

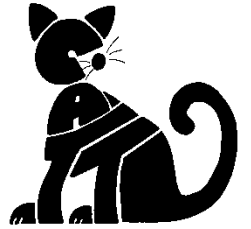


DISTRICT INFORMATION SERVICES TECHNOLOGY PLAN 2016-2018

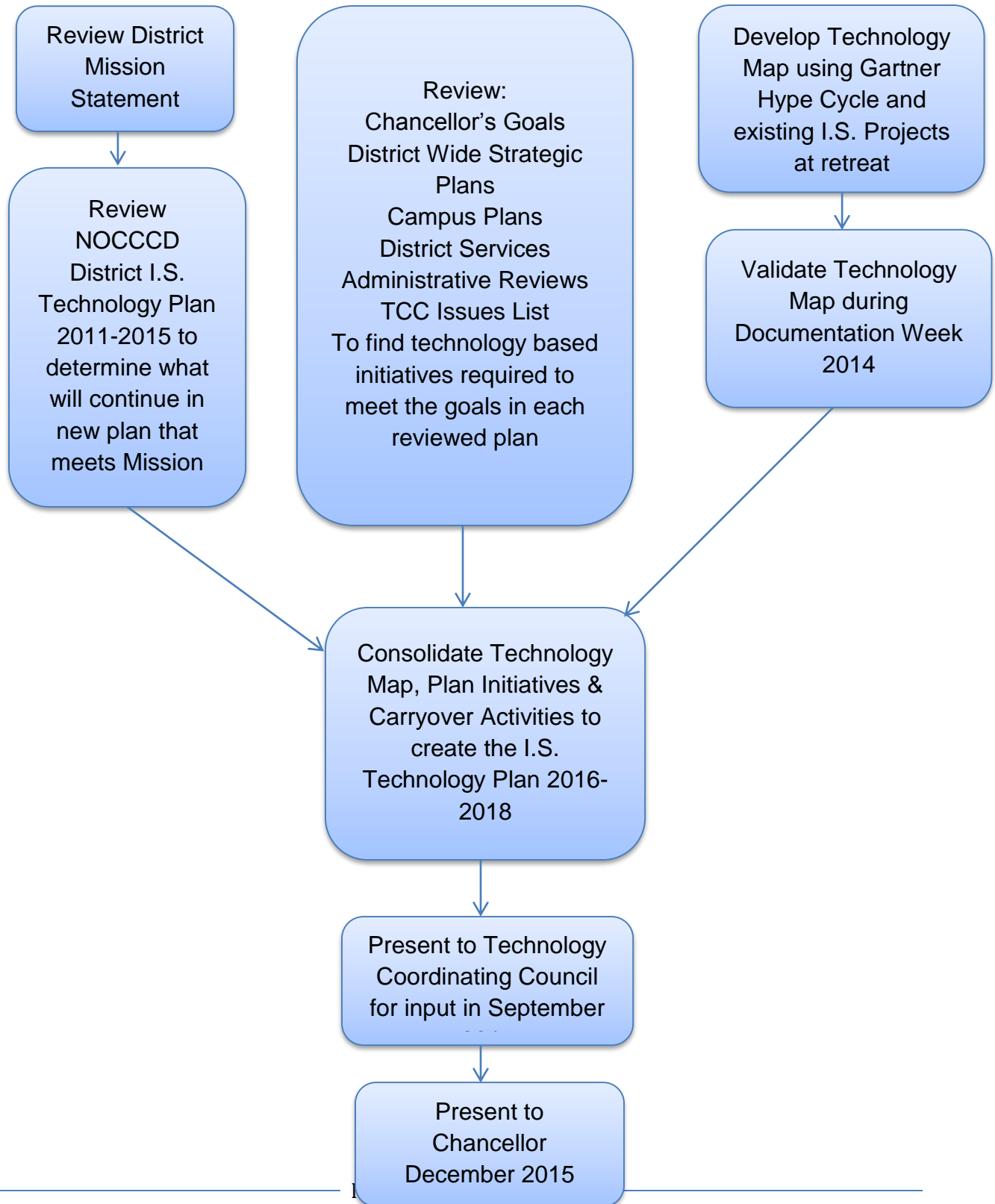
Reviewed by Technology Coordinating Council, September 15 & October 20, 2015

Reviewed by Technology Coordinating Council, June 14, 2016

Reviewed by Information Services Department, June 21, 2016



Information Services Technology Plan Development Process



District Strategic Directions 2011- 2020

District Strategic Direction 1. The District will annually improve the rates of completion for degrees, certificates, diplomas, transfers, transfer-readiness requirements, and courses.

