Responsiveness of Office: **Unit Score 4.48** **College Average 3.97**	
Evaluation: Exceptional	

The Technology Department staff does their best to respond to the end users of the college in a timely manner. The responsiveness rating that was achieved on the survey is evidence that the department has met its goal of being responsive to the needs of the users. The department's goal for moving forward is to maintain the high level of responsiveness.

Effectiveness of Office/ Services:	**Unit Score 4.43**	**College Average 3.99**
Evaluation: Exceptional		

The Technology Department offers many services to the college as a whole. After reviewing the survey responses, it is clear that the department is highly effective in the work that has been provided to the campus community. The department has always strived for a high level of efficiency and will continue to give the best possible service to the campus.

Advancing College's Mission/ Goals:	**Unit Score 4.47**	**College Average 4.03**
Evaluation: Exceptional		

The mission and goals of the college has always been a high priority of the department. The department continues to review and test emerging technologies that help to advance the teaching and learning environments of the college. The survey results show that the department is successful in this area.

Why are these indicators important?

It is important to understand that the LPC Technology Department may no longer be able to sustain this level of support. Over the past few years the department has received feedback that some customers' requests and equipment maintenance is suffering. This equates to more systems being out of service, and software updates not being handled in a timely manner. Some Faculty members who have realized the impact have offered services to relieve administrative duties on desktops. TheLPC Technology Department is committed to keeping our customer satisfaction at its highest level and will need to make improvements in staffing and resources to accomplish its mission.

Technology Satisfaction Survey 2018-19

Q1 Thinking about your experience(s) with the LPC Technology Department over the past academic year, how much do you agree with the following statements? (1 = Strongly Disagree, 5 = Strongly Agree)

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
My questions/needs were resolved to my satisfaction.	15.38% 6	2.56% 1	0.00% 0	12.82% 5	66.67% 26	2.56% 1	39	4.16
My questions/needs were handled in a professional manner.	15.38% 6	0.00% 0	0.00% 0	5.13% 2	76.92% 30	2.56% 1	39	4.32
My questions/needs were handled in a timely manner.	15.38% 6	7.69% 3	5.13% 2	5.13% 2	64.10% 25	2.56% 1	39	3.97
The staff of the Technology Department is knowledgeable and courteous.	15.38% 6	0.00% 0	0.00% 0	7.69% 3	74.36% 29	2.56% 1	39	4.29
The Technology Department provides resources and support that support student learning.	15.38% 6	2.56% 1	0.00% 0	10.26% 4	64.10% 25	7.69% 3	39	4.14
The Technology Department provides necessary technologies that allow me to perform my job effectively.	15.38% 6	2.56% 1	0.00% 0	15.38% 6	66.67% 26	0.00% 0	39	4.15
Overall, I am satisfied with the effectiveness of the Technology Department.	15.38% 6	0.00% 0	5.13% 2	10.26% 4	69.23% 27	0.00% 0	39	4.18

Technology Satisfaction Survey 2019-20 - Thinking about your experience(s) with the LPC Technology Department over the past academic year, how much do you agree with the following statements? (1 = Strongly Disagree, 5 = Strongly Agree)

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
My questions/needs were resolved to my satisfaction.	10.00% 5	0.00% 0	4.00% 2	12.00% 6	70.00% 35	4.00% 2	50	4.38
My questions/needs were handled in a professional manner.	10.00% 5	0.00% 0	2.00% 1	10.00% 5	74.00% 37	4.00% 2	50	4.44
My questions/needs were handled in a timely manner.	10.00% 5	0.00% 0	4.00% 2	12.00% 6	70.00% 35	4.00% 2	50	4.38
The staff of the Technology Department is knowledgeable and courteous.	10.00% 5	0.00% 0	2.00% 1	12.00% 6	72.00% 36	4.00% 2	50	4.42
The Technology Department provides resources and support that support student learning.	10.00% 5	0.00% 0	4.00% 2	10.00% 5	72.00% 36	4.00% 2	50	4.40
The Technology Department provides necessary technologies that allow me to perform my job effectively.	10.00% 5	0.00% 0	8.00% 4	10.00% 5	70.00% 35	2.00% 1	50	4.33
Overall, I am satisfied with the effectiveness of the Technology Department.	10.00% 5	0.00% 0	8.00% 4	8.00% 4	72.00% 36	2.00% 1	50	4.35