District Strategic Direction 2. The District will annually make progress toward eliminating the documented achievement gap among race/ethnicity groups.

District Strategic Direction 3. The District will annually improve the success rate for students moving into:

- The highest level possible credit basic skills courses in mathematics, English, and English-as-a-Second-Language from noncredit basic skills instruction in the same discipline and
- College-level courses in mathematics, English and English-as-a-Second-Language from credit basic skills courses in these disciplines and
- The next higher course in the sequence of credit or noncredit basic skills courses in mathematics, English and English-as-a-Second-Language.

District Strategic Direction 4: The District will implement best practices related to planning including transparent decision-making processes, support of strategic and comprehensive planning activities at campus and District levels, and the allocation of resources to fund planning priorities.

District Strategic Direction 5: The District will develop and sustain collaborative projects and partnerships with the community's educational institutions, civic organizations, and businesses.

District Strategic Direction 1. The District will annually improve the rates of completion for degrees, certificates, diplomas, transfers, transfer-readiness requirements, and courses.

Information Services Objective 1.1				
Provide tools/systems to assist in monitoring and tracking improvements in completion rates for degrees, certificates, diplomas, transfers, transfer-readiness requirements, and courses.				
Action Items for I.S. Objective 1.1	Responsible Party	Target Completion Date	Yearly Outcome	Implications for Next Year's Action Plan
<i>1.1.1. Redesign the SPMS (enrollment management) system to incorporate SCE data and implement SPMS2 to better support enrollment management efforts</i>	<i>Manager, IT Applications Support in consultation with Vice Chancellor, Educational Services and Technology and ITPI staff</i>	<i>Spring 2016</i>	<i>System currently in test status being reviewed</i>	<i>Live during Summer 2016</i>
<i>1.1.2. Improve the Institutional Effectiveness report and online system to report effectively regarding completion rates</i>	<i>Manager, IT Applications Support in consultation with Institutional Effectiveness Coordinating Council</i>	<i>Spring 2016</i>	<i>Completed</i>	<i>Continue to monitor for needed changes</i>
<i>1.1.3. Implement ability to track student cohort completion rates 1.1.3.1. Provide ability to view cohort data in myGateway 1.1.3.2. Provide ability to communicate with cohort groups using targeted announcements in myGateway</i>	<i>Manager, IT Applications Support in consultation with District and campus research staff</i>	<i>Fall 2016</i>	<i>Virtual environment under development to provide this capability; estimated completion of new environment is Fall 2016</i>	<i>Full implementation will extend into Spring 2017</i>

District Strategic Direction 1. The District will annually improve the rates of completion for degrees, certificates, diplomas, transfers, transfer-readiness requirements, and courses.

Information Services Objective 1.2				
Provide, maintain and improve systems that support student learning.				
Action Items for I.S. Objective 1.2	Responsible Party	Target Completion Date	Yearly Outcome	Implications for Next Year's Action Plan
<i>1.2.1. Complete enhanced integration of data between Banner and Blackboard for Cypress and Fullerton</i>	<i>Manager, IT Technical Support in consultation with Distance Education Coordinators</i>	<i>Spring 2016</i>	<i>Fullerton complete; Cypress requested this be put on hold</i>	<i>Resume work when Cypress is ready to proceed</i>
<i>1.2.2. Explore the implementation of load balancing for Fullerton Blackboard to support use of system for every course</i>	<i>Manager, IT Technical Support</i>	<i>Fall 2016</i>	<i>Investigation continues</i>	<i>No change</i>
<i>1.2.3. Upgrade the Cypress College Culinary Arts Point of Sale System to better prepare students for careers</i>	<i>Manager, IT Technical Support</i>	<i>Spring 2016</i>	<i>Completed</i>	<i>None</i>
<i>1.2.4. Explore the use of gamification of systems to support student learning</i>	<i>Manager, IT Applications Support</i>	<i>2017-2018</i>	<i>N/A</i>	<i>N/A</i>
<i>1.2.5. Provide system changes/updates necessary to support the Mortuary Science Bachelors' Degree program at Cypress College</i>	<i>Manager, IT Applications Support in consultation with the Vice Chancellor, Educational Services and Technology</i>	<i>Fall 2017</i>	<i>Work has begun with SIG consultants</i>	<i>On target for completion Fall 2017</i>

District Strategic Direction 2. The District will annually make progress toward eliminating the documented achievement gap among race/ethnicity groups.

Information Services Objective 2.1				
Provide tools/systems to assist in monitoring and tracking improvements in the reduction of the achievement gap among race/ethnicity groups.				
Action Items for I.S. Objective 2.1	Responsible Party	Target Completion Date	Yearly Outcome	Implications for Next Year's Action Plan
<i>2.1.1. Improve the Institutional Effectiveness report and online system to report effectively regarding achievement gap progress</i>	<i>Manager, IT Applications Support in consultation with Institutional Effectiveness Coordinating Council</i>	<i>Spring 2016</i>	<i>Completed</i>	<i>Continue to monitor for needed changes</i>
<i>2.1.2. Implement ability to track student cohort data to track progress in eliminating the achievement gap</i> <i>2.1.2.1. Provide ability to view cohort data in myGateway</i> <i>2.1.2.2. Provide ability to communicate with cohort groups using targeted announcements in myGateway</i>	<i>Manager, IT Applications Support in consultation with District and campus research staff</i>	<i>Fall 2016</i>	<i>Virtual environment under development to provide this capability; estimated completion of new environment is Fall 2016</i>	<i>Full implementation will extend into Spring 2017</i>

District Strategic Direction 3. The District will annually improve the success rate for students moving into:

- The highest level possible credit basic skills courses in mathematics, English, and English-as-a-Second-Language from noncredit basic skills instruction in the same discipline and
- College-level courses in mathematics, English and English-as-a-Second-Language from credit basic skills courses in these disciplines and
- The next higher course in the sequence of credit or noncredit basic skills courses in mathematics, English and English-as-a-Second-Language.

Note: The following Objective is not limited to the specific basic skills items in the District Strategic Direction but will be used for all programs.

Information Services Objective 3.1				
Provide tools/systems to assist with the improvement of students success rates.				
Action Items for I.S. Objective 3.1	Responsible Party	Target Completion Date	Yearly Outcome	Implications for Next Year's Action Plan
<i>3.1.1. Complete rollout of educational planning system (DegreeWorks) for student use</i>	<i>District Director, Information Services in consultation with Vice Chancellor, Educational Services and Technology and DegreeWorks Management Team</i>	<i>Spring 2016</i>	<i>Live for counselors in 2015; Soft launch for students June 10; Full launch Fall 2016</i>	<i>Upgrade to SEP version will be done subsequent to Fall 2016</i>
<i>3.1.2. Implement an online catalog/schedule</i>	<i>Manager, IT Applications Support in consultation with Vice Chancellor, Educational Services and Technology and campus and District curriculum staff</i>	<i>Summer 2016</i>	<i>Consultant hired; key staff sent to training conference; vendor time scheduled</i>	<i>Implementation will begin Summer 2016</i>
<i>3.1.3. Implement District-wide Grade book capability for use by faculty</i>	<i>Manager, IT Applications Support in consultation with Faculty Senates</i>	<i>Fall 2016</i>	<i>Completed the negotiations for campuses to use Blackboard for all courses; Completed</i>	<i>Each campus will implement as needed</i>
<i>3.1.4. Provide an online appointment scheduling system District-wide</i>	<i>Manager, IT Applications Support in consultation with Student Team</i>	<i>Spring 2016 for DSS; other units to follow</i>	<i>DSS on target to go-live with Clockwork; other units are exploring the use of Clockwork</i>	<i>Continue rollout to other units as they adopt the product</i>