Technology Satisfaction Survey 2020-21

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
My questions/needs were resolved to my satisfaction.	5.71% 2	2.86% 1	2.86% 1	11.43% 4	68.57% 24	8.57% 3	35	4.47
My questions/needs were handled in a professional manner.	5.71% 2	0.00% 0	2.86% 1	8.57% 3	71.43% 25	11.43% 4	35	4.58
My questions/needs were handled in a timely manner.	5.71% 2	2.86% 1	2.86% 1	8.57% 3	71.43% 25	8.57% 3	35	4.50
The staff of the Technology Department is knowledgeable and courteous.	5.71% 2	0.00% 0	2.86% 1	5.71% 2	82.86% 29	2.86% 1	35	4.65
The Technology Department provides resources and support that support student learning.	5.71% 2	0.00% 0	0.00% 0	8.57% 3	77.14% 27	8.57% 3	35	4.66
The Technology Department provides necessary technologies that allow me to perform my job effectively.	8.57% 3	2.86% 1	5.71% 2	11.43% 4	68.57% 24	2.86% 1	35	4.32
Overall, I am satisfied with the effectiveness of the Technology Department.	5.71% 2	0.00% 0	8.57% 3	8.57% 3	74.29% 26	2.86% 1	35	4.50

1	Due to the Covid situation, I haven't hardly been on campus or used the TD services.	5/9/2021 8:31 PM
2	More help with pdfs. I think all of us should have the same software so that we can fill in and sign stuff sent to us.	5/5/2021 10:30 PM
3	Add more staff. They go over and above in helping with issues, but clearly need more people.	5/4/2021 9:57 AM
4	I do not know if this is under Tech Dept's domain but as we have been working remotely for this academic year (2020-21), I have had instances (not all weeks, but sometimes one or twice a week) when my VPN would disconnect and my laptop would need to re-connect to my remote desktop. When this would occur during my meeting with students, I would need to disconnect my VPN, then reconnect it in order to then access my remote desktop. This is challenginge when I'm working with a student because then I would need to take a few minutes for my system to be connected before I can assist a student.	5/4/2021 9:38 AM
5	They are doing great with what they have. We need more staff members to meet the demand in their area and respond to the ever changing needs and contexts. They do an amazing job, yet to meet the needs they need more support.	5/3/2021 3:35 PM
6	.	5/3/2021 3:24 PM
7	Bring back Canvas Support 24/7. Animation & graphics subscriptions	5/3/2021 1:56 PM
8	More good staff, fewer poor staff	5/3/2021 1:13 PM
9	This is not a need, but I wanted to share my thoughts about the Dept. The staff are amazing! I may not have always gotten the results I hope for, but the staff goes above and beyond to make things happen. LPC is very lucky to have each and every one of them.	5/3/2021 11:45 AM
10	Thanks for supporting our work in this crazy year! My only wish is that I could get my students to turn to you with technology questions before they turn to me and then I have to spend time re-directing them. I have included all necessary information and links on my syllabus and on my Canvas course, but to no avail.	5/3/2021 11:01 AM
11	Improving AV in older classrooms	5/3/2021 11:00 AM

Although we have been holding a steady rating as indicated in our customer surveys, these numbers will start to move in a negative direction if we do not start assigning the proper resources to support the growth of the college. These resources include staffing, training, management tools, auditing, and software. Management tools and software are needed to quantify data in order to make informed decisions about where resources are needed the most.

Our most recent survey results have been released spring of 2021. We did fill the open positions for Computer Support Specialist II. However, we still have 1 vacant position for the Instructional Support Specialist position. We are still in need of a help desk employee, a dedicated Network Systems Specialist (Systems Administrator), and the department could also use some administrative assistance.

NOTE: The technology requirements and devices on the campus have grown exponentially over the years. The college has not invested in keeping up staffing to properly support these increases. The department has 1 more FTE than it did back in 2004. Duties from previous positions have been absorbed across the department. The department employees go above and beyond to keep a high standard of support for the college. Measure A construction projects, multiple technology projects, and the everyday service support of the college, the department needs adequate staffing.

Recommendations - Critical Staffing Positions

In order to offset the constant increase of technology devices the technology department needs to increase staffing. The department does not have a help desk person, or any entry level Computer Network Support. Having a few entry positions would not only be cost effective, but it would allow the delegation of support throughout the department which will benefit the campus community. The technology department is in need of entry level positions, administrative support, and lead positions in order to properly position ourselves for the future.

Help Desk Staffing Needs

(Help Desk Technician / Desktop Support) - Back when the college only had 600 desktops and only a few servers the departmentcould adequately sustain the calls and support without the need of dispatch or first level support. We are now dealing with support on a much larger scale as the previous data has shown. In order to fully streamline our support services and meet the needs of our students, faculty and staff, the LPC Technology Department is proposing that we not only staff the critical areas, but also identify a more appropriate process for service. These services would include a more tiered support staff approach and provide the college with a much needed help desk.