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- College-level courses in mathematics, English and English-as-a-Second-Language from credit basic skills courses in these disciplines and
- The next higher course in the sequence of credit or noncredit basic skills courses in mathematics, English and English-as-a-Second-Language.
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Note: The following Objective is not limited to the specific basic skills items in the District Strategic Direction but will be used for all programs.

Information Services Objective 3.1				
Provide tools/systems to assist with the improvement of students success rates.				
Action Items for I.S Objective 3.1	Responsible Party	Target Completion Date	Yearly Outcome	Implications for Next Year's Action Plan
<i>3.1.5. Expand use of Institutional Effectiveness reports to include additional categories as defined by the Institutional Effectiveness Coordinating Council (i.e. Supplemental Instruction, etc.)</i>	<i>District Director, Information Services in consultation with Institutional Effectiveness Coordinating Council</i>	<i>Spring 2017</i>	<i>N/A</i>	<i>N/A</i>
<i>3.1.6. Expand use of Comevo online orientation system as defined by Student Team (i.e. Veterans, etc.)</i>	<i>Manager, IT Applications Support in consultation with Student Team</i>	<i>Fall 2016</i>	<i>Campus staff continue to implement Comevo as needed; this will be ongoing as they find new uses for the product</i>	<i>Continue rollout as dictated by the campus staff</i>
<i>3.1.7. Implement new version of ARGOS reporting tool to include dashboards</i>	<i>Manager, IT Applications Support in consultation with District and campus research staff</i>	<i>Summer 2016</i>	<i>Near completion; technical implementation on target for Summer 2016</i>	<i>End user rollout begins Fall 2016</i>

District Strategic Direction 3. The District will annually improve the success rate for students moving into:

- The highest level possible credit basic skills courses in mathematics, English, and English-as-a-Second-Language from noncredit basic skills instruction in the same discipline and
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- The next higher course in the sequence of credit or noncredit basic skills courses in mathematics, English and English-as-a-Second-Language.
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Note: The following Objective is not limited to the specific basic skills items in the District Strategic Direction but will be used for all programs.

Information Services Objective 3.1				
Provide tools/systems to assist with the improvement of students success rates.				
<i>Action Items for I.S. Objective 3.1</i>	<i>Responsible Party</i>	<i>Target Completion Date</i>	<i>Yearly Outcome</i>	<i>Implications for Next Year's Action Plan</i>
<i>3.1.8. Implement business intelligence system for student success (Pilot)</i>	<i>District Director, Information Services in consultation with Vice Chancellor, Educational Services and Technology</i>	<i>Spring 2017</i>	<i>Counselor hired to lead project; implementation in progress</i>	<i>On target for Spring 2017 implementation</i>

District Strategic Direction 4. The District will implement best practices related to planning including transparent decision-making processes, support of strategic and comprehensive planning activities at campus and District levels, and the allocation of resources to fund planning priorities.

Information Services Objective 4.1				
Provide more comprehensive decision-making tools and systems.				
Action Items <i>I.S. Objective 4.1</i>	Responsible Party	Target Completion Date	Yearly Outcome	Implications for Next Year's Action Plan
<i>4.1.1 Implement data warehouse</i>	<i>Manager, IT Applications Support in consultation with District and campus research staff</i>	<i>Summer 2016</i>	<i>Virtual environment under development to provide this capability; estimated completion of new environment is Fall 2016; some researchers are using this now in a test environment</i>	<i>Complete rollout as dictated by Research Team</i>
<i>4.1.2. Expand use of myGateway (next version) for communication with students and staff</i>	<i>Manager, IT Applications Support in consultation with District Director, Public and Governmental Affairs and campus Directors of Campus Communications</i>	<i>Fall 2016</i>	<i>Assessment of new product use in NOCCCD environment complete; technical work underway</i>	<i>On target for Spring 2017 rollout</i>

District Strategic Direction 4. The District will implement best practices related to planning including transparent decision-making processes, support of strategic and comprehensive planning activities at campus and District levels, and the allocation of resources to fund planning priorities.

Information Services Objective 4.2				
Support best practices in strategic and comprehensive planning with appropriate systems and expertise.				
Action Items for I.S. Objective 4.2	Responsible Party	Target Completion Date	Yearly Outcome	Implications for Next Year's Action Plan
<i>4.2.1 Support Bond Project activities by monitoring and assisting with the implementation of the Telecommunications Standards as adopted by the Board of Trustees</i>	<i>Manager, IT Technical Support in consultation with District and campus Facilities staff</i>	<i>Ongoing</i>	<i>Participating as needed; initial kickoff meeting held; implementing technology for Bond Management firm as requested; responding to inquiries regarding Telecommunications Standards as required</i>	<i>Ongoing project</i>
<i>4.2.2 Assist in the evaluation of and if required the implementation of a Planning Tool District-wide (Perform)</i>	<i>District Director, Information Services in consultation with the Vice Chancellor, Educational Services and Technology</i>	<i>2017-18</i>	<i>Presented to Chancellor's Staff; no interest at this time</i>	<i>Revisit this need in 2017-18</i>

District Strategic Direction 4. The District will implement best practices related to planning including transparent decision-making processes, support of strategic and comprehensive planning activities at campus and District levels, and the allocation of resources to fund planning priorities.

Information Services Objective 4.3				
Lead and/or participate in District-wide collaborative projects to improve services and/or efficiencies.				
Action Plan for I.S. Objective 4.3	Responsible Party	Target Completion Date	Yearly Outcome	Implications for Next Year's Action Plan
<p>4.3.1. Evaluate and implement collaborative projects including:</p> <ul style="list-style-type: none"> • Storage sharing • Server sharing • Wi-Fi infrastructure • Network infrastructure • Shared DNS • Active Directory • Single Sign On – Centralized Authentication including determination of District-wide User ID and Password • Others as identified 	District Director, Information Services in consultation with District Technology Roundtable	Ongoing as needed	Signed contract with OCDE to use their offsite location in Chandler, Arizona and offered this to all campuses; focus on Network Refresh across the district to include wired, wireless, phone and video support; implementing Single Sign-on across the District; collaborating on District-wide list servs; discussing student email options; reviewing job descriptions across the District; implementing shared features in O365 including Free/Busy; Messaging and Document sharing	Efforts to collaborate will continue
4.3.2 Implement Bond funded District-wide network for wired and wireless connectivity	District Director, Information Services in consultation with Technology Coordinating Council	2017-18	Project approved by Board; \$13M set aside; Phase I- Assessment underway with RFQ out to vendors	Complete Phase I – Assessment; initiate Design, Procurement and Implementation phases based on findings in Assessment Phase; on target for 2017 completion

District Strategic Direction 4. The District will implement best practices related to planning including transparent decision-making processes, support of strategic and comprehensive planning activities at campus and District levels, and the allocation of resources to fund planning priorities.

Information Services Objective 4.4				
Provide better tools/systems to help staff across the District to be more effective and efficient.				
Action Plan for I.S. Objective 4.4	Responsible Party	Target Completion Date	Yearly Outcome	Implications for Next Year's Action Plan
4.4.1. Retire the unsupported and outdated MAPPER system and transition Benefits and Load Banking to Banner	Manager, IT Applications Support in consultation with Vice Chancellor, Human Resources	Fall 2016	Work in progress to move benefits/payroll functions off the system; other projects have taken priority	On target for Spring 2017
4.4.2. Complete payroll process refresh including: <ul style="list-style-type: none"> • Time & Attendance • Staff Assignment • Interface to county • Other as needed 	Manager, IT Applications Support in consultation with Vice Chancellor, Human Resources and Vice Chancellor, Finance and Facilities	Summer 2016	Analysis, design and implementation work in progress	Expected to complete in Fall 2016
4.4.3. Provide online forms as requested by all departments	Manager, IT Applications Support and staff	Ongoing	Responding to requests as presented	No change
4.4.4. Implement digital storage system for Human Resources/Finance/etc.	Manager, IT Applications Support in consultation with District Services staff	Fall 2016	Student services completed; HR in progress to archive all personnel files; work to begin in Finance	Complete HR and Finance projects in Fall 2016
4.4.5. Expand the use of the Regroup communication tool for informational messages	District Director, Information Services in consultation with District Director, Public and Governmental Affairs and Vice Chancellor, ES&T	Spring 2016	TCC completed draft policy to use Re-group for approved informational messaging; current PIO's are reviewing draft	Expected completion in Fall 2016; PIO's need to complete their review and move forward to DCC for approval