The Service-Now has been a great help in getting help tickets logged. However, without an operational help desk the administration is left to each technician. This is not efficient and there is no accountability for tickets that may need to be re-routed or followed up on. Technician get busy working on issues and may be tied up for hours on a problem. Customers should have the ability to put in a service request from anywhere and have that request processed and updated automatically. Customers should also have the ability to call the help desk and get phone support, and remote desktop support as needed. This first level of support would help identify the issue and then prioritize and dispatch these calls. Currently all Help Desk support, answering trouble calls or dispatch is being supplemented by other staff members within the department. This does not make for an efficient use of their work or time.

NEW OR REPLACEMENT STAFF (Administrator, Faculty or Classified)

List Staff Positions Needed for Academic Year 2021-2022 Place titles on list in order (rank) or importance.	Indicate (N) = New or (R) = Replacement	Estimated Annual Total Cost	EMP Goals or Planning Priorities Linked to Position
1. Tier 1 Support / New Position Reason: In order to fully streamline our support services and meet the needs of our students, faculty and staff the LPC Technology Department is proposing that we not only staff the critical areas, but also identify a more appropriate process for service. These services would include a more tiered support staff approach and provide the college with a much needed level 1 support. Details have been outlined in the staffing section. . If we do not start restructuring our support staff we will not meet the needs of future growth through Measure A Construction projects.	N		**C3. Provide Appropriate Staffing Levels. C4. Meet current and future technology needs.**

2. Entry Level Computer Support Specialist I / New Position Reason: In order to fully streamline our support services and meet the needs of our students, faculty and staff the LPC Technology Department is proposing that start hiring entry level positions to help off-set support on the campus. These positions would be the first line of support and then escalate more serious issues to the techs in higher level positions. If we do not start restructuring our support staff we will not meet the needs of future growth through Measure A Construction projects.	N		**C3. Provide Appropriate Staffing Levels. C4. Meet current and future technology needs.**
3.Securirty Server Support and Administration Similar to Network Support Specialist II with an emphasis on security Reason: We have had over a 500% increase in server maintenance and administration. Systems are out of date and experiencing failures because the workload is too great for the amount of staff that we currently have. There is no dedicated technician to keep up with Maintenance, backups and administration of these services. Details have been outlined in the staffing section.	N		**C3. Provide Appropriate Staffing Levels. C4. Meet current and future technology needs.**

(Server and Systems Administration - Similar to Network Support Specialist II Series, but with a refreshed job description that better describes the responsibilities of the position. - In addition to the desktop systems, the local college supports over 35 servers that provide a number of resources to the college. These systems have no dedicated staff for maintenance or administration. These support services are currently being supplemented by the of Computer / Network Support staff. The computer Network Support positions are required for minimal maintained on these systems, but the department has grown to a point to where we need a dedicated staff member to oversee these systems. Systems are sometimes many months out of maintenance and upgrades. In addition, the everyday maintenance and backup services are not being properly handled. This will lead to service

outages and possible data loss that the college cannot be exposed too.

IV.   FACILITIES

A. Facilities Needs

FACILITIES NEEDS

List the Facilities Need and the Reason N/A	EMP Goals or Planning Priorities Linked to Position
1. Reason:	
2. Reason:	
3. Reason:	

V. TECHNOLOGY AND EQUIPMENT

A. Technology and Equipment Needs

TECHNOLOGY AND EQUIPMENT NEEDS

List the Technology and Equipment Needs Place titles on list in order (rank) or importance.	Indicate (N) = New or (R) = Replacement	Estimated Annual Total Cost of Ownership	EMP Goals or Planning Priorities Linked to Position
1. Unitrends disaster recovery – Off-Site appliance. Onsite is completed and we still need to budget for off-site backups. The college still needs on off-site solution to insure backups are available for disaster recovery of systems. Ransomware is a major concern.	N	TBD	**C4. Meet current and future technology needs.**

2. The college needs the ability to track and support mobile devices off campus. We have not adequately invested in this function and the technology department is at a disadvantage when it comes to supporting these devices.	N	TBD	**C4. Meet current and future technology needs.**

VI.   PROFESSIONAL DEVELOPMENT

Professional Development Needs

The LPC Technology Department supports a number of different technology services on the Las Positas Campus. These services include networking, desktop systems, telecommunications, audio/visual, and instructional systems to name a few. It is critical that the Technology Department staff are provided the opportunity for training to properly do their jobs. Over the past 14 years there has not been proper funding or a plan to ensure that skills and competencies levels are appropriate for today's technologies. These are technologies that are currently being utilized on the LPC campus. New server operating systems, desktop operating systems, and instructional systems are being installed without the assurance of proper skills to support these systems. This is a critical issue that is already being realized through system outages that the campus has not experienced in the past.