District Strategic Direction 4. The District will implement best practices related to planning including transparent decision-making processes, support of strategic and comprehensive planning activities at campus and District levels, and the allocation of resources to fund planning priorities.

Information Services Objective 4.4				
Provide better tools/systems to help staff across the District to be more effective and efficient.				
Action Plan for I.S. Objective 4.4	Responsible Party	Target Completion Date	Yearly Outcome	Implications for Next Year's Action Plan
<i>4.4.6. Implement a professional development tracking system</i>	<i>Manager, IT Applications Support in consultation with Vice Chancellor, Human Resources and District Director, Risk Management</i>	<i>Fall 2016</i>	<i>Demos completed of two products</i>	<i>Expected implementation Fall 2016</i>
<i>4.4.7. Implement Professional Service and Temporary Employment Agreements online</i>	<i>Manager, IT Applications Support in consultation with Vice Chancellor, Human Resources</i>	<i>Fall 2016</i>	<i>N/A</i>	<i>N/A</i>
<i>4.4.8. Augment or replace email messaging with other means of communication such as myGateway/Office 365/etc.</i>	<i>Manager, IT Technical Support in consultation with District Director, Public and Governmental Affairs</i>	<i>Fall 2015 for District Services</i>	<i>District Services completed</i>	<i>N/A</i>
<i>4.4.9. Implement specialized systems for Production department</i>	<i>Manager, IT Technical Support in consultation with District Director, Printing and Design</i>	<i>Spring 2016</i>	<i>Pilot program in place</i>	<i>N/A</i>
<i>4.4.10. Implement an e-portal for benefits management</i>	<i>Manager, IT Applications Support in consultation with Vice Chancellor, Human Resources</i>	<i>2017-18</i>	<i>N/A</i>	<i>N/A</i>

District Strategic Direction 4. The District will implement best practices related to planning including transparent decision-making processes, support of strategic and comprehensive planning activities at campus and District levels, and the allocation of resources to fund planning priorities.

Information Services Objective 4.4				
Provide better tools/systems to help staff across the District to be more effective and efficient.				
Action Plan for I.S. Objective 4.4	Responsible Party	Target Completion Date	Yearly Outcome	Implications for Next Year's Action Plan
4.4.11. Expand the user of Concrete 5 for District-wide news	District Director, Information Services	Spring 2016	No need identified	Ongoing should users request to use the tool
4.4.12. Complete computer refresh for District Services staff	Manager, IT Technical Support in consultation with District Services Vice Chancellors, Directors and Managers	Fall 2015	Completed	N/A
4.4.13. Upgrade Board Room multimedia system	Manager, IT Technical Support in consultation with Chancellor and Board of Trustees	Spring 2016	In progress for completion June 2016	N/A
4.4.14. Implement Onboarding system for new employees	Manager, IT Applications Support in consultation with Vice Chancellor, Human Resources	Spring 2017	Demonstrations of various products being conducted	N/A
4.4.15. Implement an evaluation tracking system	Manager, IT Applications Support in consultation with Vice Chancellor, Human Resources	Spring 2017	N/A	N/A
4.4.16. Implement a tracking system for facilities maintenance requests for the Anaheim Campus	Manager, IT Applications Support in consultation with Director, Physical Plant/Facilities	Spring 2016	EMS set up for Facilities	Per user implementation Summer 2016

District Strategic Direction 4. The District will implement best practices related to planning including transparent decision-making processes, support of strategic and comprehensive planning activities at campus and District levels, and the allocation of resources to fund planning priorities.

Information Services Objective 4.4				
Provide better tools/systems to help staff across the District to be more effective and efficient.				
Action Plan for I.S. Objective 4.4	Responsible Party	Target Completion Date	Yearly Outcome	Implications for Next Year's Action Plan
4.4.17. Explore use of online training tools (Comevo) for Diversity Training, Hiring Training, etc.	Manager, IT Applications Support in consultation with Vice Chancellor, Human Resources	2017-18	N/A	N/A
4.4.18. Expand use of survey tool (Qualtrics)	District Director, Information Services in consultation with District Director, Public and Governmental Affairs	Ongoing	Rolled out District-wide for use by all staff and students; completed	Continue to offer training
4.4.19. Implement Office365 for District Office personnel	Manager, IT Technical Support	Fall 2015	Completed	N/A
4.4.20. Upgrade myGateway	Manager, IT Applications Support in consultation with Information Services Steering Committee	Spring 2017	Assessment of new product use in NOCCCD environment complete; technical work underway	On target for Spring 2017 rollout
4.4.21. Upgrade Banner to XE platform with Banner 9 system	Manager, IT Applications Support in consultation with Information Services Steering Committee	Fall 2017	Planning begun	N/A
4.4.22. Expand use of mobile technologies to better serve students and staff	Manager, IT Applications Support in consultation with Information Services Steering Committee	Ongoing	Applications updated as required	Continue to respond to user requests

District Strategic Direction 4. The District will implement best practices related to planning including transparent decision-making processes, support of strategic and comprehensive planning activities at campus and District levels, and the allocation of resources to fund planning priorities.

Information Services Objective 4.4				
Provide better tools/systems to help staff across the District to be more effective and efficient.				
Action Plan for I.S. Objective 4.4	Responsible Party	Target Completion Date	Yearly Outcome	Implications for Next Year's Action Plan
4.4.23. Monitor, analyze and implement needed legal mandates such as ACA Reporting, Financial Aid, MIS Reporting Changes, etc. as needed	District Director, Information Services and staff	Ongoing	ACA completed; Financial Aid in progress; MIS reporting in progress	No change
4.4.24. Develop and implement enhanced Disaster Recover/Business Continuity plan	Manager, IT Technical Support	Fall 2016	Signed contract with OCDE to use offsite location in Arizona; investigating hardware and software requirements	On target for Fall 2016 completion
4.4.25. Implement Automated Clearing House (ACH)	Manager, IT Applications Support in consultation with District Director, Fiscal Affairs	Fall 2016	Awaiting go ahead from users	N/A
4.4.26. Upgrade and/or replace outdated and energy inefficient systems as needed including: <ul style="list-style-type: none"> • Energy Management • Control Key System • Windows Server • NOCCCD Website, etc. 	Manager, IT Applications Support & Manager, IT Technical Support in consultation with appropriate user departments	Ongoing	Completed	N/A
4.4.27. Implement electronic submission of print/production to District Services	Manager, IT Applications Support in consultation Production Department	Spring 2016	Pilot program in place	N/A

District Strategic Direction 4. The District will implement best practices related to planning including transparent decision-making processes, support of strategic and comprehensive planning activities at campus and District levels, and the allocation of resources to fund planning priorities.