As the college has grown, employees have been expected to discover proper procedures and the most efficient ways of doing things on their own. There is an obligation of the institution to not only keep staffing levels in line with the amount of support needed, but to also keep their staff trained in order for them to be effective. The lack of proper training has led to stress and frustration among the current staff and a training plan will need to be identified, budgeted and implemented.

Recommendations:

There are specific certifications and skill sets that are required in all areas of the Technology Department. The computer network specialist may need different training than the audio visual specialist. The Technology Department is reviewing industry

Certifications that fall in line with the current support needs at the college. These certifications may include training from vendors such as Microsoft, Apple, CISCO, and Info Comm. Third party applications are also being reviewed. Third party training and/or certification may include SARS, VMWare, Storage and Backup solutions, and any future Telecom Support needs. The Technology Department supports a diverse selection of different technologies and in order for us to move forward there needs to be investment into our staffing andtraining.

Included in the recommendation is an initial round of training for the most critical areas that have the most inefficiencies. These need to be followed up with an annual review of skills needed to adequately fulfill the work that is required of the department staff.

Computer / Network Support Staff

Through discussions and observation, the computer support staff have identified a training path that will bring their skill levels up to meet the needs of the current environment. In addition, this training will be able to scale each year as we bring on newer technologies. The training plan will include the following certification path for the computer / network support staff.

MCSA - Solutions Associate
Installing and Configuring Windows Server 2012 – Exam 410
Administering Windows Server 2012 – Exam 411
Configuring Advanced Windows Server 2012 Services – Exam 412

MCSE - Solutions Expert
Designing and Implementing a Server Infrastructure – Exam 413
Implementing an Advanced Server Infrastructure – Exam 414

System Center 2012 Configuration Manager
Deploying System Center 2012 Configuration Manager - Exam 243
Administering System Center 2012 Configuration Manager Exam 243

VMware vSphere:

These are certifications that have been identified as critically needed for the current state of the environment. In addition, any training program identified will also need to include the needed training for CISCO systems, VMWare, CompTIA, Desktop Support, and other critical systems that are supported on the campus.

Instructional Systems Support Staff

The instructional Systems support staff will also benefit from the Microsoft training that has previously been outlined. In addition, there are more specific training needs that the staff may benefit from that aligns with the everyday tasks here at the college. The Certified Technology Specialist (CTS) certification is a great option for training and to be current in today's audio / visual environment. This is an entry level certification and some of our seasoned employees may already be prepared to take the test.

CTS — General
A Certified Technology Specialist (CTS) performs general technology solution tasks by creating, operating, and servicing AV solutions as well as conducting AV management activities that provide for the best audiovisual resolutions of the client's needs, both on time and within budget.

CTS-D — AV System Design Specialization
A Certified Technology Specialist — Design (CTS-D) is an AV systems designer who assesses client's needs, designs AV systems, prepares AV design documents, and coordinates and collaborates with other professionals to create AV systems that satisfy clients' requirements.

CTS-I — AV System Installation Specialization
A Certified Technology Specialist — Installation (CTS-I) installs and maintains audiovisual systems by following

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specifications, schematics, codes, and safety protocols; administering installation process logistics; troubleshooting and problem-solving systems; maintaining tools and equipment; and communicating with clients, designers, other trades, installers, and staff to provide the best audiovisual solutions for client needs, on time and within budget.
The training path for these areas is in addition to any training from Microsoft, CompTIA, CISCO, or any industry certifications.

Crestron Training

The Crestron Technical Institute can prepare our technicians with skills in design and programming. This program can help in challenges they may face each day supporting these systems at LPC. Crestron provides industry training through regional and online. Face-to-face training can also be provided and helps to build relationships and communication with Crestron technical staff.

Telecommunication Coordinator

The Telecommunications Coordinator has a number of duties that could benefit from training in the previously mentioned Microsoft Training path. The skills can further be enhanced through Industry Certification in fundamental networking and telecommunications.

In the summer of 2019 the college completed the install of a new telephone system for the Las Positas Campus. Training for the system was completed for users and staff. The Telecommunications Coordinator spent several weeks in the Spring of 2019 training on the new systems.

List Professional Development Needs. Reasons might include in response to assessment findings or the need to update skills to comply with state, federal, professional organization requirements or the need to update skills/competencies. Please be as specific and as brief as possible. Some items may not have a direct cost, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.	**Annual TC**		
	Cost per item	Number Requested	Total Cost

1. **Training and Certification for current staffing according to the training plan**. Reason: All requirements have been noted in the previous paragraphs.	**TBD**	6 -7	**Estimated at $ 10,000 Annual**