Information Services Objective 4.4				
Provide better tools/systems to help staff across the District to be more effective and efficient.				
Action Plan for I.S. Objective 4.4	Responsible Party	Target Completion Date	Yearly Outcome	Implications for Next Year's Action Plan
4.4.28. Implement Touchnet Payment Gateway	District Director, Information Services and staff	Ongoing	User decided to discontinue implementation	Will not be done
4.4.29. Design and implement facilities maintenance tracking for Anaheim campus	Manager, IT Technical Support	Fall 2016	EMS set up for Facilities	Per user implementation Summer 2016
4.4.30. Investigate, analyze and implement advanced HR functionality in Banner	Manager, IT Applications Support in consultation with Vice Chancellor, Human Resources	Fall 2017	New HR staff training scheduled for Fall 2016	N/A
4.4.31. Investigate new and improved technologies	District Director, Information Services and staff	Ongoing	Introduced several new options including Trumba, Banner Data Defense; Lynda.com; Qualtrics	Continue to investigate new and improved technologies
4.4.32. Train users and I.T. staff in new and improved technologies as they are adopted	District Director, Information Services and staff	Ongoing	Ongoing as needed	No change

District Strategic Direction 4. The District will implement best practices related to planning including transparent decision-making processes, support of strategic and comprehensive planning activities at campus and District levels, and the allocation of resources to fund planning priorities.

Information Services Objective 4.5				
Monitor potential new technologies/systems for applicability at NOCCCD.				
Action Plan for I.S. Objective 4.5	Responsible Party	Target Completion Date	Yearly Outcome	Implications for Next Year's Action Plan
<p>4.5.1. Continue to monitor and possibly adopt Cloud-based technologies as appropriate. This includes the following:</p> <ul style="list-style-type: none"> • Analysis of applicability • Security issues • Contract provisions to protect NOCCCD • Interfaces to existing systems • Authentication of users 	District Director, Information Services and staff	Ongoing	Negotiated numerous cloud based contracts across the District	No change
4.5.2. Explore and possibly adopt project and change management tools	Manager, IT Applications Support and Manager, IT Technical Support	Spring 2016	Acquired Smartsheet to track projects and notify users of status; Completed	Publish information to the website
4.5.3. Monitor and consider adoption of Virtual Desktop technology	Manager, IT Technical Support	2017-18	N/A	N/A
4.5.4. Complete Workflow upgrade	Manager, IT Applications Support	Spring 2016	Completed	N/A
4.5.5. Monitor and consider upgrade to Central Authentication System	Manager, IT Technical Support	Ongoing	Continue to add new services using CAS	No change

District Strategic Direction 4. The District will implement best practices related to planning including transparent decision-making processes, support of strategic and comprehensive planning activities at campus and District levels, and the allocation of resources to fund planning priorities.

Information Services Objective 4.5				
Monitor potential new technologies/systems for applicability at NOCCCD.				
<i>Action Plan for I.S. Objective 4.5</i>	<i>Responsible Party</i>	<i>Target Completion Date</i>	<i>Yearly Outcome</i>	<i>Implications for Next Year's Action Plan</i>
<i>4.5.6. Evaluate and recommend Library System upgrade</i>	<i>Manager, IT Applications Support</i>	<i>2017-18</i>	<i>N/A</i>	<i>N/A</i>

District Strategic Direction 4. The District will implement best practices related to planning including transparent decision-making processes, support of strategic and comprehensive planning activities at campus and District levels, and the allocation of resources to fund planning priorities.

Information Services Objective 4.6 Provide system and technology training.				
Action Plan for I.S. Objective 4.6	Responsible Party	Target Completion Date	Yearly Outcome	Implications for Next Year's Action Plan
<p>4.6.1. Evaluate technology training opportunities for staff and students; expand current training as needed including:</p> <ul style="list-style-type: none"> • Data Security • Office 365 • Wireshark • Bro Security 	<p>District Director, Information Services in consultation with Vice Chancellor, Human Resources</p>	<p>Ongoing</p>	<p>Staff training in ongoing; plan to acquire Lynda.com for in house training needs</p>	<p>No change</p>

District Strategic Direction 5. The District will develop and sustain collaborative projects and partnerships with the community's educational institutions, civic organizations, and businesses.

Information Services Objective 5.1				
None at this time.				
<i>Action Plan for I.S. Objective 5.1</i>	<i>Responsible Party</i>	<i>Target Completion Date</i>	<i>Yearly Outcome</i>	<i>Implications for Next Year's Action Plan</i>
<i>5.1.1. Not applicable.</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>